

Personnel Policy Manuel

2007

**Nonprofit Leadership Center of Tampa Bay, Inc.
1111. N. West Shore Blvd., Suite 215
Tampa, FL 33607-4711
813.287.8779
813.287.8749 (Fax)
www.nlctb.org**

TABLE OF CONTENTS

INTRODUCTION- PAGE 1

NLCTB Vision
NLCTB Mission
A Brief Overview
About this Manual
Purpose of the Personnel Manual

GENERAL POLICY STATEMENTS- PAGE 2

Non-Discriminatory Policy
Drugs & Alcohol
Possession of Firearms or Weapons in the Workplace
Patents and Intellectual Properties

GENERAL INFORMATION-PAGE 5

The "Team" Concept

Employee Conduct and Responsibility

COMPENSATION- PAGE 6

Position Classifications
Employment Status
Position Descriptions
Promotions and Transfers
Payroll Deductions
Pay Periods
Paychecks
Pay Advances
Questions Regarding Payroll Calculations
Bonus Pay
Professional Expenses

BENEFIT- PAGE 8

Annual Leave
Sick Leave
Sick Leave/Short Term Disability
Extended Leave of Absence
Unpaid Days Off
Holidays
Military Leave
Religious Holidays
Bereavement Leave of Absence
Federal Family & Medical Leave
No Moonlighting
Jury Duty
Inclement Weather Excused Leave
Group Health Insurance
Worker's Compensation
COBRA
Retirement
Direct Deposit

EMPLOYEE RECORDS- PAGE 15

Personnel Records
Employee Reference Inquiries
Anniversary and Review Dates

ADMINISTRATIVE POLICIES- PAGE 16

Expense Reports
Travel and Expenses
Communications and Computer Software
Telephone Courtesy
Conflict of Interest
Solicitation and Distribution
Confidential Information
Office Hours
Absenteeism
Tardiness
Performance Reviews
Letters of Commendation
Organization-Initiated Training
Employee-Initiated Training
Employee Complaints and Grievances
Handling Complaints
Corrective Procedures
Violations that may Result in
 Reprimand, Suspension and/or Discharge
Violations that may result in
 Immediate Termination
Termination
Types of Termination
Exit Interviews
Return of Company Property
Smoking
Personal Telephone Use
Suggestions

SAFETY- PAGE 25

Accident Reports
Fire Safety, Accidents and Other Emergency
 Procedures
Poison Control
Power Failure
Elevator Emergencies
Office Security

PERSONNEL POLICY CHANGES- PAGE 27

ACKNOWLEDGEMENT OF RECEIPT OF PERSONNEL MANUAL- PAGE 28

LETTER FROM THE CEO



Welcome to the Nonprofit Leadership Center of Tampa Bay, Inc.:

We would like to extend to you a warm welcome. We are pleased you have chosen to join us and hope that you will find your job to be rewarding and challenging.

Your position, whether administrative, management or program staff, is extremely important in helping the Nonprofit Leadership Center of Tampa Bay, Inc. (NLCTB) reach its mission to build strong nonprofits in the Tampa Bay area. We rely on your professionalism and helpfulness to meet our goals and objectives stated in our Strategic Plan.

At NLCTB we value communication. We fully encourage you to ask questions and discuss any problems or difficulties that you may have. We encourage clear, honest, and respectful communication. We promote an open-door policy that allows you the opportunity to discuss your concerns with management, but we also encourage you to try to resolve issues one on one with your colleagues.

In order to facilitate your job, please read the Personnel Manual thoroughly. It should answer most of your questions about our personnel policies and procedures. If you have additional questions, please discuss them with your CEO.

Again, welcome to our team and best wishes for success and fulfillment at the Nonprofit Leadership Center of Tampa Bay, Inc.!

Sincerely,

Chellie Lisenby

Chellie Lisenby
CEO

INTRODUCTION

NLCTB Vision

A community where nonprofit organizations maximize local, state and national resources to most efficiently and effectively meet their missions.

NLCTB Mission

To build strong nonprofits.

A BRIEF OVERVIEW

The Nonprofit Leadership Center of Tampa Bay (NLCTB) was created in 1996 by a consortium of community leaders to provide management assistance resources to nonprofit organizations in order to enhance their operating efficiency and effectiveness in delivering community services. With Tampa Bay nonprofits contributing millions of dollars in community services to the local economy and way of life, NLCTB is considered an essential investment in the health of these organizations which now number over 7,300 in the Tampa Bay area.

Thanks to its visionary founders, NLCTB was among the first management support organizations (MSOs) for nonprofits in Florida. We are proud to report that hundreds of MSOs exist and continue to be formed in growing metropolitan areas across the U.S., wherever nonprofit organizations contribute to the quality of life, social and economic impact on community. Since its inception, NLCTB has been a member of the **Alliance for Nonprofit Management** (Washington, D.C.), the professional industry group for nonprofit capacity building in the U.S. NLCTB is also a member of **Board Source** and the **Social Enterprise Alliance**. With an office in the West Shore District of Tampa, NLCTB's workshops and events are held in a variety of locations throughout Hillsborough and Pinellas Counties.

ABOUT THIS MANUAL

This Manual is a general guide to the current policies of NLCTB. The information in this Manual should be helpful in familiarizing you with the Organization and some of its more important policies.

Employment with NLCTB is for no definite term. This means that you and the Organization have an "employment at will" relationship. In such a relationship you may end your employment with the Organization at any time, and the Organization may do likewise.

It is not possible to anticipate every situation or answer every question about employment in this Manual. There may be circumstances where this Manual or its policies will not apply. Neither this Manual nor any other Organization document should be construed as a contract of employment. Since flexibility in the administration of policies and procedures is important for everyone, the Organization may change and revise policies and procedures with or without notice when such action is deemed necessary by

NLCTB. Also, management may develop and enforce policies not printed in this Manual.

Again, this Manual is not intended, nor does it constitute a contract of employment between NLCTB and anyone or all of its employees. The employee or the Organization may terminate the employment arrangement at any time for any reason.

