



Personnel Policies

Revision Date Upon Approval

HAGERSTOWN/WASHINGTON COUNTY CONVENTION & VISITORS BUREAU

PERSONNEL POLICIES

1.1 At Will Disclaimer:

The contents of these Hagerstown/Washington County Convention & Visitors Bureau (hereinafter "CVB") policies do not constitute a contract of employment. Rather, they are written to give employees a brief description of policies, procedures, and benefits. The terms of these policies are implemented at the sole discretion of the Board of Directors and they may be withdrawn or changed at any time, with or without notice. These policies replace all previous policies and practices of the CVB. Employees may resign their employment at any time and for any reason, and the CVB reserves the same right regarding the discontinuation of an individual's employment. The employment policies expressed herein shall not be modified in any way without the express written consent of the Board of Directors of the CVB. A decision by the CVB on the interpretation of or application of these policies and procedures shall be final and binding on all employees.

Certain information is confidential and thus expected to remain so. Employees are expected to: possess a positive attitude, maintain professional standards of performance, take personal responsibility for their work, and assigned tasks, and hold a firm commitment to the organization and its goals.

2.1 Equal Employment Opportunity

It has been, and shall continue to be, the policy of the CVB to provide equal employment opportunity to all people in all aspects of employer-employee relations without discrimination because of race, national origin, gender, religion, disability, age, sexual orientation, marital status, gender identity, and veteran status. This policy affects decisions including, but not limited to, an employee's compensation, benefits, terms and conditions of employment, opportunity for promotion, training, development, transfer, and other privileges of employment. It has been and shall continue to be the CVB's policy to maintain a working environment free of discrimination, intimidation, and harassment of any kind. Furthermore, it is the policy of the CVB to comply with all local, state, and federal statutes concerning Equal Employment Opportunity.

3.1 Americans with Disabilities Act

The CVB is committed to the fair treatment of each applicant and employee protected by this act. The CVB will offer a reasonable accommodation to any qualified applicant or employee.

4.1 Definition of Full-Time, Part-Time and Temporary Employees; Physical Exams, Training, and Orientation

4.2 Exempt employees whose positions meet the specific tests established by the Fair Labor Standards Act (FLSA) or state equivalent for exemption from overtime payments.

4.3 Non-exempt employees whose position does not meet FLSA or state equivalent exemption tests. They are paid overtime payments after 40 hours of actual work as required by federal and state laws.

- 4.4 Part-time employees are those employees regularly scheduled to work less than 30 hours per week; they are paid hourly and qualify only for the benefits for hourly employees listed in this manual. These employees shall maintain hourly time reports and have them approved by their immediate supervisor.
- 4.5 Temporary employees include interns, work study students, employees hired for less than three months, and employees hired for a specific event or task assignment that are cut off at completion. The policies outlined herein apply to temporary employees except these employees do not qualify for employee benefits.
- 4.6 Physical Exam. CVB reserves the right to request a physical examination after the offer of employment and prior to beginning work. Passing of this examination may be a prerequisite for employment. If a request is made, the exam will be paid for by the CVB.
- 4.7 Alcohol/Drug Testing. To ensure the safety of the workplace, employees may be required to submit to a substance abuse/alcohol test.
- 4.8 Training Period. The first 90 days of employment is termed the training period for any new employee. During this period the employee shall evaluate his or her interest in the position while the CVB evaluates the ability, performance, and attitude of the employee in the respective position. To end the training period, a formal evaluation concerning the employee's ability, capacity, and attitude will be conducted and determined if the employment should be made regular. The CVB reserves the right to extend the training period if necessary.
- 4.9 Orientation and Training. An orientation to the CVB and the operation of its equipment will be conducted for the benefit of each new employee. The CVB will try to meet the continuing education needs of staff members in order to enhance their knowledge, skills, and abilities.

5.1 Employee Performance Evaluations

Annual evaluations will be conducted by the President or immediate supervisor with the evaluation form to be signed by the supervisor and the employee. A signed copy will be provided to the employee and a separate copy will be kept in a confidential file.

6.1 Employee Records

Employment records are maintained for each staff member. The file includes, but is not limited to, the following:

- a. Application form or resume
- b. Reference contacts and replies
- c. Performance reviews
- d. Documents or correspondence relating to employees
- e. Termination record
- f. Salary history
- g. Vacation, personal leave, and similar records

If any information on file changes, e.g., name, address, number of dependents, phone number, marital status it must be reported to your supervisor.

7.1 Work Schedule

- 7.2 Designated Hour of Work.** The Director of Operations establishes Welcome Center hours that may vary seasonally. Administrative office hours are 8:30 a.m. to 4:30 p.m., Monday through Friday. Hours of operation can be altered to best serve the needs of the CVB. For this reason, hours of work, schedules and work week may vary.
- 7.3 Professional Exempt Staff Persons.** It is recognized that the nature of CVB work is such that the job cannot always be confined to specific scheduled work hours. It is also recognized that staff members shall not be bound to their work at the expense of reasonable personal obligations like family, church, and community.
- 7.4 Punctuality.** Effective job performance requires both cooperation and personal responsibility. It is required that all employees honor designated appointments. In addition, employees shall not abuse flexible time provisions. Staff members anticipating disruption to appointed work shall notify their supervisor.
- 7.5 Overtime.** Overtime hours for hourly employees must be approved in advance by their immediate supervisor. Approved overtime hours will be paid at time and a half. The CVB observes the requirements of the Federal Fair Labor Standards Act. Professional staff is exempt from overtime status. Salaried personnel are hired as professional exempt staff persons.
- 7.6 Break Periods.** Hourly employees are entitled to a 15-minute paid rest/break period for each four hours of work, if the workload permits. Work/rest breaks should be taken on the CVB premises or designated place of work.
- 7.7 Lunch Period.** Exempt employees are allowed a one-hour lunch period, or less, if other arrangement by the supervisor has been made. Length of lunch breaks for other employees will be determined.
- 7.8 Snow Policy.** During periods of inclement weather, all full-time employees are expected to perform their duties during regular business hours.

