

# the **new** employee manual

the Plano Chamber is  
leading the community in the effort to  
be a global hub for talent, innovation  
and opportunity.

you are the key to this mission.



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# Welcome.

**We know you'll accomplish great things here – we wouldn't have hired you if we didn't believe that. We look forward to supporting you along the way.**

**We're proud that you chose us, too.**

**This handbook has a lot of information you'll need during your time with the Plano Chamber. But the most important thing included is our guiding principals and the promise we make to each other as colleagues. We do really cool things and we all have our role. But more importantly, we're a team, and what we do is important. We're working together to make Plano the best community FOR ALL.**

**I'm glad you're here and I cannot wait to see what we can accomplish together.**

**Sincerely,  
Kelle**

**Kelle Marsalis  
President & CEO  
Plano Chamber of Commerce**

# You're Hired...

## Now what?

### **Your first day:**

Your first day will be slow. You will be given lots of tours, sign all the paperwork and read this manual. Then you'll have a chance to meet everyone including your buddy. They will show you around and then walk you through your first project.

### **Your first week:**

Make mistakes, ask questions, we all did it. We encourage you to talk with everyone, grab people to get coffee, share your perspective on your experience and how you can impact the organization, and ASK QUESTIONS.

### **Your first month:**

By the end of the first month, you will be working directly with our members and helping them engage in the community. You will have learned a lot from us, and we will have learned a lot from you.

### **Training:**

All new team members are assigned a "buddy," who will show you the ropes over the first few weeks. You are encouraged to ask as many questions as you can. You learned a lot in school or at a previous job, but at the Chamber, you learn by doing.

Over your first few weeks you will work tightly with experienced members of our team to learn how to do different tasks.

Tools we use:

- ChamberMaster (CRM)
- Asana
- Constant Contact
- Microsoft Office Suite
- Adobe Suite
- ZOOM
- There's more...

### Who

Since its inception by a group of local business leaders in 1946, the Plano Chamber of Commerce has worked tirelessly to promote local economic growth, foster business-friendly public policies, and serve our members through exceptional programs, benefits and services.

We are the voice of the business community in Plano.

We are governed by the **Board of Directors**. The Board of Directors is the policy making body of the Chamber. Its members represent the business and professional leadership of the community. Roughly one-third are elected each year to serve a three-year term. Advisory Directors are appointed for one-year terms. The Chairman of the Board presides over all Board of Directors' meetings.

The **Executive Committee** provides organizational direction for the CEO and the full Board. It is a small group of directors, consisting of the Chair, Chair-Elect, Vice Chair, Immediate Past Chair, Treasurer, Secretary, one Member At-Large, Public Policy Chair and the President. It acts for and on behalf of the Board of Directors in the business of the Chamber. The Chamber has four Vice-Chair positions on the board that are responsible for: Advocacy, Education & Collaboration, Membership Development, and Governance & Innovation.

**Committees** are responsible to the Board of Directors and consist of individuals representing member companies. They gather to carry out the work of the Chamber and engage members in the outcome of programs of the Chamber. It is the responsibility of the Committee Chair, who is approved by the President, to select and invite members to the committee. Staff work with committee chairs to develop the purpose, size and meeting schedule of each committee.

### What

The Chamber is a membership organization of businesses and organizations who have joined together for the purpose of promoting the economic progress of our community. In short, we want to bring businesses together to create jobs and the talent to get those jobs.

### How

The Chamber is financed by the investment of its members, special events and non-dues fundraising. The maintenance of an adequate level of support from all business and professional interests in the community is essential to finance the programs that are vital to community growth and development.

The professional staff, overseen by the President & CEO, carries out the day-to-day duties of the Chamber with input and engagement by the members.

# Guiding Principals

## Plano Chamber of Commerce Mission, Vision, and Guiding Principals

### Mission

The Plano Chamber of Commerce is committed to maximizing business development and economic growth of the community through advocacy, education, innovation, and collaboration.

### Vision

The Chamber will lead the greater Plano community in promoting a strong and prosperous business environment, an educated and skilled workforce, and a sustainable regional economy.

### Guiding Principals

As you read beyond this page and review information about our culture, policies, and procedures we are required to list (and all the additional information) every line is supported by the ultimate principal: USE GOOD JUDGEMENT.

We also have a few principals that help guide us in our pursuit of the Chamber's mission. These are extremely important to our work and the culture we build daily.

#### Embrace and Drive Change

Charles Darwin once said... "It is not the strongest of the species that survives, nor the most intelligent that survives. It is the one that is most adaptable to change."

#### Be Passionate and Determined

We owe it to ourselves to work on things that we are passionate about. If you're passionate, you'll do a better job and enjoy the process. There are some necessary evils at every job, but it's up to you to make sure you're passionate about what you're working on.

#### Serve the Members Like Family

We're in the business of improving lives. We do this by treating members like our own family.

#### Leave Positive Impact on the Community and Profession

Our time on this planet is short. We want to be remembered for contributing and making our community and profession better than which we found them.