PURPOSE OF THE PERSONNEL MANUAL

This Personnel Manual has been prepared to acquaint you with the policies, rules, and benefit structure that apply to your employment at NLCTB. It is your responsibility to thoroughly read the contents of this Manual.

The policies and procedures contained in this Manual are subject to change at any time with or without notice. Communication of such changes will be made through memoranda. When appropriate, new pages of the Personnel Manual will replace obsolete pages.

GENERAL POLICY STATEMENTS

NON-DISCRIMINATORY POLICY

The Organization actively seeks diversity in its members and employees.

The Organization does not discriminate and will not tolerate discrimination in its policies, programs or practices based on an individual's race, color, religion, sex, national origin, age, handicap, disability, marital status, or sexual orientation.

HARASSMENT POLICY

NLCTB prohibits harassment in employment on the basis of race, color, religion, sex, national origin, age, handicap, disability, marital status, or sexual orientation, or on any other basis prohibited by law. Harassment in employment can occur, and is prohibited, both in the workplace and off the premises, including social activities conducted or sponsored by NLCTB. All NLCTB personnel must comply with this policy and violations will result in disciplinary action. NLCTB also will not condone any harassment of one of its employees by any personnel of a member organization, vendor or other business entity whose relationship to the employee is through the business of NLCTB.

1. Sexual Harassment

Federal regulations define sexual harassment as "unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature" when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment,
- Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual, or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment can occur between individuals of the opposite sex or the same sex. Sexual harassment may include, but is not limited to: intentional physical conduct that is sexual in nature, such as touching, pinching, patting; sexually-oriented gestures, noises, remarks, jokes, or comments about a person's sexuality or sexual experience; repeated unwelcome requests for a romantic relationship; and displaying pictures, posters, calendars, graffiti, objects, promotional materials, reading materials or other materials that are sexually suggestive, sexually demeaning or pornographic. Basing an employment decision or implying that it will be based on an employee's submission to or rejection of sexual overtures is prohibited.

2. Harassment Other than Sexual Harassment

Harassment, other than sexual harassment, is verbal or physical conduct that denigrates or shows hostility or aversion to an individual because of race, religion, sex, national origin, age, handicap, disability, marital status, or sexual orientation, or because of any other personal characteristic or status protected by law when such conduct has the purpose or effect of unreasonably interfering with an employee's work performance, creating an intimidating, hostile, or offensive work environment, or otherwise adversely affects an individual's employment opportunities.

Harassment may include, but is not limited to, verbal abuse or ridicule, including slurs, epithets, and stereotyping; offensive jokes and comments; threatening, intimidating, or hostile acts; and displaying or distributing offensive materials, writings, graffiti, or pictures.

Complaints Any individual who believes that the non-discrimination or harassment policies may have been violated should file a grievance immediately. Employees are encouraged to report potential harassment or discrimination before it becomes severe or pervasive. Complaints will be investigated promptly and treated as confidential to the extent possible consistent with the need to resolve them. There will be no retaliation or adverse action against an employee for his or her part in the filing or investigation of a grievance. Any employee found to have violated any of these policies will be subject to disciplinary action up to and including discharge.

DRUGS AND ALCOHOL

It is NLCTB's Policy to maintain a safe, drug-free work environment for all of its employees. Manufacturing, possessing, using, purchasing, distributing, dispensing, selling, being under the influence of, or having any controlled substance without proper medical authorization, any illegal substance, or alcohol, while engaged in any work-related activities or on NLCTB premises, is strictly forbidden. NLCTB recognizes its responsibility to protect its employees and the public from the dangers posed by such activities. Employees who engage in such activities jeopardize the safety and security of other employees, our facilities, and the community in which we are located. NLCTB is committed to using its best efforts to preserve a workplace free of drug and alcohol use and to taking appropriate action against any employee who violates NLCTB's drug and alcohol policy.

This policy shall not prohibit NLCTB from serving alcoholic beverages at NLCTB-sponsored social functions provided that any such beverages served shall not be consumed by NLCTB employees.

Employees who violate this policy are subject to immediate dismissal.

POSSESSION OF FIREARMS OR WEAPONS IN THE WORKPLACE

No employee, independent contractor, volunteer, intern, or temporary employee working for NLCTB may have in his/her possession a firearm or any other weapon when on the NLCTB office premises or while engaging in NLCTB business elsewhere. This prohibition applies whether or not such possession would be lawful under Florida or other state law. Violation of this policy will result in disciplinary action up to and including termination of employment.

Any employee observing any person, including a visitor, who appears to be in possession of a firearm, or other weapon, should report it to the CEO immediately.

PATENTS, COPYRIGHTS, AND OTHER INTELLECTUAL PROPERTY

Under circumstances including but not limited to the following, inventions, writings, and other works subject to protection as intellectual property belong not to any employee but to NLCTB as "Work Made For Hire." Unless specifically agreed otherwise by NLCTB in writing, an employee may not claim or register ownership of any rights and interests in such intellectual property. Employees may be asked to execute a specific written assignment of rights if NLCTB deems it necessary.

- The Organization's equipment, supplies, facilities or trade secret information was used in the development of the invention and/or patent; **or**
- The invention and/or patent relates directly to the business of the Nonprofit Leadership Center of Tampa Bay, Inc.; **or**
- The invention and/or patent relates to the Nonprofit Leadership Center of Tampa Bay's actual or demonstrably anticipated research or development; **or**
- The invention and/or patent results from the work performed by the employee for the Organization.

GENERAL INFORMATION

THE “TEAM” CONCEPT

NLCTB has a small but efficient staff. We function effectively because we endorse the concept of a team effort within the organization. The CEO and management staff are responsible for the flow of all work efforts within the office and may call on any staff to help out in busy times. All personnel are expected to assist with projects outside of their immediate area of responsibility if the need arises.