The President shall have the authority to close the office due to inclement weather or other hazards. The President may also permit a work-from-home day if severe weather prevents safe travel.

8.1 Compensation

The Chair of the Board will appoint a Human Resource Task Force to evaluate job descriptions, personnel policies, procedures, salary ranges, and benefits to report to the Executive Committee on at least an annual basis.

- 8.2 Salary.** The salary of each employee shall be treated as internal, confidential information. Salary increases are proposed in recognition of an employee's performance and are based on budget allocation and salary framework. If there is to be a bonus and incentive allocations for any employee the recommendation will come to the Executive Committee for final approval. Salaries are paid every other Thursday.

8.3 Bonuses. The President may be eligible to receive bonus payments based on performance requirements and incentives established at the beginning of each fiscal year, or at designated times during the year. Bonus payments are not to be considered part of any employee's regular compensation.

Bonuses may be withheld or denied at the discretion of the CVB Executive Committee and/or the Board of Directors. Any disciplinary action against the president may cause bonuses to be withheld or altered. The CVB Executive Committee or Board of Directors may, at their discretion, change the goals and objectives to be achieved to qualify for a bonus, based on assumptions or events that are significantly different than those utilized in constructing and approving the budget.

To be eligible for bonus payments, the President must attain and/or exceed specified goals and must be on the regular CVB payroll at the time bonuses are distributed.

All bonus payments to the president will be distributed based on the availability of CVB funds.

8.4 Payroll Deductions

FICA. A percentage of an employee's monthly salary, as determined by the Federal government, is withheld for payment of Federal Social Security and Medicare taxes. The amount contributed by an employee is matched by the CVB as required by law.

Federal and State Withholding Taxes. Federal and state law requires the CVB to deduct amounts, based on rates determined by the Internal Revenue Service and State of Maryland, from employee salaries based on withhold information supplied by the employee. This tax is paid to the Internal Revenue Service and State of Maryland by the CVB and credited to an employee's annual income tax withholding. This is required by law and is designed to maintain regular tax payments, so employees shall not have to pay a large sum at the end of the tax year. At the request of the employee, additional taxes may be withheld.

8.5 Unemployment Compensation

Employees of the CVB are included in the coverage of Maryland Federal Unemployment Compensation Laws and may be entitled to benefits when unemployed through no fault of their own and in accordance with eligibility requirements set forth by law.

8.6 Workers Compensation

CVB employees are covered by Worker's Compensation Insurance as it applies to the State of Maryland. Should an employee be injured during the performance of duties, it shall be promptly reported and recorded by the immediate supervisor within the requirements of the state.

9.1 Personal Responsibility

9.2 The Hagerstown/Washington County CVB was established to promote and encourage tourism. The staff must be ready to render service in respectful, cheerful, accurate and efficient manner. Fellow employees and the public shall be treated in a similar fashion.

- 9.3 Office Orderliness.** Offices should be kept neat and orderly and clear of all unnecessary items. Incoming supplies should be checked in and stocked immediately.
- 9.4 Dress Code.** An important aspect of making a good impression on the public, promoting a positive CVB Image, and maintaining a good attitude is appropriate dress. All employees are urged to dress neatly and in a professional manner, wear designated uniforms, and maintain healthy hygiene habits. Tights, leggings, and hosiery must be covered by a top or dress to the mid-thigh. Casual Friday is a benefit and may not be appropriate when meeting with clients or making a public appearance. Jeans should be the most casual piece of clothing worn on Casual Friday. Designated employees must wear their name badge while on duty.
- 9.5 Teamwork.** Cooperation among staff members is essential. There may be occasions when employees have completed their assigned duties and can assist others with their work. When these situations arise, employees are expected to lend their services professionally, gracefully and without hesitation knowing that when the situation is reversed, the same will be done for them. There will be times when any employee may be required to do the most important or least important task in the regular routine. This shall also be done in a professional, gracious manner and without hesitation.
- 9.6 Standard of Ethics at Various Functions.** Attendance at various meetings and functions may be required. Employees shall maintain high ethical standards and present themselves and represent the CVB in a highly professional manner. The consumption of alcohol at functions is not prohibited; however, moderation will be the rule.

10.1 Conflict of Interest

The CVB recognizes that instances arise when employees wish to be involved in outside business interests. The CVB has a right to expect that these outside businesses/activities do not detract from the employee's performance or effectiveness or create a conflict of interest. Outside employment/activities will not have priority as it relates to employee's schedules. If an employee's performance is affected due to an outside activity/employment, the employee will be counseled by the supervisor regarding potential conflicts of interest and may be directed to discontinue the outside activity. If an employee perceives a conflict they shall report to the President or Board Chair.

11.1 Gratuities

Gifts more than \$50.00 shall not be accepted by individual employees without prior approval of the Board of Directors.