# Culture

## Why do we obsess over culture?

Culture doesn't just help attract amazing people, it amplifies their abilities and helps us all do our best work.

## What is culture?

You probably already know this, or you wouldn't be here. But as a refresher, Culture is a set of shared beliefs, values, and practices. Our culture is the operating system that powers the Chamber. So essentially, it's our own form of Windows or IOS.

Culture happens. Whether planned or not, companies have a culture. So why not create a culture we love?

The world is changing every day. People change along the way. People have dramatically changed how they live and work. It's important our culture reflects that.

	<i>THEN</i>	<i>NOW</i>
Focus	Pension	Purpose
Need	Good boss	Great colleagues
Hours	9 to 5	Whenever
Workplace	Office	Wherever
Tenure	Whole career	Whatever

While we are not quite at the "wherever, whatever" point, it's a goal we're working toward. But, we're close.

## The Plano Chamber Culture-Code:

Mission and metrics  
Solve for the customer  
Be transparent  
Take ownership  
People first  
Dare to be different  
Life is short, make it matter

## **Mission and Metrics**

We commit maniacally to both our mission and metrics.

We believe success is making those who believed in us **look brilliant**. For the Chamber, those are investors and our Board of Directors.

**Our commitment to the mission will help us earn the love of many.**

**Our commitment to our metrics will help us earn the resources to further our mission.**

## **Solve for the Customer in the Long-term**

Don't just satisfy customers. Delight them.

This does not mean giving away for free.

**To solve for long-term problems, we must survive in the short-term.**

## **Transparency**

Share openly and be remarkably transparent.

Things we share and discuss:

- Financials
- Board meeting topics
- Management topics
- Strategy
- Policies and procedures
- Ideas
- Solutions

Things we won't share:

- Items we're legally required to keep confidential
- Items that are not ours to share (compensation, employment details, etc.)

**Every employee is a designated insider at the Chamber.**

**Power is gained by sharing knowledge not by hoarding it.**

Everyone has access to everyone else in the organization. We don't have an open-door policy, but a no-door policy (unless I close the door because it's too loud).

But, keep in mind... transparency doesn't equal democracy. Transparency is about being open, not making decisions by consensus. Everyone has a voice in this organization but not always a vote.

## Take Ownership

We favor autonomy and take ownership. Just because someone made a mistake years ago doesn't mean we need a policy or rule.

We don't penalize the many for the mistakes of the few, but we will protect against the big stuff. Instead, we have a three-word policy for just about everything: **USE GOOD JUDGEMENT.**

Social media policy? Use good judgement.

Travel policy? Use good judgement.

Working from home because of a blizzard? Use good judgement. (and get your work done)

If you're someone who likes an example, here's a cheat sheet on using good judgement at the Chamber: **CUSTOMER > TEAM > INDIVIDUAL**

**Team > Individual:** Don't solve your personal interests to the detriment of the team. We don't like selfishness, we love teamishness.

**Customer > Team:** When in doubt, favor solving the customer's problem over our own. Solving for customer's interests is in our long-term interest, too.

### The thing that matters most: Results.

Results matter more than the number of hours worked, where it was done, or who did it. The best results come when they are insight-driven and data-backed.

## We Value People

The best people to work with have **HEART.**

Humble

Empathetic

Adaptable

Remarkable

Transparent

We don't just believe in people, we bet on them. We recruit, reward and release people based on these values. We won't make decisions to delegate, we want to elevate. We will bring people onto the team that can teach us something and assign work based on future opportunity. **The best coworkers don't just fit the culture, they further it.**

There are two ways to progress at the Chamber:

1. Gain mastery as an individual contributor and make magic.
2. Provide spectacular support to those that are doing ↑.

How to achieve mastery: dive deep, talent is not enough, and intense commitment.

In addition, we promise to help you learn through professional development and mentors. We will make book, podcast, and Ted Talk recommendations Why not try out a new area you're interested in? We strive to promote from within when it works.

## **Dare to be Different**

Many companies will be exceptional, and then the dark force of being average sneaks in. We encourage experimentation. The worst thing that could happen is it doesn't work and we learned something. It's better to try now and fail, then sit tight and fail for sure.

We don't mind making mistakes, but we do mind repeating them. The only thing you can NEVER say: "because we've always done it this way."

To think different, we need to be different. We cannot all be the same.

**We want a diversity of backgrounds and thoughts.**

Confession: We want diversity among our staff and leadership, but we don't yet have it. There is still work to do.

Don't make things so complex, think simple – like software, we often need updates.

Be sure to **SCRAP** routinely:

Stop generating unused reports.

Cancel unproductive meetings.

Remove unnecessary rules.

Automate manual processes.

Prune extraneous process.

**We want the Plano Chamber to be easy... Easy to buy, Easy to use, Easy to LOVE.**

## **Life is Short, Make it Matter**

We recognize life is short. Work is a big part of life, and it should be fulfilling and fun.

It's important to take care of yourself, too.

We provide standing desks.