EMPLOYEE CONDUCT AND RESPONSIBILITY

A. Client Relations

NLCTB staff members represent the organization through their job efforts. It is important that NLCTB clients, volunteers and the Board of Directors receive the high standard of quality service that NLCTB has defined in its mission. NLCTB exists as an organization for the people it serves and is justified by the quality and extent of the services it offers.

B. Media Contacts

Only the CEO is to be considered as the source of information for the media. All calls and inquiries from the media should be referred to the CEO.

C. Outside Work

Employees of NLCTB must take care to avoid conflicts of interest, and the appearance of conflicts of interest, which may arise from activities apart from their NLCTB employment. NLCTB specifically discourages employees from seeking outside work in the capacity building community. Outside work should not be undertaken without discussion with your supervisor. NLCTB reserves the right to ask any employee to forego or terminate any outside employment or other activity that the Organization deems inconsistent with its interests and concerns. An employee's refusal to forego or terminate the outside situation may result in termination from NLCTB.

D. Honoraria & Speaking Engagements

From time to time some employees may have the opportunity to represent NLCTB at conferences, conventions, meetings, or similar events. Occasionally, these groups will offer honoraria or a speaking fee. Since you are representing NLCTB and would be expected to use the resources of NLCTB to prepare for such an engagement, you are expected to submit such fees to the CEO.

E. Confidential and Proprietary Information

During Employment, employees may come in contact with confidential information, business plans and practices, trade secrets, or other proprietary information that is considered the property of NLCTB. Such information includes, but is not limited to, internal communications, including communications with membership and supporting organization lists, and industry directories and related research data and surveys. It is each employee's obligation to safeguard this property and not to disclose it to anyone outside NLCTB. Disclosing this information to outsiders, especially competitors, is considered a serious breach of

responsibility and will subject employees to disciplinary action, up to and including, termination. All such property in the possession of an employee shall be returned to NLCTB upon termination of employment.

COMPENSATION

POSITION CLASSIFICATIONS

MANAGEMENT STAFF

An exempt employee as defined by the FLSA who holds a position at or above the level of director.

SALARIED STAFF

Normally an exempt employee as defined by FLSA who holds a position at or below the level of manager, but serves in a professional or administrative capacity. Some salaried staff is non-exempt.

HOURLY STAFF

A non-exempt employee as defined by the FLSA who holds a supportive or non-supervisory position and is paid on an hourly basis rather than salaried.

EMPLOYMENT STATUS

Initial Employment Period: The first 90 days of uninterrupted Service for part-time and full-time employees.

Regular Full-Time: One who is employed on a regular basis on a schedule of 37.5 hours per week. Entitled to all company benefits.

Regular Part-Time: One who is employed on a regular basis on a schedule of less than 40 hours but at least 17.5 hours per week. Entitled to certain company benefits.

Temporary: One who is employed for a definite limited period of time on a project-specific basis. Not entitled to company benefits.

Intern: One who is enrolled as a student in secondary or post-secondary school and hired to work either part-time or full-time during a vacation period or after classroom hours. Not entitled to company benefits.

Independent Contractors: One who is engaged for specific purposes under a written contract and paid as stated in the contract, which may be on a project basis. Independent contractors are not employees of NLCTB and are not entitled to any employee benefits.

POSITION DESCRIPTIONS

All NLCTB positions have written descriptions, which will be used for position evaluation to determine equitable pay with public and private sector jobs comparable to those at the Organization. Position descriptions will also be used as a basis for understanding between the Organization and its employees on work expectations. Position descriptions will be reviewed periodically for possible updating.

PROMOTIONS AND TRANSFERS

It is NLCTB's policy to insure that all employees will be provided with an opportunity to progress in the Organization consistent with their skills and interests as vacancies arise. Therefore, while often it is necessary to hire new employees to fill vacancies, it is the policy of the Organization to transfer and promote from within the Organization whenever the best-qualified individual can be selected from the existing workforce.

PAYROLL DEDUCTIONS

State and Federal Laws require that certain deductions should be made. The mandatory deductions are Federal Income Tax, Social Security, and Medicare (FICA). NLCTB will also deduct any employee-authorized deductions such as Dental Insurance, Health/Life Insurance, etc. if such plans are offered by NLCTB and the employee enrolls.

PAY PERIODS

There are 24 pay periods in the calendar year. Employees are paid semimonthly. The NLCTB workweek begins on Monday and ends on Sunday.

PAYCHECKS

Paychecks are distributed by the CEO to all employees. If an employee is absent on payday, the employee will receive the check from the supervisor or CEO on the first day back to work. A written authorization is needed from the employee before a paycheck can be released to another person. In the event that pay adjustments need to be made, it will be done on the next payday. **NO SPECIAL checks will be issued between payroll periods.** In the event that your paycheck is lost or stolen, notify the CEO immediately.

QUESTIONS REGARDING PAYROLL CALCULATIONS

Refer any questions regarding the way compensable working time or pay has been calculated to the CEO.

BONUS PAY

At the sole discretion of the CEO, employees may be awarded bonus pay. Bonus pay is awarded in recognition of outstanding and or exemplary performance.

PROFESSIONAL EXPENSES

The Organization does not provide vehicles for employee use. Mileage for use of a personal vehicle for business purposes will be reimbursed, with proper documentation, at the rate authorized by the client's provider or the rate determined by the CEO to be fair and reasonable.

Other professional expenses necessary and appropriate to an employee's work may be reimbursed with proper documentation and if approved in advance by the CEO.

BENEFITS

ANNUAL LEAVE

All full-time and part-time regular staff members earn leave as part of compensation. Annual leave is designed to be used for vacations, personal business, family needs, etc. Requests for leave for more than two consecutive days should be submitted one week prior to the date of the proposed leave or as soon as is practicable. Every reasonable effort will be made to allow leave to be taken when requested; however, such decisions will be based on the needs of the organization.

Annual leave benefits begin accruing after completion of the first three months of work and continue through the employee's period of employment. At the end of the first three months of employment, employees are credited with annual leave equivalent to three months of leave accrual.