12.1 Vacation, Personal Leave and Miscellaneous Time Off

When it is necessary for Administrative Staff to leave the office, word shall be left with their immediate supervisor stating a destination and expected return time.

- 12.2 Paid Vacation.** The amount of paid vacation time to which you are entitled each year depends on your length of service. As a rule, additional monetary payment will not be given in lieu of vacation which is not taken. Although your vacation time allowed will begin to accrue during the first month of employment, vacation may not be taken by an employee until six months employment has been completed.

Vacation carryover will be on a calendar-year basis, running from January 1 through December 31 with a maximum carryover of 240 hours. Cut off date for “use or lose” vacation will be December 31 of each calendar year.

Years of service for purposes of accrual of vacation are based on the actual time of CVB employment, computed from anniversary date. Earned vacation time will be accrued as follows, according to anniversary date of service:

| | |
|---------------------|-------------------------|
| 0-5 Years Service | 2 weeks annual vacation |
| 5-10 Years Service | 3 weeks annual vacation |
| 10-15 Years Service | 4 weeks annual vacation |
| 15+ Years Service | 5 weeks annual vacation |

The Board of Directors may approve a variation to the above to provide a reward or incentive for employee performance.

After one year of employment, employees will be eligible for reimbursement for unused vacation upon termination. Termination with cause will result in loss of accrued vacation. Voluntary separation with less than two weeks notice may result in loss of accrued vacation.

Vacation times are subject to approval of the President.

Hourly employees working an average of 20 hours per week or more continuous for one year are entitled to vacation equal to the average number of hours worked per week.

A Vacation Request form must be completed and presented to the employee’s Supervisor for pre-approval and record of vacation usage.

12.3 Personal Leave. Regular full-time employees are also allowed six (6) days per year to use at their discretion. Three (3) days will become available effective January 1 of each year and the remaining three (3) days beginning July 1 of each year. Personal Leave cannot be accumulated from one year to another. At the end of each year, employee will be paid for any unused hours, based on the availability of CVB funds.

A Personal Leave form must be completed and presented to the employee’s supervisor for pre-approval and record of Personal Leave usage, or upon employee’s return to the office if they were unable to come in due to illness.

12.4 Holidays. The following are paid holidays observed by the CVB for regular full-time employees: The President may substitute holidays to conform to an individual’s religious beliefs.

New Year’s Eve, New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, Day after Thanksgiving, Christmas Eve, Christmas Day, Day after Christmas

When any of these holidays fall on a Saturday, the CVB will observe it on the preceding Friday. Should a holiday fall on Sunday, the CVB will observe it on the following Monday being consistent with federal government holidays. If a holiday falls within the vacation period of an employee, the employee will not be charged a vacation day.

12.5 Sick Leave. CVB provides sick leave for all regular full-time employees, to be used when absent from work because of a non-occupational illness or injury. As a regular full-time employee, you will be eligible for 30 days of sick leave per year. Sick leave is paid only for those days and hours you are regularly scheduled to work.

Since the purpose of this benefit is to protect an employee against loss due to an illness or injury, no employee will be paid for unused sick leave either during the term or upon termination of his/her employment.

If you cannot report to work because of illness, notify your immediate supervisor as soon as possible, but at least one hour before you are scheduled to report to work. If your illness is of several day's duration, keep management informed at least every two days of your condition, and when you expect to return to work. If you are on sick leave for three scheduled consecutive work days or more, the President may require a doctor's certificate upon your return to work.

Sick leave is intended to be used for illnesses. It is not to be used for vacation, personal business or leave of absence.

Sick leave may be used for maternity leave for up to 30 working days (annual). Additional time off will be granted, without pay, at the discretion of the CVB President.

Employees suspected of abusing sick leave privileges will be notified and the appropriate disciplinary action taken. Employees suspected of sick leave abuse may also be required to submit a doctor's certificate for any sick day absent.

12.6 Request for Time Off. CVB employees may be excused without pay for special purposes only by the Immediate Supervisor or President or by a member of the Executive Committee, in the President's absence, which will ensure their duties and responsibilities are covered.

12.7 Military Duty. Professional regular full-time staff members who are required to participate in military reserve training will be given time-off, in addition to regular vacation allowance, up to a maximum of two weeks per year. While engaged in such training the CVB will pay an amount equal to the difference between military pay and normal CVB salary up to 15 days per year. This reimbursement does not include active military service by draft, recall, or enlistment.

12.8 Jury Duty. Regular full-time employees will be paid the difference between regular pay and the amount received on jury duty. Employees will be expected to work during hours not actually engaged in jury duty.

13.1 Insurance Benefits

Following the completion of the training period with the CVB, a health insurance plan is available to regular full-time employees. The scope and provisions of benefits under this plan are subject to change with notice.

Life Insurance, Long-term Disability Insurance, and Short-term Disability Insurance will be provided to all regular full-time employees.

Detailed information including open enrollment periods and planned benefits will be distributed during the training period and provided annually.

14.1 Retirement

A retirement plan is available for each qualified employee after one year of continuous employment of at least 1000 hours. The plan is subject to terms and conditions of the approved plan document. The plan document is reviewed annually.

15.1 Resignation

15.2 Exempt Employees. A 30-day written notice is required from exempt employees and shall be submitted to the President. The President shall submit a written resignation to the Chair of the Board. Employees not in compliance may not be eligible for rehire by the CVB or eligible for other benefits outlined within this manual.