We provide healthy snacks.

We encourage spontaneous laughter and full reality tv recaps weekly.

Take your PTO.

**We encourage candor and criticism but be kind and compassionate.**

**Always take the high road, it's less crowded.**

# The daily stuff...

## **Work Environment & Pay**

The Chamber maintains employee personnel files in accordance with applicable laws. Documents in the personnel file are related to employment and necessary for the Chamber to process and record personnel transactions and performance-related events. If the Chamber obtains any medical records, they are kept in a separate folder and are handled in a confidential manner as required by applicable law. Access to employees' records is limited to those who need the information for job related purposes and as otherwise limited by law. Generally, if employees wish to review their file, they may do so after giving the Chamber reasonable notice and a Chamber representative will be present during such inspection of the file. Employee's written consent, or a properly served subpoena, is a pre-requisite to the Chamber releasing personnel file information to outside parties. Forward such requests to the President, the only party authorized to release employee records.

### **What kind of employee are you?**

**Full-time employee:** An employee who is regularly scheduled to work 30 hours or more per week on a regular basis.

**Part-time employee:** An employee scheduled to work less than 30 hours per week on a regular basis. A part-time employee receives no benefits except as required by law, unless outlined in this manual.

**Temporary employee:** Employees hired for a specific period of time or specific work project generally not to exceed 6 months. A temporary employee receives no benefits except as required by law.

**Contract employee:** Sometimes known as an independent contractor or 1099 employee, these individuals enter into a contractual agreement with the Chamber in order to provide a service in exchange for a set fee or fee schedule. A contract employee receives no benefits except as required by law or outlined in the employment contract.

**Exempt employee:** An exempt employee is exempt from federal and state law overtime requirements. Typically, full-time and contract employees qualify as exempt, unless otherwise outlined in an employment offer.

**Non-exempt employee:** A non-exempt can be a salaried or hourly employee; this employee receives overtime pay for hours worked in excess of 40 in a workweek at a rate of one and one-half their regular rate of pay. All overtime must be pre-authorized by the President. Non-exempt employees should not access job-related emails or conduct business outside of work hours.

## **Workweek, Office Hours, and Meal Periods**

The Chamber workweek is Monday through Friday. Regular office hours are 38 hours per week from 8:00am to 5:00pm, Monday through Thursday, and 7:00am to 1:00pm on Friday. Employee's individual work schedules are set according to responsibilities and may vary from office hours. Meal times and breaks are encouraged, but must not exceed the appropriate amount of time. Lunch should be close to 1 hour and breaks should be kept brief unless additional time is needed. If you plan to be out of the office for more than one hour, it is required to notify a supervisor.

## **Remote Workplace**

Remote work is allowed. It is important each employee gets permission from their supervisor or the President & CEO, and does not miss important in-person job duties. The President & CEO has the authority to limit work-from-home or remote work flexibility if an employee's performance weakens due to this benefit.

To promote an environment of collaboration and face-to-face interaction, it is important for employees to share time in the office setting. In general, remote work is not a permanent or long-term solution for full-time employees. However, there may be specific circumstances where, based on an employee's job duties and performance record, remote working may be granted for longer periods of time. The President & CEO has the authority to approve a temporary or permanent remote work plan for each employee. A remote workplace agreement and monitoring procedures may be utilized if needed.

## **Pay & Benefits**

The standard pay period is on the 15th and the last day of the month. When the pay periods fall on a weekend or holiday, checks will be distributed on the previous working day.

## **Payroll Deductions**

The Chamber complies with federal, state, and local laws to make certain deductions from employees' paychecks. Deductions are also taken for SIMPLE IRA and elective supplemental insurance contributions. If at any time you do not believe your paycheck is accurate, immediately contact the President.

Generally, employees of the Chamber are eligible to participate in a wide range of benefits, if they are full-time employees and have satisfied any applicable waiting period. While it is the Chamber's present intention to continue these benefits, the Chamber reserves the right, whether in an individual case or more generally, to modify, reduce or eliminate any benefit, in whole or in part at any time.

## **Benefits Package**

On the first day of the month following 60 days of employment, full time employees not enrolled in Medicare are eligible for insurance **at no cost to the employee** as follows: Group Medical, Dental, and Vision Insurance, Group Life and AD&D Insurance, and Salary Continuation/Short and Long Term Disability Insurance. Employees can choose to participate in group medical insurance plan provided by the Chamber at no cost to the employee, elect to add additional coverage at the employee's own cost, or elect to opt out. Election can be made at time of employment and/or during open enrollment, change of status (ex: full-time to part-time), or at the time of a qualifying life event (within 30 days). Dependent coverage is available with cost paid by the employee. Elective, supplemental insurance is also available with cost paid by the employee. For employees enrolled in Medicare, the Chamber will reimburse the employee for the cost of Medicare Part B and/or Part D or a supplemental policy.

After one (1) full year of employment, employees become eligible to participate in a SIMPLE IRA retirement benefit, which the Chamber will match up to 3% of salary.