Hourly Staff

6.25 hours per month equivalent to 10 days the first through the fourth year.
9.38 hours per month equivalent to 15 days the fifth through the tenth year.
12.5 hours per month equivalent to 20 days the eleventh and succeeding years.

Salaried Staff

6.25 hours per month equivalent to 10 days the first through the fourth year.
9.38 hours per month equivalent to 15 days the fifth through the tenth year.
12.5 hours per month equivalent to 20 days the eleventh and succeeding years.

Employees are required to take annual leave. Annual leave is accrued on a calendar year basis, with a maximum of 5 days to be carried over into the next year. Employees who have given notice of resignation may not take annual leave time while serving out their length of notice. Terminating employees who have utilized more than the actual earned annual leave time will have the balance due deducted from their final paycheck.

SICK LEAVE

Sick leave benefits may be used when an employee is ill or injured, or if an immediate family member is seriously ill or injured. In the event of an absence, the employee must personally notify his/her supervisor within 30 minutes of his/her scheduled work time. **Do not call a fellow employee or leave word on the office voicemail.** Fellow employees do not have the authority to excuse you. Any unexcused absence may be grounds for disciplinary action. Three unexcused absences may result in termination.

Upon completion of the initial employment period, **full-time** employees regularly scheduled to work a 37.5 hour week accrue sick leave at a rate of 3.12 hours per month, equivalent to

up to 5 days per year. Part-time employees earn such leave on a prorated basis. Sick leave accrues on a yearly basis.

Employees may borrow paid sick leave that would be accrued by the end of their current year of employment. Sick days may not be carried over from one calendar year to the next, and no payments are made for accrued unused sick days at the end of any calendar year or in the event of termination. Annual leave will be charged if accumulated sick leave is not adequate to cover absences. At termination of employment, there is no cash reimbursement for unused sick leave.

Routine medical or dental appointments are not considered Sick Leave and should be scheduled with a supervisor's approval in such a way as to minimize time lost from scheduled work.

SICK LEAVE/SHORT TERM DISABILITY

Short Term Disability Leave is provided as income protection for employees who, because of illness or accident, are temporarily disabled and absent from work for a limited period of time.

A physician's statement will be required for any absence before benefits are approved. Payment of benefits is subject to proper notification and approval by the CEO.

Prior to any leave of absence, a Leave Request form must be completed by the employee and returned to the CEO.

The leave will end on the expected return-to-work date. Before the employee's return to work, a physician's release must be provided. Failure to return to work or to obtain an authorized extension of the leave by the expected return date may terminate employment.

EXTENDED LEAVE OF ABSENCE

Extended leave of absence without pay will be granted for personal development opportunities subject to approval of the CEO. An extended leave may not exceed six (6) months from the last day at work and a minimum of one full year of full-time regular employment is necessary for an extended leave of absence to be approved. A request for such leave must be in writing, stating the reason for leave and the intention to return to work at a specific date. The leave period will not be counted for subsequent benefits eligibility and automatic pay adjustments.

Unless applicable federal, state or local law requires otherwise, reinstatement cannot be guaranteed to any employee returning from extended leave. The CEO will endeavor to advise an employee regarding reinstatement prior to the commencement of the leave. Subject to law, NLCTB endeavors to place employees returning from leave in their former positions or positions comparable in status and pay, subject to budgetary restrictions, the Organization's need to fill vacancies, and the ability of the Organization to find qualified temporary replacements.

UNPAID DAYS OFF

Employees who have not yet completed their 90 day Initial Employment Period may request days off without pay.

A request for a day off without pay does not guarantee that it will be granted. However, all requests will be given fair consideration by CEO.

REMEMBER: Request your days wisely. Nonprofit Leadership Center of Tampa Bay, Inc. considers attendance a priority. Your attendance record is considered as permitted by law each time your salary and performance are reviewed.

HOLIDAYS

NLCTB considers the 7 following paid holidays during the year:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- 1 Floating Holiday (No carryover to the next calendar year; must be submitted in writing and approved by the CEO.)

Regular full-time and part-time employees will be paid the base rate for the hours they are normally scheduled to work. To receive holiday pay, the employee must have completed the 90 day Initial Employment Period.

If a holiday occurs during a period of annual leave, the holiday is charged as a holiday and not against accrued annual leave.

MILITARY LEAVE

An employee requesting a leave of absence to meet military requirements shall be granted such leave without pay together with re-employment rights as provided by the state or federal law in effect at the time. Employees will be required to submit copies of the orders in advance.

RELIGIOUS HOLIDAYS

Employees may submit requests in advance to their supervisors for religious holidays to either take annual leave, use a floating holiday as provided in the holiday policy or make up the time over the course of the three subsequent weeks.

BEREAVEMENT LEAVE OF ABSENCE

All employees are eligible for Bereavement leave once their 90-day Initial Employment Period has been completed. Up to 3 consecutive calendar days may be granted following the death of an immediate family member. **Immediate family member is defined as**

spouse, parent, guardian, brother, sister, child, grandchild, and grandparent. There may be special circumstances where, if consulted in advance of the leave where possible, NLCTB's CEO will recognize another person as "immediate family" for purposes of this policy. Employees will be paid only for those days scheduled to work. Proof of death may be required before payment can be made.

FEDERAL FAMILY AND MEDICAL LEAVE

Eligible employees may take up to 12 weeks of unpaid family/medical leave within a 12-month period and be restored to the same or an equivalent position upon their return to work.

To be eligible for family/medical leave, you must have satisfied the following conditions:

1. Worked for the Organization for at least 12 months;
and
2. Worked for the Organization for at least 1,250 hours in the past 12 months;
and
3. Are employed at a worksite with 50 or more employees.

Eligible employees may take family/medical leave for any of the following reasons:

1. The birth of your child and in order to care for such child;
2. The placement of a child with you for adoption or foster care;
3. To care for a spouse, same-sex domestic partner, your child or parent ("covered relations") with a serious health condition;
4. Because of your own serious health condition.