15.3 Non-Exempt Employees. A two-week written notice is required from non-exempt employees and shall be submitted to the President. Employees not in compliance may not be eligible for rehire by the CVB or eligible for other benefits outlined within this manual.

16.1 Unpaid Leave

Unpaid leave must be granted for any of the following reasons:

- a. To care for the employee's child after birth, or placement for adoption or foster care;
- b. To care for the employee's spouse, son or daughter, or parent, who has a serious health condition; or
- c. For a serious health condition that makes the employee unable to perform the essential functions of their job.

At the employer's option, certain kinds of paid leave may be substituted for unpaid leave.

17.1 Bereavement Time. Full-time employees, who have a death in their immediate family, will be allowed up to 5 working days with pay to attend services and take care of related affairs.

18.1 Harassment

The CVB established formal guidelines to assure that CVB employees, potential employees, and volunteers of the CVB may work in an environment free from intimidation, humiliation, insult, or subjection to offensive physical or verbal abuse or actions of a harassing nature.

The Board of the CVB recognizes that harassment based on gender, race, religion, national origin, age or disability is a violation of both federal and state discrimination laws. The CVB believes that harassment is both morally wrong and offensive. The CVB will provide to all employees a work environment free from harassment and will not tolerate such conduct on the

part of any employee, supervisor, department head, division director or appointed/elected official.

18.2 Definition. Harassment is any form of verbal and/or nonverbal conduct that makes an individual feel uncomfortable, intimidated, or threatened when:

- a. submission to such conduct is made a term or condition of an individual's employment;
- b. submission to or rejection of such conduct is used as the basis for employment decisions affecting such individual, or;
- c. such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive work environment.

18.3 Example of Harassment. Examples of harassment which are typically unwelcome and personally offensive to employees are:

Verbal

- a. telling offensive jokes; taunting individuals; mimicking someone's accent or speech;
- b. making comments or remarks that perpetuate stereotypes about a certain group;
- c. imposing political or religious views on others; requiring or encouraging individuals to attend religious meetings;
- d. directing slurs, insults, and derogatory comments toward an individual; directing titles or respect to some but not all employees or co-workers;
- e. making verbal threats; intimidating employees or co-workers; making harassing phone calls.

Nonverbal

- a. displaying pornographic materials and photographs, derogatory cartoons, graffiti, or other graphic material in common areas or through social media;
- b. singling out an individual or group and subjecting them to ridicule or pranks that have a discriminatory effect on those individuals.
- c. ostracizing, excluding, refusing to support or offer resources to an individual; excessively monitoring performances of only certain employees or exhibiting abrasive conduct to only certain employees;
- d. sabotaging or vandalizing the work area or materials of specific co-workers or employees;
- e. physically assaulting abusing or threatening specific co-workers or employees.

18.4 Complaint Procedures. If an employee, prospective employee, or volunteer believes that comments, gestures or actions from any employee, including supervisors, are offensive, the alleged act should be immediately reported verbally and in writing using the Harassment Investigation Consent Form (Attachment "A") to the appropriate supervisor, the President or Executive Committee.

A prompt investigation of any complaint of harassment will be conducted. No individual will suffer reprisal or retaliation from reporting any incidents of harassment, making any complaints, or participating in any investigation.

18.5 Confidentiality. In no event will information concerning a complaint be released to anyone who is not involved in the investigation. Nor will anyone involved be permitted to discuss the subject outside the investigation. The purpose of this provision is to protect the confidentiality of the employee who files a complaint, to encourage reporting of any incidents of harassment and to protect the reputation of any employee wrongfully charged with harassment.

18.6 Action. The CVB will take immediate and appropriate action once it becomes aware of a possible situation. This includes a timely, fair, and thorough investigation. Implementation of disciplinary action will occur, if the complaint is substantiated.

The CVB will inform the complainant of the outcome of the investigation and will follow up with the complainant to ensure there have been no reprisals.

All employees are protected from retaliation taken or threatened as a result of “good faith” reporting an incident or participating in an investigation of a complaint.

Employees should use the Open-Door process to express related concerns or complaints, by contacting the employee’s immediate supervisor or the President.

While it is not the CVB’s policy to regulate an employee’s personal morality, harassment is illegal. If an employee is guilty of harassment in any of its previously mentioned forms, it will be considered an act of gross misconduct and grounds for disciplinary action up to and including discharge.

19.1 Employee Discipline

Based on circumstances, the following procedures will be implemented when disciplinary action is necessary, unless immediate termination is justified. However, the CVB reserves the right to amend these procedures at any time.

- a. Informal verbal notice by the employee’s supervisor regarding specific deficiencies in the employee’s performance and the corrective action required. This is to be documented in the employee’s personnel file.
- b. If the problem persists, the next step is a written memo detailing the problem, and the fact that the employee has previously received a verbal warning. The Immediate Supervisor and the employee will sign this statement to verify that corrective action has been discussed.
- c. Suspension/Termination. If the problem persists, an employee may be suspended one to five days without pay at the discretion of the Immediate Supervisor. This will be documented in the employee’s personnel file.
- d. Termination. Continued inappropriate behavior will result in termination.

19.2 Based on facts and circumstances, the following are examples for which immediate termination may result:

- a. Threatening, intimidating, or coercing other personnel.
- b. Insubordination, malfeasance, or refusal to perform duties assigned.