## Holidays

The Chamber offers the following paid holidays per year:

New Year's Day	Labor Day
Martin Luther King's Birthday	Thanksgiving Day
President's Day	Day after Thanksgiving Day
Good Friday	Christmas Eve Day
Memorial Day	Christmas Day
Independence Day	Full Day for Employee's Birthday

The President & CEO may elect to include Plano ISD holidays and/or Prosperity Bank holidays throughout the year. At least three days notice will be provided for additional holidays.

Designated holidays falling on Saturday or Sunday will be observed on the preceding Friday or following Monday as determined by the President. Holiday for employee's birthday must be approved by the President in advance.

Part-time employees who work at least 50% of the established workweek are eligible for 50% holiday pay.

## Paid Time Off (PTO)

Full-time employees are granted paid personal time each calendar year based upon their employment status and their length of service with the Chamber. Time off is accumulated each month into one PTO bank (see schedule below) to be used for any absences from work, e.g. vacation, personal, sick. Full-time employees may request PTO at any time during the year. PTO requests must be approved by the President within a reasonable amount of time unless time needed is unforeseeable, e.g. illness, accident, etc. President reserves the right to grant employees advanced PTO in emergency situations. Days off are the equivalent of 8 hours PTO from Mon. – Thur. and 6 hours PTO for Friday.

The Chamber believes that time away from work is essential for the wellbeing of employees. Ten (10) days of unused personal time can be rolled over at year end. Thus, any personal time not used within an employee's applicable PTO accrual schedule (outside of the 10 days allowed to rollover) is deemed unearned and forfeited. Employees with no accumulation of PTO may be granted time off without pay with the approval from the President.

**PTO Accrual Schedule:**

<b>Years of Employment</b>	<b>Days of PTO</b>	<b>Pay Period Accrual</b>
<b>0-3</b>	<b>20</b>	<b>6.67 hours</b>
<b>4-6</b>	<b>24</b>	<b>8 hours</b>
<b>7-9</b>	<b>28</b>	<b>9.3 hours</b>
<b>10+</b>	<b>32</b>	<b>10.67 hours</b>

An employee’s absence for three consecutive working days, without notifying the President & CEO or immediate supervisor, will be considered abandonment, and employment will be terminated.

**Volunteer Time**

Full-time employees may take up to 16 hours (2 business days) of paid time off each year to participate in a volunteer program(s). Volunteer time must be requested in advance. Volunteer time should not conflict with Chamber activities, events, programs, or other work-related responsibilities, create need for overtime pay, or cause conflicts with other employees’ schedules.

**Leaves of Absence**

Sometimes life events force us to be out of the office, sometimes planned or unexpected. The following reasons for leaves of absence are recognized and outlined below. If something occurs that is not listed below, the President & CEO ultimately has the discretion to work with employees on a plan.

**Parental Leave**

The Plano Chamber of Commerce recognizes the importance of family and stability while growing your family. Employees who have completed at least one year of employment will be eligible for family leave in the event that a child joins your family through birth, adoption, or foster care.

All primary caregivers, including adoptive parents, with at least one year of service may receive up to 8 weeks off at 100% pay.

All non-primary caregivers, including adoptive parents, with at least one year of service may receive up to 2 weeks off at 100% pay.

All foster parents who act as the primary caregiver, who show proof of certification through an accredited agency, can receive up to three weeks off at 100% pay when accepting a placement, each calendar year. This time can be used at one time, or broken up if multiple placements are expected. Additional time needed must be taken as part of the employee’s PTO, so careful consideration is encouraged. Non-primary caregivers who meet the same qualifications will be granted a total of one week off at 100% pay. Same rules apply.

**Medical Leave**

If an employee expects to be absent for more than ten (10) consecutive work days as a result of an illness, injury, or disability, including high-risk pregnancy, the President/CEO must be notified in writing for the need of the medical leave as far in advance of the anticipated leave date as practical. Medical unpaid leaves of absence for periods up to six weeks may be requested by full-time employees (this may be extended as accommodation for a qualified disability). The written request should state the reason for the leave (only in general terms, such as “medical” or “illness” or “other,” and not specific facts in order to protect your health privacy issues), and the anticipated duration of the leave. If the leave is due to an

emergency, the employee or family member must inform the President/CEO as soon as practical. Pursuant to federal and state disability laws, all requests for a reasonable accommodation for a qualified disability, including requests for an extension of deadlines in this policy, should be addressed to the President/CEO. The President/CEO will consider each employee's request on an individual basis based upon the information provided from the employee, healthcare provider, and the needs of the Chamber. Unpaid leave will be examined on a case by case basis to determine if such an accommodation would impose an undue hardship on the Chamber. If unpaid leave is granted, an employee must use all accrued PTO at the beginning of the leave until it has been exhausted. The Chamber cannot guarantee the reinstatement of the former position upon returning from an unpaid leave of absence, unless the employee is on short-term disability. The Chamber will endeavor to place the employee in the former position or a position comparable in status and pay, however, the Chamber may need to fill the position in order to maintain the ability to provide service to our members. The Chamber will continue to pay health insurance premiums for sixty days beginning with the first day of the medical leave. The employee will be responsible for premium payments for an extended leave defined as a leave beyond six weeks.