A "serious health condition" is an illness, injury, impairment or physical or mental condition that involves inpatient care in a hospital, hospice or residential care facility, and/or continuing treatment by a health care provider coupled with incapacitation for more than three days. If you have questions about whether your specific situation qualifies, please ask.

Any leave due to the birth and care of a child or the placement of a child for adoption or foster care, and care of the newly placed child, must be completed within one (1) year of the date of birth or placement of the child.

Family/medical leave is unpaid, although you may, depending on the reason for leave, be eligible for short-term disability benefits or Workers' Compensation benefits under these insurance plans.

If you request a leave because of your own serious health condition, or to care for a covered relation with a serious health condition, any accrued paid time off including, but not limited to, accrued paid vacation, personal leave time or medical/sick leave, if applicable, must be used first as part of your family/medical leave.

The substitution of paid leave time for unpaid time does not extend the 12-week leave period. Also, your family/medical leave may run concurrently with other types of leave.

During an approved family/medical leave, the company will maintain your health benefits, if you are covered by an existing company group health plan, as if you continued to be actively employed. Your supervisor will discuss with you the method of payment for any required employee contributions.

When spouses are employed by this company, they are entitled to a combined total of 12 weeks' leave:

1. For birth in order to care for the child, or placement of a child for adoption or foster care;

or

2. To care for a parent with a serious health condition.

Each individual is entitled to 12 weeks' leave because of his/her own serious health condition, or to care for the serious health condition of his/her child or spouse, without counting leave time taken by the other spouse.

Leave due to a serious health condition may be taken intermittently (in separate blocks of time due to a single health condition) or on a reduced leave schedule (reducing the usual number of hours you work per workweek or workday) if medically necessary. In addition, while you are on an intermittent or reduced-schedule leave, the company may temporarily transfer you to an available alternate position that better accommodates the intermittent or reduced leave schedule and that has equivalent pay and benefits.

You must complete the appropriate family/medical leave forms. These forms are available from you supervisor.

If your need for family/medical leave is foreseeable, you must give 30 days' prior written notice. If this is not possible, you must give notice to your supervisor as soon as practicable (within one or two business days of learning your need for leave). Failure to provide such notice may be grounds for delay of leave. If your need is because of a planned medical treatment, attempt to schedule the treatment to avoid disrupting the company's operations.

Medical Certification for a Serious Health Condition

If you are requesting leave because of your own or a covered relation's serious health condition, the appropriate health care provider must supply medical certification. Obtain a medical certification form from your supervisor. If possible, you should provide the medical certification within 15 days after you request leave. If you provide at least 30 days' notice of your need for medical leave, you should provide the medical certification before your leave begins. If you do not provide the required medical certification in a timely manner, your leave may be delayed until it is provided.

The company, at its expense, may require an examination by a second health care provider designated by the company. If the second health care provider's opinion conflicts with the original medical certification, the company, at its expense, may require a third, mutually agreeable, health care provider to conduct an examination and provide a final and binding opinion. The company may require subsequent medical recertification. Failure to provide requested certification within 15 days if such is practical may result in delay of further leave until it is provided.

Tracking Your Leave

The 12-month period in which 12 weeks of leave may be taken will be tracked based on the first day of the FLMA leave.

Reporting While on Leave

If you take leave because of your own serious health condition, or to care for a covered relation with a serious health condition, contact your supervisor on a prescheduled basis regarding the status of the medical condition and your intention to return to work. In addition, you must give notice as soon as practical (within two business days if feasible) if the dates of leave change, are extended or initially were unknown.

Returning to Work

If you take leave because of your own serious health condition (except if you are taking intermittent or reduced schedule leave), you must provide medical certification that you are able to resume work before you return. Obtain return-to-work medical certification forms from your supervisor.

Employees failing to complete the return-to-work medical certification form will not be permitted to resume work until it is provided. Employees failing to return to work upon the expiration of their leave will be considered to have voluntarily resigned.

Certain highly compensated or "key employees" may be denied restoration to their prior or equivalent position. Key employees are salaried employees who are among the highest paid ten percent of the Organization employees. Denial is based on the following conditions:

1. The denial is necessary to prevent substantial economic injury to the employer;
 2. The employer has notified the employee of his/her "key" employee status and its decision to deny restoration should the leave take place or continue;
- and**
3. The employee elects not to return to work after being notified of the employer's decision.

State and Local Family and Medical Leave Laws

Where state or local family and medical leave laws offer more protection or benefits to employees, the protection or benefits provided by such laws will apply.

For more information concerning FMLA, please contact the CEO.

JURY DUTY

Employees are urged to fulfill their civic obligation and report for jury duty if called. Employees who are absent from work because of jury duty are paid their regular pay for hours lost during the normal scheduled workweek. Expenses reimbursed by the court are retained by the employee. Proof of jury service from the court should be presented by the employee to the CEO along with the time sheet to receive jury duty pay. In the event the court pays the juror, the company will pay the shortfall, if any. If the employee's jury duty session does not continue past noon, the employee is expected to return to work for the remainder of the day.

INCLEMENT WEATHER EXCUSED LEAVE

In case of inclement weather, the NLCTB office will follow the practice of the local offices of the federal government unless otherwise directed by the CEO. If the local offices of the federal government are closed for the day, NLCTB will be closed for the day. If the federal government liberal leave policy is in effect, NLCTB employees may take annual leave without prior approval.

During inclement weather, it is the responsibility of the employee to listen to news reports and identify the status of the federal government employees.

Employees should exercise their best judgment about attempting to come to work, while keeping in mind that the office is presumed open unless the federal government has closed or you are notified otherwise.

If NLCTB remains open during times of inclement weather, employees who come to work may request to leave early, and employees who do not come to work may request leave for the day. Such requests should be made to the CEO. Any annual leave time that is utilized for this purpose will be charged against the balance of the individual employee's annual leave.

Disasters and government-declared states of emergency may warrant NLCTB's departure from these basic policies.