- c. Use of, or under the influence of, illegal drugs, intoxication, or the inability to work due to intoxicants.
- d. Theft, pilfering, fraud, or other forms of dishonesty.
- e. Gross negligence of duty.
- f. Willful destruction of CVB property or of the property of another employee.
- g. Absenteeism/and or tardiness without cause or without authorization.
- h. Disorderly conduct or fighting.
- i. Discussing confidential information with unauthorized individuals.
- j. Immoral, unethical, or improper conduct which reflects poorly on the CVB.
- k. Harassment.

Nothing will restrict the CVB's "At-will" employment policy.

19.3 Problem Solving

If any employee has a problem, the procedure shall be as follows:

- a. Bring the problem to the attention of the immediate supervisor in writing. The Supervisor has ten business days to respond with a plan for corrective action.
- b. If corrective action is not identified in the first step, bring the problem to the HR Committee in writing for action. The HR Committee has twenty business days to respond with a plan for corrective action.
- c. If the problem still exists, it shall be brought before the Executive Committee at their next regular meeting.

20.1 General Administrative Policies

The following general administrative procedures have been established to provide consistent and uniform guidelines for general office administration. They are not to be considered all inclusive and, like the other personnel policies, may be added to and amended as required.

20.2 Telephone Usage

- a. **Personal Calls.** The CVB discourages the use of its telephone systems for personal phone calls. The CVB's telephone should be confined to official CVB business
- b. **Long Distance Calls.** Long distance calls on the CVB's phone system are automatically recorded. Employees must have authorization from their supervisor to make any personal long-distance phone calls.
- c. **Cellular Telephone.** Use common safety sense and follow the State law where applicable when using the cell phone while in your car.

20.3 Repair of Office Equipment

Repair/maintenance of the office equipment is handled through the Director of Operations. The use of our membership for these services is encouraged.

20.4 Personal Postage Procedures

Personal postage shall not be at the expense of the CVB.

21.1 Approval of Non-Budgeted Items

| | |
|-------------------------|---------------------|
| Approval Amount: | Approval: |
| Up to \$5,000 | President |
| \$5,001 to \$15,000 | Executive Committee |
| \$15,001 and up | Board of Directors |

22.1 Payment of Invoices

The Operations Manager must verify:

- a. All the merchandise ordered was received;
- b. The merchandise ordered was received in good condition and was accepted by you; and
- c. The invoice is initialed and dated by the President or a member of the Executive Committee authorizing payment.

All checks must be accompanied with a detailed receipt or invoice. The originals are to be filed alphabetically for easy reference.

23.1 Expense Policies

It is essential that the CVB have and maintain a sound system of control over business-related expenses. In the face of rising costs, it becomes very important that expense related decisions be made prudently. The responsibility for ensuring that an adequate system of controls is in place in our organization has been and continues to be that of management. A control-conscious attitude on the part of all management and staff is necessary for us to accomplish this objective.

The policies which follow are to be adhered to when incurring valid CVB business-related expenses. The CVB will only pay valid expenses as defined below:

A valid expense consists of an ordinary and necessary expense incurred or paid while conducting normal CVB business. The activity must be business related to be valid.

The policies listed have been developed or directed by numerous sources. They consist of current policies and new policies. Exceptions to these policies may be made in writing by the CVB Executive Committee and/or the President.

24.1 Credit Card

Credit cards may be issued to appropriate staff members. All transactions must follow guidelines as outlined below:

- a. Travel related expenses including:

Airline tickets
Transportation or rental cars
Lodging
Food
Entertainment of clients
Miscellaneous travel related items

- b. Registration for travel and trade shows when necessary and only if budgeted or pre-approved by the President and/or the Executive Committee.
- c. Office or other supplies purchased on-line, through mail order or direct mail and only if budgeted or pre-approved by the President and/or the Executive Committee.
- d. Bureau credit cards may not be used for personal charges. If personal expenditures are inadvertently charged to the Bureau credit card an employee must notify the President and provide reimbursement.

24.2 Personal Credit Card. In the event a CVB credit card is not issued to an employee, employees may use their personal credit cards for payment of CVB related expenses and will be reimbursed for authorized expenses. Charges to such cards are the obligation of the employee and the CVB name and/or address should not be used on any employee's personal credit cards or any other credit arrangements. A similar policy exists for charge accounts or credit arrangements at local hotels, restaurants, clubs, etc. The obligation must be in the name of the employee rather than the CVB.

25.1 Business Expense Reporting

Although, the primary responsibility for control of expenses lies with individuals, it's the obligation of the President to review and maintain proper control of expense accounts. Activities and expenses will be reported and the procedures for reporting business expenses are as follows:

25.2 Travel Expense Report. A Travel Expense Report (Attachment "B") must be submitted by each employee whose duties involve solicitation and public contact. This report shall include what was accomplished for the Bureau on the trip, the total cost, recommended new ideas for the Bureau, or other beneficial suggestions.

25.3 Miscellaneous Expense Report. (Attachment "C") Expenses incurred for regular office use such as administrative mileage, office supplies, etc., shall be reported on this form. All expense documentation must be attached to this form. Employees may submit this form for reimbursement at their discretion.

25.4 Report Timeline. The Travel Expense Report will be filed in a timely manner. This report will be reviewed by the President, and, if approved, reimbursement will be made the following disbursement period.

25.5 Receipts. Copies of credit card receipts must be included with Travel Expense Report for all expenditures. Original credit card receipts, with names of individual(s) and company, if entertained; must be submitted for inclusion with the credit card bill.