### **Bereavement Leave**

The Chamber recognizes that a death in the family creates a very difficult time. Bereavement leave eligibility is for full-time employees. The leave will be excused and paid up to a maximum of twenty (20) business days for the death of a spouse or child (including stepchildren). The leave will be excused and paid up to a maximum of five (5) business days for the death of an immediate family member. An immediate family member is defined as mother, father, sister, brother, grandparent, grandchild, in-law, niece or nephew. A one (1) day absence to attend a funeral of a relative or friend, not in the immediate family, will be granted and paid.

### **Jury Duty**

Employees who are called for jury duty will receive up to five (5) days of paid leave while on jury duty. When notified, the employee must inform his or her supervisor. If released within the first four hours of your work schedule, employees should report back to work. If selected for a jury, an employee must notify supervisor as soon as possible and provide a statement issued by the court indicating selection. Pay for time away due to jury duty is calculated at employees' regular rate and is not eligible for over-time. Exempt employees are eligible for jury duty pay as long as they work at least 50% of the established workweek.

### **Military Leave and Military Reserves**

If an employee enters or is called for active duty, active or inactive duty training or you are absent from work for an examination to determine your fitness for service in any branch of the Armed Forces, Reserves, or National Guard, you will be granted a military leave of absence in accordance with applicable law. A copy of proper military orders must accompany your request for military leave (unless prohibited by the Government). Such leaves of absence are unpaid, may extend for a period generally not to exceed five (5) years, and apply to full or part-time employees. Full-time employees who are called for summer training with the military reserve will be paid normal wages during their military training. To receive this pay, provide the President with a statement from the military.

### **Voting Leave**

Employees should attempt to vote during hours that do not conflict with their work schedule. If an employee's work schedule prevents them from voting on Election Day, the Chamber will allow them a reasonable time in which to vote, not to exceed 30 minutes. In order to receive pay for the time that they voted, employees must provide a voter's receipt.

## **Dress Code**

The Chamber's Reputation is partially determined by the appearance of its employees. As a result, high standards of appearance are required for employees. Use good judgement.

Each employee is responsible for maintaining a professional appearance through dress and grooming.

Business casual dress is appropriate for work Monday through Friday, unless the day's events and programs require professional dress. Jeans may be worn to the office on days that employees will not host any members or official meetings. Staff may be asked to dress professionally at any time.

The following items are a little inappropriate for the office, or when remote, the visual part of an employee's appearance:

- Shorts
- Athletic shoes meant for exercise
- Flip flops
- Jeans with excessive rips or holes (some tearing or rips is fine)
- Clothing that seems unprofessional due to short hem lines, excessive rips or holes, or does not fully cover the top half.

Inappropriate attire or grooming will be discussed with employees by their direct supervisor, and/or the President & CEO. Any violations may result in the requirement to change clothing or other corrective action.

Again, use good judgement.

# The legal stuff...

## **Employment at Will**

Employment with the Chamber is generally “at-will.” This means that, in the absence of a written contract that states otherwise, any employee has the right to end their employment relationship with the Chamber at any time, without cause or notice, and the Chamber reserves the right to do the same. No manager or representative of the Chamber, other than the President/CEO, has any authority to enter into any agreement of employment for any specified period of time or any agreement that alters an employee’s “at-will” status. Any such agreement must be in writing and signed by the employee and the President/CEO with a witness attestation. This Manual is not a contract, and nothing contained in it or any other document provided to the employee, or any other communication with the employee is intended to be, nor should it be, construed as a contract of any kind or as a guarantee that employment or any benefit will be continued for any period of time.

Any salary figures provided to an employee in annual or monthly terms are stated merely for the sake of convenience or to facilitate comparisons. They are not intended and do not create either an employment contract or a guarantee of employment for any specific period of time.

## **Equal Employment Opportunity | Non-Discrimination Policy**

The Plano Chamber of Commerce Prohibits Discrimination, Harassment, and Retaliation. The Chamber provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. The Chamber complies with applicable state and local laws governing non-discrimination in employment. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

The Chamber expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of the Chamber employees to perform their expected job duties is absolutely not tolerated.

## **The Chamber Prohibits Unlawful Harassment and Discrimination**

As part of its commitment to equal employment opportunity, the Chamber maintains a no-tolerance policy concerning sexual harassment and sex discrimination or any other form of harassment or discrimination based on gender, sexual orientation, race, color, religion, national origin, age, marital status, disability, genetic predisposition or any other status or trait protected by law. Sexual harassment and harassment based on other protected categories are against the law and against the Chamber’s policy. This policy also prohibits retaliation against individuals who report any unlawful harassment or

discrimination in the Chamber's workplace. The Chamber will swiftly and firmly respond to complaints or acts of any unlawful harassment or discrimination, and there will be no retaliation for reporting any unlawful harassment or discrimination.