GROUP HEALTH INSURANCE

Medical Insurance: The NLCTB will pay up to 90% per month on the premium of the Organization-selected insurance policy or plan for each regular full-time employee only with at least three (3) months service; employees may purchase dependent/family coverage.

Social Security Insurance: FICA taxes are withheld from each employee's gross wages. Social Security provides some post-retirement medical care, disability, and survivor benefits.

WORKER'S COMPENSATION

Worker's Compensation Insurance: Depending on the number of employees the Organization has at any given time, it may not be required by law to carry workers' compensation insurance, providing benefits in the case of on-the-job injuries.

However, whether or not such insurance coverage exists, NLCTB's policy is that employees must report work-related accidents, injuries or illnesses as soon as they occur or are discovered.

Nonprofit Leadership Center of Tampa Bay, Inc. does not knowingly place any employee in a situation that may endanger the safety of that employee. All employees are encouraged to take all reasonable and prudent precautions when doing their work.

COBRA

The Consolidated Omnibus Budget Reconciliation Act of 1986 (COBRA) provides employees and other benefit plan participants with certain rights to choose to continue insurance coverages if certain qualifying events occur, such as divorce or employment termination. Continuation coverage must ordinarily be elected within 60 days of the qualifying event. Premiums then in effect for continuation coverage must be paid in a timely manner or continuation coverage will be cancelled.

RETIREMENT

The NLCTB offers retirement benefits through a Simple IRA Plan. The Board of Directors will determine the percentage of Organization/institution contribution. The plan is available to all full-time employees with at least (3) three months employment.

DIRECT DEPOSIT

NLCTB encourages direct deposit of paychecks into employee bank accounts. To complete the necessary paperwork see the CEO.

EMPLOYEE RECORDS

PERSONNEL RECORDS

Personnel Records are maintained for each member of the staff. Personnel files include: resume/application, records of work history at NLCTB including offer and/or appointment letter, references and other materials concerning contingencies of employment, correspondences regarding job changes, evaluations, leave records and other pertinent information. Employees are allowed limited access to their files on reasonable notice. Personnel records are the property of NLCTB and cannot be removed from the office. Employees who wish to review their records should make a request to the CEO. Confidential employee medical information is kept in a separate file from the personnel record. For your protection in case of emergency, and to keep our records current for purposes of payroll, the CEO must be informed of any changes in:

- Name, address, telephone number and email
- Person to notify in case of emergency

It is the employee's responsibility to notify the employer in the event of a change in marital status or number of dependents for purposes of insurance or other benefit plans.

EMPLOYEE REFERENCE INQUIRIES

All inquiries seeking references, employment history, or other information with respect to any current or former NLCTB employee (i.e. whether a particular individual worked for the organization, the individual's title, or any other employment-related questions), must be directed to the CEO. No other supervisor or other employee is authorized to respond to any such inquiry on behalf of NLCTB. NLCTB will only verify dates of employment and confirm salary and last job title unless the current or former employee provides written authorization to release more information.

ANNIVERSARY AND REVIEW DATES

Each employee has an anniversary date and a review date. The anniversary date is the month the employee commenced employment at NLCTB. All benefits and accrued leave are tied to and calculated from the employee's anniversary date, unless otherwise stated. After the initial three month probationary period, an employee's review date will reflect NLCTB's budget year. All employee reviews will take place in December. At the CEO's discretion, during their first year of employment, employees may receive a bonus for the period of time between their hire date and their December review.

ADMINISTRATIVE POLICIES

EXPENSE REPORTS

Occasionally an employee may incur NLCTB-related expenses. It is the staff member's responsibility to properly account for all expenses and promptly submit expense reports. All requests for reimbursement must be submitted on a NLCTB expense report by an employee to the CEO for approval no later than 30 days following the date the expense was incurred.

Travel and other expenses must be reasonable and kept to a minimum. Those employees traveling on NLCTB business may request a cash advance for out-of-pocket expenses exceeding \$100. All requests for advances must be made on the NLCTB "Check Request" form with required approvals.

TRAVEL AND EXPENSES

NLCTB will pay approved expenses for travel to NLCTB business as outlined in NLCTB's travel reimbursement policy and procedure. NLCTB will advance funds to cover such expenses if they have been approved in advance and have been requested in writing.

Prior to any trip, an employee must secure the written approval of his or her supervisor. Upon completion of a trip, documentation of expenses on a completed travel

reimbursement form, approved by the supervisor, must be submitted to the business manager if reimbursement is requested.

PERSONAL USE OF EQUIPMENT, SUPPLIES, AND SERVICES

Office equipment and supplies are for NLCTB business only. Employees should refrain from using supplies, equipment, services and facilities for personal use. Personal calls should be kept to a minimum and generally made only during the lunch hour, except when emergencies require immediate calls to occur.

Office machines, postage, telephone and other services may be used by staff for personal use at cost. Employees must give proper verification if charges are made to a NLCTB account for personal use. These charges will be billed to employees monthly and payment is expected before the end of the subsequent month. Abuse of this policy could be grounds for immediate termination.

COMMUNICATIONS AND COMPUTER SOFTWARE

The communications and computer systems supplied by NLCTB are NLCTB's property and are provided for the purpose of facilitating NLCTB business. These systems include computer hardware, software, files, networks, access to the Internet, electronic mail and instant messaging systems and voice mail. While occasional, minimal use of such systems for personal, non-business reasons is not prohibited, such use must not violate this or any other NLCTB policy, interfere with job performance or work time, or result in cost to NLCTB. Personal use for the purpose of personal financial enrichment is strictly forbidden. In order to maintain the security of the systems, passwords should never be shared or otherwise compromised.

Employees should be aware that NLCTB reserves the right, through authorized personnel, to access, review, copy, remove or alter information stored on the communications and computer systems for purposes such as, but not limited to, retrieving business-related information, troubleshooting system problems, preventing system misuse, and complying with legal and regulatory requests for information. This right may be exercised with or without notice to the user. For these reasons, employees should not assume the confidentiality or privacy of messages/documents stored on the communications and computer systems.