25.6 Travel Advances. All reimbursable out-of-town travel is subject to prior approval of the President, or Chair of the Board in the case of the President's absence. Travel advances may be obtained.

The request for a travel advance must be approved by the appropriate immediate supervisor and should be submitted at least 10-days prior to departure.

Upon return, the completed expense report must be submitted to your supervisor within 15 days with attached receipts of all expenses incurred. Requests for reimbursement for the President must be approved by the Chair of the Board or an Executive Committee member.

26.1 Tax Regulations

Depending on IRS regulations, this benefit may be considered as taxable income.

27.1 Other Travel

When traveling for another organization on behalf of the Convention & Visitors Bureau, authorization, expense, and travel reports shall be prepared and approved according to CVB policies.

28.1 Training and Educational Expense

An employee's continued professional and personal growth benefits both the employee and the CVB. The CVB, therefore, supports a variety of educational activities to enhance job-related development. Prior to beginning any educational program, however, it is required that the employee consult with the President to discuss their personal and professional developmental needs. Final approval of any educational expense is dependent upon the availability of funding.

28.2 Eligibility

- a. Tuition for courses will be made provided the employee meets the following eligibility requirements:
- b. The employee must be a full-time or a regular part-time (working a minimum of 20 hours per week) employee for six (6) months for undergraduate courses or a full-time employee for 1 year for graduate courses.
- c. The employee must be performing all aspects of his job in a satisfactory manner.
- d. The employee must have exhausted all other applicable tuition grants, scholarships, or benefits. (i.e. G.I. Bill, etc.)
- e. The education program must be job-related and necessary to maintain or improve skills in the employee's present position or to prepare him for future promotion with the organization.

- f. The employee must submit to the Executive Committee a continuing education request. (Attachment “D”)

28.3 College Educational Expenses

The CVB will assist with the cost of tuition and books for both graduate and undergraduate studies taken through an accredited college or university. The Executive Committee may approve a tuition advance. All education programs must be relevant to the employee’s current position or future career path in the CVB. Courses taken must be listed in the college or university catalog as a prerequisite for completion of a specific degree. Should prerequisite courses be required by the college or university, the employee must make a special request for approval of such courses to the Executive Committee.

Upon completion of a course, staff shall submit a copy of the final grade to the President to determine if it will be necessary for employee to reimburse the CVB. The grade received will determine what percentage of the cost the CVB will cover:

| | | | | |
|----------------------------------|-------------------------------------|---------|----------|--|
| | <u>For all approved course work</u> | | | |
| A – 100% | B – 100% | C – 50% | D/F – 0% | |
| P – in a Pass/Fail Course - 100% | | | | |

Full-time employees may take up to nine (9) credit hours in a 12-month period. All payments will be made directly to the college or university upon receipt of a bill. To pursue graduate studies, the employee must have the **written approval** of both the President and the Executive Committee.

Should an employee voluntarily resign, reimbursement must be made to the CVB as follows:

- a. 100% of any tuition payments paid by the CVB during the calendar year in which employment terminated.
- b. 50% of any tuition payments paid by the CVB during the twelve (12) months immediately preceding the year in which employment terminated.

28.4 Job-Related Courses and Seminars

The CVB realizes that many valuable, job-related courses and seminars exist outside the college environment. Therefore, the CVB will pay 100% for various job-related and seminars provided the employee meets the tuition reimbursement eligibility requirements and has the written approval of the President.

The CVB has the right to appoint candidates to attend job-related courses and seminars. Expenses for all courses, initiated by the CVB, will be paid 100%, including travel, lodging, textbooks, etc. Hours spent in such courses during the normal workday are considered as a normal work assignment.

29.1 Travel and Entertainment

The primary objective of the CVB is to receive maximum benefit for every dollar spent. To that end, employees should use careful judgment in the use of CVB funds for travel and entertainment. The CVB expects a reasonable benefit for each expenditure. Because many of the activities of the CVB involve travel and/or entertainment, it is the policy of the CVB to reimburse reasonable travel and entertainment expense incurred by authorized members of the staff in the course and scope of their employment. Since the CVB is primarily supported by transient occupancy tax revenues, its activities, records, and accounts are, however, subject to extraordinary scrutiny by government agencies and the public. Exact compliance with CVB policies along with complete and accurate documentation of all reimbursable expenses is essential.

29.2 Reimbursed Expense

Employees will be reimbursed for all reasonable and necessary travel and other expenses incurred while conducting CVB business. It is intended that the accommodations and services required shall be adequate and of a standard and quality commensurate with the nature of the CVB assignment. Whenever possible, employees are to arrange accommodations at host hotels.

Expenditures are not to be used to promote the personal prestige of the employee, nor to be considered as a fringe benefit. The sole purpose of the expense account is to benefit the CVB and to accomplish CVB objectives. The best single rule to follow is--if the same result can be obtained without this expense and times involved in entertainment...don't.

Entertainment--The only justification for spending CVB money for entertainment is to create and generate industry contacts.

29.3 Public Transportation

With rare exceptions, all business flights will be scheduled in coach class. The exception occurs when it is necessary to accompany a client traveling first class.

If a personal vehicle is used for travel to the airport, the employee will be reimbursed for parking at the airport.

Public transportation should be considered, if it is obviously more economical than substantial parking fees or car rentals.

29.4 Automobile Rentals

Employees authorized to rent a vehicle while on a business trip should request liable and physical damage coverage, if rented under employee's name.