### **Sexual Harassment Defined**

Federal law defines sexual harassment as unwanted sexual advances, requests for sexual favors or visual, verbal or physical conduct of a sexual nature when: (1) submission to such conduct is made a term or condition of employment; (2) submission to or rejection of such conduct is used as basis for employment decisions affecting the individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile or offensive working environment even though the harassment may not result in tangible or economic job consequences, that is, the person may not lose pay or a promotion. Sexual harassment on the job is unlawful whether it involves harassment by employees, by a manager, or by persons doing business with or for the Chamber such as members or customers. It is unlawful for males to sexually harass females or other males, and for females to sexually harass males or other females. The following is a partial list of prohibited conduct:

- Unwanted sexual advances
- Offering employment benefits in exchange for sexual favors
- Making or threatening reprisals after a negative response to sexual advances
- Visual conduct includes: leering, making sexual gestures, displaying sexually suggestive objects or pictures, cartoons, posters, or pornography
- Verbal conduct includes: making or using derogatory comments, epithets, slurs, sexually explicit jokes, sexually degrading words or comments about an employee's body or dress, or verbal sexual advances or propositions, or reading or writing suggestive or obscene letters, notes or invitations
- Physical conduct: touching, assaulting, impeding or blocking movements
- Conducting formal or informal meetings with adult entertainment or at adult entertainment establishments

### **Ethical Business Practices**

We expect all employees of the Chamber to maintain ethical business practices. We are committed to maintaining an environment free of fraud, theft, embezzlement, misuse of Chamber assets, and unsafe working conditions. Other potential ethical issues include, but are not limited to, falsification of Chamber records, accounting or auditing irregularities, conflicts of interest, bribery, kickbacks, or suspected violations of regulatory compliance.

We strongly encourage you to report any concerns as soon as possible. Complaints of sexual harassment, sex discrimination, or other forms of unlawful harassment or discrimination based on sex, gender, race, color, religion, national origin, age, sexual orientation, marital status, disability, or genetic predisposition, or any complaints or concerns regarding any ethical business practices, must be reported. The Chamber will complete a prompt, fair, and objective investigation and will endeavor to protect the privacy and confidentiality of all parties involved to the extent possible, consistent with a thorough investigation. If it is determined that sexual harassment, sex discrimination or other unlawful harassment or discrimination has occurred, corrective action, commensurate with the circumstances, will be taken, up to and including discharge. Appropriate action will also be taken to deter any future

sexual harassment, sex discrimination or other forms of unlawful harassment or discrimination. An employee who engages in sexual harassment, sex discrimination, or other unlawful harassment or discrimination may be held personally liable for monetary damages should a lawsuit be filed. The Chamber prohibits retaliation against anyone who reports sexual harassment, sex discrimination or other unlawful harassment or discrimination, or other violations of Chamber policy, or who participates in an investigation of such reports.

### **Reporting Procedures**

If you have any concerns related to sexual harassment, sex discrimination, or other forms of unlawful harassment, discrimination, retaliation, and/or Ethical Business Practices, please promptly contact the President. Using the Chamber reporting procedures does not prevent employees from filing a complaint with a federal or state agency.

### **Safety and Workplace Policies**

The Chamber Board of Directors is committed to providing a safe and healthful work environment for all our employees and others that may work, visit, or enter our facilities. It is our policy to manage and conduct operations and business in a manner that offers maximum protection to each-and-every employee and any other person that may be affected by our operations and business.

### **Use of Equipment**

The Chamber policy does not permit use of Chamber equipment for personal reasons. Issued laptops may be used off premise by employees.

### **Worker's Compensation**

Should an employee be injured during the performance of his or her duties, it should be reported immediately to the President. Employees are protected under the provision of workers' compensation that provides medical and hospital care and partial compensation for lost time due to an accident or occupational disease during the course of employment. Promptly reporting accidents arising out of, or, in the course of, employment is essential to protect the employee.

### **Vehicle Use Policy**

The Plano Chamber of Commerce insurance does not provide liability coverage for employees individually, nor for physical damage to an employee's vehicle, while operating their own vehicle nor that of any other person or entity, whether attributable to an incident that occurs during business or personal use. When an employee uses a personal vehicle for business purposes, the employee's vehicle insurance is primary. Thus, the Plano Chamber of Commerce requires all employees to maintain a minimum level of automobile liability insurance defined as \$100,000 per person/\$300,000 per accident. Coverage must be current and with a company rated "A-" or better by the A. M. Best Company.

For travel that requires the rental of a vehicle from an authorized rental car company, coverage will be provided for staff, and for that "hired" vehicle, as long as it is utilized legally, for business purposes, and no intentional damage is done. If for 1 or 2 days use, then purchase damage waiver coverage from the rental car agency. If for a period of more than 2 days do not purchase that coverage. Coverage will instead be provided through the hired auto physical damage rider on our liability policy.