In all communications employees may be perceived as representing NLCTB and have the responsibility to exercise a duty of care to ensure compliance with state and federal laws, and with normal standards of professional and personal courtesy and conduct.

All messages should be appended with the following notice: 'This message is intended only for the named recipient. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.'

If a need for specialized software arises, the CEO will assess the need and take the necessary measures. It is the responsibility of every employee to maintain the confidentiality of security pass codes that they have been assigned.

The following activities are examples of conduct that is prohibited in connection with NLCTB communications and computer systems:

- Loading or reproducing software, including but not limited to instant messaging software, or hardware that is not provided or approved in advance by NLCTB or altering system software or hardware without NLCTB permission;
- Accessing or transmitting offensive messages or materials, including pornographic or sexually explicit pictures or text, religious, racial, ethnic or sexual jokes or derogatory messages, or any other similarly offensive materials.
- Use of inappropriate screensavers;
- Use of systems for personal profit, for illegal activity, gambling, or to threaten, discriminate against or harass another person;
- Violation of copyright or intellectual property laws, agreements or rights of others;
- Use of any file sharing software of any kind including but not limited to Kazaa, Napster, WinMX, Morpheus, etc.
- Installation or use of any “Helper” applications including but not limited to Plaxo, Weather Bug, HotBar, WebShots, toolbars, pop-up blockers, etc. The exception is the Google Toolbar to block pop-ups;
- Attempts to access or use another individual’s password, computer files, voicemail or e-mail without permission from that person or from NLCTB;
- Playing games, participating in personal chat room discussions, posting personal messages to bulletin boards or other similar activities;
- Forwarding a message or copying a message or attachment belonging to another user without acquiring permission from the originator first;
- Sending unsolicited email messages, chain mail or destructive programs such as viruses;
- Forging or attempting to forge email messages, or disguising or misrepresenting or attempting to disguise or misrepresent your identity when sending mail;
- Any unprofessional use or other use that is not in the best interest of NLCTB.

All employees are required to store their data on the network server which is protected from loss by system backups. Staff should log off of the network or lock their workstations when they will be away from their desks for an extended period. Access to the server will be limited to staff who require access for the normal performance of their jobs. Computing

equipment that is to be removed from NLCTB property must be approved in advance by a supervisor. Computers with sensitive information on the disk drive, or removable disks containing sensitive information, should be secured in a locked room or office during non-business hours.

NLCTB continuously monitors network security to ensure adequate information concerning network traffic and activity is logged so that breaches in network security can be detected. NLCTB maintains systems and procedures to provide adequate protection from intrusion into internal computer systems from external sources. No computer that is connected to the network should have stored, on its disk(s) or in its memory, information that would permit access to unauthorized parts of the network. Staff should not store personal, business, member, or other credit card/account information or passwords within word processing or other electronic documents. Any employee who attempts to disable, defeat, or circumvent any security facility will be subject to disciplinary action.

By using NLCTB's communications and computer systems, an employee agrees to submit to the terms of this policy. Employees learning of any misuse of software should notify the CEO. Employees misusing NLCTB communications and computer systems may be subject to disciplinary action up to and including termination.

TELEPHONE COURTESY

Proper telephone courtesy is essential in dealing with NLCTB clients, funders and the general public. It is often the only contact a person has with the organization. Consequently, it is vital that we handle ALL calls promptly and in a professional manner. A telephone should not ring more than four times before being answered.

CONFLICT OF INTEREST

Employees are prohibited from using information obtained as a result of employment with NLCTB for the purpose of furthering a private interest or as a means of making a personal profit.

In addition, professional or personal activities outside of NLCTB should be considered carefully. Employees should avoid outside employment or activities which may cause an actual conflict of interest between or among the employee and the mission of NLCTB and its members, or the appearance of any such conflicts of interest, to develop. Outside work should not be undertaken without discussion with your supervisor so that the potential for actual or apparent conflicts of interest may be explored and understood. NLCTB reserves the right to ask any employee to avoid or end any outside activity, including other work, where the Organization deems it necessary and appropriate to safeguard its interests and avoid actual or apparent conflicts. An employee's refusal to avoid or end the outside situation may result in termination from NLCTB. Outside work and activities should not cause an employee to fail to devote all necessary efforts to the performance of his or her job with the Organization.

SOLICITATION AND DISTRIBUTION

NLCTB limits solicitation and distributions on its premises because those activities can interfere with its normal operations, reduce employee efficiency, annoy employees or those we serve and pose a threat to security.

- The direct solicitation for sales or sale of merchandise or services (such as Avon, Tupperware, lawn care, babysitting, or any other product or service), or for funds or pledges for walkathons, school fundraisers, or similar endeavors is prohibited on NLCTB premises.
- Soliciting and/or distributing non-company literature in work areas during the working time of either the employee making the solicitation or distribution, or the targeted employee, is prohibited. The term “working time” does not include an employee’s authorized lunch or rest periods or other time when the employee is not required to be working.

NLCTB may authorize a limited number of fund drives by employees on behalf of charitable organizations. Employees may volunteer to assist in these drives, and NLCTB encourages employees to be active in and to give their communities, but their participation is entirely voluntary.

CONFIDENTIAL INFORMATION

Business records are the property of NLCTB. All information contained in these records is confidential and must never be disclosed to others. Only authorized personnel may release information that must be made available to proper authorities (such as law enforcement agents) or information appropriate for news reports. Authorization must be in writing.

An employee may not disclose restricted information either during or after his or her employment. Revealing confidential information is considered grounds for immediate termination and exposes the employee to legal action.

OFFICE HOURS

The core hours for NLCTB operations are 8:30 am – 5:00 pm. With the exception of leave, all full-time employees are expected to be on duty during these hours, and full-time schedules of 37.5 work hours must encompass these hours within the regular schedule.