29.5 Mileage/Personal Vehicle Usage

To be eligible for mileage reimbursement, an employee must be specifically requested by CVB management to attend an outside function or to conduct CVB business away from the CVB premises.

Reimbursable mileage is calculated from the CVB to the destination and back, if a return trip to the CVB is required. Hourly staff must complete an Expense Report for mileage reimbursement.

Mileage will be reimbursed at the current allowable IRS rate.

It is imperative that if employees use their own vehicle on CVB business, adequate insurance must be maintained.

29.6 Hotels, Meals, and Miscellaneous

If CVB business requires employees to be away from home overnight, they will be reimbursed a reasonable amount for incidental expenses such as a personal telephone calls, parking, and toll charges. Meals will be covered, but are not to exceed \$65/day, provided they are not covered in the registration fee. This limit is based on the following breakfast \$15, lunch \$20, dinner \$30. When business is conducted in a city where the government per diem is higher the \$65/day limit may be exceeded.

Employees may purchase, at the Bureau's expense, tickets to familiarization tours and optional conference related events that are not covered in the conference fee.

If travel extends beyond five (5) days, the CVB will reimburse any necessary cleaning and laundry expenses. Hotel accommodations should be selected based on convenience and service consistent with the purpose of the trip. Each employee will be allowed one single room and should request the best possible rates.

Expenses such as haircuts, shoe shines, shows, and personal entertainment are not reimbursable.

Frequently, there are trips that do not involve being away from home overnight, but do require a very late return. In such cases, the CVB will reimburse the employee for the expense of dinner.

29.7 Corporate Incentive and Reward Programs

Benefits earned through corporate incentive and reward programs may be retained by the employee. However, the employee is solely responsible for all tax implications.

29.8 Business Related Meals

The CVB discourages business lunches among fellow employees unless the circumstances do not allow a meeting during working hours, or if unusual conditions require such expenditure. When such expenses are incurred, the conditions must be justified and reimbursement approved by the President.

30.1 Public Relations Expense

Employees occasionally host or attend affairs for public relations. In these instances, the CVB will reimburse the related expenses as follows:

30.2 Meals

Expenses incurred for dinners and activities hosted or attended by CVB personnel for public relations will be reimbursed. A detailed explanation of the expenditure listing those involved, the specific purpose, the date, and any other pertinent information must be submitted to the President for approval.

30.3 Public Relations Expenditures and Contributions

Exempt employees will be responsible for establishing an annual public relations budget. This will be accomplished pursuant to instructions given by the President and will conform to predetermined dollar amounts that will be set each fiscal year. Anticipated costs associated with performing tasks for non-profit organizations and community service groups must be included in the budget projections.

Unbudgeted items related to Public Relations require the approval of the President prior to distribution. In these cases, substitution of the unbudgeted item will require an offset in dollars from the prior approved budgeted list of Public Relations.

30.4 Spousal Inclusion

The CVB does not pay for expenses incurred by a spouse who is accompanying the CVB employee. However, some functions invite the spouse to accompany the employee and, in these instances, the CVB will cover the associated travel, accommodation, and meal expenses.

30.5 Civic, Service, Social and Other Organization Memberships

Membership in civic, service social or other specialty organizations requires approval of the President. When membership is approved, the following will apply to expenses.

The CVB will pay the usual and normal employee expenses associated with an organization membership to include dues and meals (breakfast, lunch, and dinner).

- a. Paid expenses will be made and limited to those employees who can maximize the beneficial exposure of the CVB.
- b. Social club memberships must have written approval from the Executive Committee.
- c. In all cases, membership expenses must conform to Internal Revenue Service regulations that require business usage in a club must account for at least 50% of the total usage.

The IRS further stipulates that only the actual percentage of use as applied to dues paid may be deducted. Reimbursement requests for all out of pocket expenses, therefore, must be fully documented before submission for reimbursement.

Participation in certain social events such as golf outings, major community events, special CVB dinners or meetings, or fund-raisers is permitted Attendance should be limited to those employees who can maximize the beneficial exposure of the CVB at such events.

30.6 Special Activity Expenses

Some personal expenses associated with employee participation in special activities may be eligible for reimbursement. This includes, but is not limited to, the rental of formal attire. In all cases where personal expenses are anticipated, and the employee intends to request reimbursement, prior approval must be obtained from the Executive Committee.

Scan and attach forms

I read and understand statement. Before signature. .

Employee Signature

Date

Supervisor's Signature

Date

HARASSMENT INVESTIGATION CONSENT FORM

The Hagerstown/Washington County Convention & Visitors Bureau has maintained a policy that all of its employees should be free from any form of harassment. As part of that policy, we are committed to investigating claims of such harassment and taking appropriate disciplinary or other actions when the facts show that harassment has occurred. In order that we may conduct an investigation of your concerns, please complete the form below.

Complaint Form

Name _____ Date _____

I wish to complain about the following events _____

(Use additional paper, if necessary)

Do you wish the CVB to investigate your complaint?

Yes _____ No _____

If you have answered "yes", please read the following paragraph and fill in the blank spaces below.

I, _____, hereby consent to the CVB's conducting a complete and thorough investigation of the above complaint. I further authorize the CVB to disclose to other portions of the information I have provided and may in the future provide, with respect to the complaint, as certain information may have to be released in order to insure that a complete investigation can be conducted.