## **Phone Use Policy**

Employees must adhere to all federal, state or local rules and regulations regarding the use of cell phones while driving. Employees are not expected to return calls or work-related emails without compensation. Therefore, when work is being performed, it should also be recorded as a portion of the workday. Exempt employees will be reimbursed for phone usage at an agreed upon, standard rate with the President & CEO.

## **Technology Security Policy**

Every employee is responsible for preserving the security of the Chamber's systems. Remember to log-off computers when you will be away for any significant period of time and at the end of the workday.

Information that is created, sent, received, or stored (including emails) on or through these systems may be monitored by the Chamber. Every time you log onto any of these systems, you are consenting to such action.

Login and passwords must be maintained and updated in the employee file; otherwise, do not disclose your system passwords to anyone. It is imperative that all passwords, pin numbers, etc. be kept confidential. All employees should have strong passwords (minimum of 6 characters with a mix of letters, numbers and symbols) to their computer and software. Passwords should NOT be saved on the computer and applications should not use the "remember me" save password feature. Passwords should be changed at least every six months. Passwords should NOT be written and placed in an easy to find area of an employee's office or saved in electronic format on your desktop.

All employees must use these systems in a legal, ethical and productive way. Employees are prohibited from making any discriminatory, disparaging, or harassing comments, or engaging in any conduct prohibited by the Chamber's Equal Employment Opportunity policy via Chamber systems and devices, personal devices, by being a participant of an online social network, etc. Such conduct includes transmitting inappropriate messages, pictures, images, etc.

It is recognized that online social networks, including creating or participating in a blog, or any other form of online publishing or discussion (e.g. Facebook, LinkedIn, Twitter, YouTube, message boards, chat rooms, etc.) have become a normal form of communication. Employees must also be aware that whether using the Chamber's property and systems or personal systems, it is unacceptable and a violation of this policy to share content via an online social network that is obscene, defamatory, slanderous, libelous against, or otherwise discredits the Chamber, its products and services, its employees, volunteers, visitors, or members. Finally, internet postings concerning the Chamber are monitored and responded to accordingly. As such, employees should be mindful that their online social network postings may appear as part of routine searches.

## **Affiliation with Other Organizations**

There is no objection to an employee being a member of any organization that is not in direct conflict with the aims, purposes, and objectives of the Chamber. An employee should consult with the President to clarify any potential conflict before accepting an office or other prominent place in such an organization. The Chamber will pay membership dues in certain recognized business organizations as provided for in the Chamber budget and approved in advance by the President. All other organization dues are paid for by the employee.

## **Corporate Credit Card**

For staff issued a Corporate Credit Card, the corporate card may only be used for expenses related to official business of the Plano Chamber of Commerce. The Corporate Card may not be used for personal expenses unless pre-approved by the President & CEO as a necessity of travel (example: luggage is lost during a work trip). Use of the corporate card for unapproved personal expenses is not allowable and may lead to cancellation of card privileges. Responsibilities of a corporate cardholder include: submitting receipts for all charges to Finance Director at appropriate time, reporting lost or stolen card immediately to Finance Director and card issuer, and returning card to Finance Director upon termination of employment.

## **Reimbursable Travel Expenses**

All travel for the Chamber must be approved in advance by the President. The Chamber will reimburse the employee in full for all approved reasonable and customary direct business expenses relating to the trip including:

- Airfare
- Personal vehicle use – actual mileage at the standard IRS reimbursement rate
- Automobile rentals – vehicles up to mid-size class are acceptable and reimbursable costs include the rental, tolls, and gasoline purchases
- Taxi and Uber – reasonable transportation expenses to/ from the airport, hotel, and meetings will be reimbursed.
- Meals – meals can be reimbursed up to the approved per diem rate for the location. Example: if an employee is traveling for four days, and the per diem rate is \$40 per day, a total of \$120 is reimbursable.
- Alcohol – will only be reimbursed if approved by the President & CEO. On some occasions, it is appropriate for an employee to attend a function where alcohol is being served. Good judgement must be used and expenses will be considered on a case-by-case basis.
- Hotels – covered charges include room, tax and services charges, internet fees, and up to one activity charge (movie, gym, etc... per night) for multi-night trips.
- Tips – reasonable tips will be reimbursed
- Tickets to Entertainment Events – are NOT reimbursable, unless pre-approved by the President & CEO.

## **Drug and Alcohol Policy**

Drug and alcohol abuse can impose a direct and significant threat to a safe and efficient working environment for staff, members and those individuals the Chamber serves. Therefore, it is our policy that:

- The Chamber strictly prohibits the use, sale, attempted sale, conveyance, distribution, manufacture, purchase, attempted purchase, possession, cultivation, and/or transfer of illegal drugs or other unlawful intoxicants at any time, including prescriptions for which the individual does not have a lawful prescription.
- Employees are prohibited from working or coming onto the Chamber premises while under the influence of alcohol.
- Employees may be asked to obtain a doctor's certification that he or she can perform the responsibilities of his or her position safely if taking any prescription medication that alters an employee's abilities.

Individuals in violation of this policy will be subject to corrective action, up to and including termination.

### **Whistleblower Policy**

The Chamber has an *Open-Door* policy and encourages all employees to share their questions, concerns, suggestions, or complaints internally so that the Chamber can address and correct inappropriate conduct and actions. Employees should first express concerns to their supervisor.

Employees who are not comfortable speaking with a supervisor or who are not satisfied with a supervisor's response, are encouraged to speak with the President & CEO. If any employee reasonably believes that some policy, practice, or activity of the Plano Chamber of Commerce is in violation of law, a complaint may also be filed by that employee with the Chairman of the Finance Committee of the Chamber. The Chairman will undertake a prompt, confidential investigation, and will periodically report these complaints to the Board of Directors.

It is contrary to the values of the Chamber for anyone to retaliate against any employee who in good faith reports an alleged unlawful activity, policy, or practice to the attention of the Chamber.

### **Background and Reference Checks**

To ensure that individuals who join the Plano Chamber of Commerce are well qualified and to ensure that the Plano Chamber of Commerce maintains a safe and productive work environment, it is our policy to conduct pre-employment background checks on all applicants who accept an offer of employment. Background checks may include verification of any information on the applicant's resume or application form.

All offers of employment are conditioned on receipt of a background check report that is acceptable to the Plano Chamber of Commerce. All background checks are conducted in conformity with the Federal Fair Credit Reporting Act, the Americans with Disabilities Act, and state and federal privacy and antidiscrimination laws. Reports are kept confidential and are only viewed by individuals involved in the hiring process.

If information obtained in a background check would lead the Plano Chamber of Commerce to deny employment, a copy of the report will be provided to the applicant, and the applicant will have the opportunity to dispute the report's accuracy. Background checks may include a criminal record check, although a criminal conviction does not automatically bar an applicant from employment.

The Plano Chamber of Commerce also reserves the right to conduct a background check for current employees to determine eligibility for promotion or reassignment in the same manner as described above.

### **Termination of Employment**

In the case of a resignation, the employee is expected to give a written letter of resignation. At least two weeks' notice is requested but not required. An employee may also be released due to unsatisfactory job performance, violation of standards of conduct, or for other reasons determined by the President. Upon the return of any Chamber property, e.g. keys, computers, etc., the employee's final paycheck will be processed.

The Chamber serves organizations that invest resources into the Chamber; as such, discourtesy to visitors or members is grounds for dismissal. An employee may be released because of reorganization, a reduction in force, or job elimination. The Chamber may at times have to reduce or change the staffing structure due to organizational, budgetary, or management reasons.

## What you can't do

### **Conduct:**

While we want you to focus on what you CAN do through this document and support and encourage your growth, we want to remind you there are a few things you just can't do. Any of the following conduct, in addition to the full policies outlined in this document, could result in disciplinary action, including termination.

- Willful disregard of Chamber Equal Employment Opportunity (EEO) policies.
- The use of language that denigrate, racial or gender slurs, criticism of national origin, ethnicity or sexual preferences, criticism of religious beliefs, or comments used to make another person feel uncomfortable.
- Possessing a firearm where possession of a firearm is otherwise prohibited by signs posted in accordance with state or federal law.
- Failure to report any acts of theft or fraud.
- Falsification, misrepresentation or omission of facts in discussions or official documents.
- Violation of cash handling/cash management policies.
- Failure to protect member's information, which includes but is not limited to credit card information or any other form of personally-identifiable member information.
- Accepting money or considerations for Chamber goods or services for personal gain.
- Reporting to work under the influence of alcohol, illegal drugs, or abuse of prescription drugs.
- Commission of any criminal offense (other than a minor traffic violation) while on duty or on Chamber property.
- Bringing potentially hazardous or dangerous items on Chamber property.
- Violence or engaging in threats of violence in the workplace.
- Violation of Chamber practices, policies and/or procedures.

In general, the moral of this story is USE GOOD JUDGEMENT. And, don't break the law. Everything else pretty much falls into these two categories.

# Proof you read it.

## **Acknowledgement:**

This is to certify that I have read the Employee Handbook of the Chamber and am familiar with its contents. I understand that it is not a binding contract with the Chamber, but a set of employee guidelines for the implementation of personnel policies. I understand that the Chamber may modify any of the provisions of this Handbook at any time, with or without notice, and may deviate from any provision of this Handbook in its sole discretion. I also understand that, notwithstanding any of the provisions of this Handbook, I am employed on an at-will basis. My employment may be terminated at any time, either by me or by the Chamber, with or without cause. I understand that no representative of the Chamber has any authority to enter into any agreement for employment for any specified period of time, or to make any agreement contrary to the foregoing, without final approval by the Board of Directors. I acknowledge that I do not in any way rely upon the provisions of this Employee Handbook in accepting or continuing my employment with the Chamber.

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Employee Signature

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Printed Name

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Date

\*\*Handbook amended 3/01/2021