I acknowledge that I have read and understand the above statements.

Employee's Signature Date

Should you not wish the CVB to disclose certain information you have provided, please specify that information below. The CVB will try to honor such requests consistent with its obligation to identify and correct instances of harassment.

Employee Expense Report

Attachment "B"

| Employee Name | | | | | | | | |
|-----------------------------|-------------------------|-------|------|------------|-------|-------------------------|------|--|
| Destination/Purpose of Trip | | | | | | | | |
| Date of Submission | | | | | | | | |
| Date | Function | Miles | Cash | CVB Credit | Total | Total Expense | \$ | |
| | Mileage | 0 | | | \$ - | Cash Advance | \$ - | |
| | Breakfast | | \$ - | \$ - | \$ - | | | |
| | Lunch | | \$ - | \$ - | \$ - | Due Employee/CVB | \$ - | |
| | Dinner | | \$ - | \$ - | \$ - | | | |
| | Lodging | | \$ - | \$ - | \$ - | | | |
| | Entertainment | | \$ - | \$ - | \$ - | | | |
| | Taxi/Transp/Tips | | \$ - | \$ - | \$ - | | | |
| | Miscellaneous | | \$ - | \$ - | \$ - | | | |
| | Mileage | 0 | | | \$ - | TRIP SUMMARY | | |
| | Breakfast | | \$ - | \$ - | \$ - | Mileage | \$ - | |
| | Lunch | | \$ - | \$ - | \$ - | Breakfast | \$ - | |
| | Dinner | | \$ - | \$ - | \$ - | Lunch | \$ - | |
| | Lodging | | \$ - | \$ - | \$ - | Dinner | \$ - | |
| | Entertainment | | \$ - | \$ - | \$ - | Lodging | \$ - | |
| | Taxi/Transp/Tips | | \$ - | \$ - | \$ - | Entertainment | \$ - | |
| | Miscellaneous | | \$ - | \$ - | \$ - | Taxi/Transp/Tips | \$ - | |
| | Mileage | 0 | | | \$ - | Misc. (phone, etc) | \$ - | |
| | Breakfast | | \$ - | \$ - | \$ - | Air Fare/Transportation | \$ - | |
| | Lunch | | \$ - | \$ - | \$ - | Car Rental | \$ - | |
| | Dinner | | \$ - | \$ - | \$ - | | | |
| | Lodging | | \$ - | \$ - | \$ - | TOTAL | \$ - | |
| | Entertainment | | \$ - | \$ - | \$ - | | | |
| | Taxi/Transp/Tips | | \$ - | \$ - | \$ - | | | |
| | Miscellaneous | | \$ - | \$ - | \$ - | | | |
| | Mileage | | | | \$ - | | | |
| | Breakfast | | \$ - | \$ - | \$ - | | | |
| | Lunch | | \$ - | \$ - | \$ - | | | |
| | Dinner | | \$ - | \$ - | \$ - | | | |
| | Lodging | | \$ - | \$ - | \$ - | | | |
| | Entertainment | | \$ - | \$ - | \$ - | | | |
| | Taxi/Transp/Tips | | \$ - | \$ - | \$ - | | | |
| | Miscellaneous | | \$ - | \$ - | \$ - | | | |
| | Mileage | 0 | | | \$ - | | | |
| | Breakfast | | \$ - | \$ - | \$ - | | | |
| | Lunch | | \$ - | \$ - | \$ - | | | |
| | Dinner | | \$ - | \$ - | \$ - | | | |
| | Lodging | | \$ - | \$ - | \$ - | | | |
| | Entertainment | | \$ - | \$ - | \$ - | | | |
| | Taxi/Transp/Tips | | \$ - | \$ - | \$ - | | | |
| | Miscellaneous | | \$ - | \$ - | \$ - | | | |
| | Mileage | 0 | | | \$ - | | | |
| | Breakfast | | \$ - | \$ - | \$ - | | | |
| | Lunch | | \$ - | \$ - | \$ - | | | |
| | Dinner | | \$ - | \$ - | \$ - | | | |
| | Lodging | | \$ - | \$ - | \$ - | | | |
| | Entertainment | | \$ - | \$ - | \$ - | | | |
| | Taxi/Transp/Tips | | \$ - | \$ - | \$ - | | | |
| | Miscellaneous | | \$ - | \$ - | \$ - | | | |
| | Mileage | 0 | | | \$ - | | | |
| | Breakfast | | \$ - | \$ - | \$ - | | | |
| | Lunch | | \$ - | \$ - | \$ - | | | |
| | Dinner | | \$ - | \$ - | \$ - | | | |
| | Lodging | | \$ - | \$ - | \$ - | | | |
| | Entertainment | | \$ - | \$ - | \$ - | | | |
| | Taxi/Transp/Tips | | \$ - | \$ - | \$ - | | | |
| | Miscellaneous | | \$ - | \$ - | \$ - | | | |
| | Total Miles | 0 | | | | | | |
| | Air Fare/Transportation | | \$ - | \$ - | \$ - | | | |
| | Car Rental | | \$ - | \$ - | \$ - | | | |
| | TOTAL | | \$ - | \$ - | \$ - | | | |

COMPLETION SECTION

(To be sent to the Executive Committee, with a copy of grades, upon completion of course(s).)

Name: _____ **Department:** _____

Phone #: _____ **Hire Date:** _____

DATE: _____

CLASS: _____ **FINAL GRADE:** _____

Supervisor

Employee