ABSENTEEISM

All employees are to personally notify their Supervisor or CEO of an absence within 30 minutes of their regularly scheduled time. If neither the Supervisor nor CEO is available, the employee may leave a message for the Supervisor or CEO to return the call.

TARDINESS

Although an employee may occasionally encounter an unavoidable delay in coming to work, it is essential that he or she telephone the immediate Supervisor or CEO as soon as possible before the regularly scheduled time. Excessive tardiness will result in progressive discipline measures, up to and including termination.

PERFORMANCE REVIEWS

To ensure that employees perform their jobs to the best of their abilities, it is important that employees are recognized for good performance and receive appropriate suggestions for improvement when necessary. All employees of the NLCTB are eligible for performance evaluations on an annual basis. The first performance evaluation ordinarily will be at the end of the Initial 3-Month Employment Period.

LETTERS OF COMMENDATION

Employees may occasionally be commended for exceptional or noteworthy acts. They may also be commended for consistent promotion of efficiency and effectiveness. A letter of commendation may be written to the employee in recognition and appreciation of the exceptional act and a copy of the letter will be forwarded to the CEO for the employee's personnel file.

ORGANIZATION-INITIATED TRAINING

Each employee of NLCTB will be encouraged and assisted to further his or her personal and career development through academic study and by other means that will contribute to further service to the Organization as long as these activities do not conflict with the employee's regular duties. Payment of fees for conferences and other training experience shall be made when recommended and approved by the CEO and when such plans:

- Are complementary to Organization purposes;
- Are deemed to be of special or needed benefit to the individual's career;
- Are submitted in advance for approval by the CEO;
- Will not interfere with the satisfactory discharge of responsibilities even though training may occur during normal working hours; and
- Are within the budgetary constraints as approved by the Organization's operating Board of Directors

EMPLOYEE-INITIATED TRAINING

Each employee will have a maximum allotment of \$100 per fiscal year to pay tuition and expenses for job-related education beyond that specifically recommended or required by the Organization. This includes any training programs, conferences, workshops or classes that are job-related by agreement between employee and CEO. This training will normally occur during non-working hours. Eligibility for employee-initiated assistance will not be carried over from fiscal year to fiscal year

EMPLOYEE COMPLAINTS AND GRIEVANCES

An employee may file a grievance with NLCTB in response to disciplinary action or other actions related to his/her employment at NLCTB which the employee feels warrant formal response.

To file a grievance, employees should use the following procedures:

- 1) The Employee is encouraged to work out issues of concern with his or her immediate supervisor on an informal basis. However, this is not required before filing a grievance.
- 2) The employee should file a written grievance as soon as possible after the action giving rise to the grievance and normally within fifteen (15) working days.
- 3) The grievance should be directed to employer's supervisor, unless the grievance involves the supervisor, in which case the grievance should be directed to the CEO. If the grievance involves a complaint of a possible violation of NLCTB's non-discrimination, diversity or harassment policies, it should be directed to the CEO, not the supervisor.
- 4) Should an employee be unsatisfied with a response from the CEO, he or she may direct a written grievance to the chair of the Board within ten (10) working days of the CEO's response. The Board Chair, in consultation with the Executive Committee will respond, in writing, normally within thirty (30) working days. The Board Chair's response is final and cannot be appealed further within NLCTB.

Time periods provided in this policy for presenting or responding to grievances may be extended by NLCTB when necessary and appropriate.

HANDLING COMPLAINTS

Client Complaints

The moment you sense a complaint, remember **the next few minutes may determine whether we will retain or lose clients/sponsors.**

Whether the basis of the complaint is real or imagined, it is none-the-less, important to the client. **Never** treat the complaint lightly – listen attentively to the client. Delays and interruptions may make the complainant even angrier. Your job is to straighten things out. If, however, it is too complex for you to handle, or outside your responsibilities, **tactfully** explain that the complaint can better be handled by the CEO. Immediately involve the CEO in the situation.

Referral Sources

As with the client complaints, any complaint from a referral source can severely impact our business. Do not attempt to handle any complaints from referral sources yourself. These are best handled by the CEO

CORRECTIVE PROCEDURES

Certain acts or behavior are considered unacceptable and detrimental to the overall objectives of the Organization and may require counseling of the employee. Disciplinary measures may be taken in progressive stages, although at what stage disciplinary action is initiated will depend upon the seriousness of the particular offense involved and the amount of time that has elapsed since the last violation.

Corrective procedures normally include:

- Verbal Warning (informal counseling)
- Corrective Review (formal written counseling)

- Discharge

In minor infractions, every effort will be made to resolve the unacceptable behavior in the verbal warning stage. Corrective Review (written warning) is used when the problem continues and it is a strong indication to the employee that if the behavior is not corrected, termination will result.

VIOLATIONS THAT MAY RESULT IN REPRIMAND, SUSPENSION AND/OR DISCHARGE

This list is not all inclusive, but represents examples of unacceptable modes of behavior which may result in the progressive discipline procedures up to termination:

- Inability to meet established performance standards
- Creating excessive noise or disorderly conduct
- Patterns of tardiness and absenteeism
- Failure to comply with safety precautions
- Interfering with the work of others
- Failure to contact supervisor or CEO personally in advance of shift to report absence or late arrival

VIOLATIONS THAT MAY RESULT IN IMMEDIATE TERMINATION

Violations of the following rules will be grounds for immediate termination without prior warning or corrective procedures. These serious violations include, but are not limited to:

- Gambling while on company time
- Intoxication during work time, drinking alcoholic beverages on the job or bringing unauthorized alcoholic beverages onto NLCTB premises
- Using, possessing or selling illegal drugs or reporting to work under the influence of the same
- Dishonesty, larceny, stealing or theft, including theft of NLCTB services such as unauthorized use of telephones, etc.
- Disclosing company confidential information without authorization
- Willful divisiveness
- Possession of firearms or weapons on NLCTB premises
- Fighting, attempting or threatening bodily harm to another employee; or verbal abuse or disorderly conduct on NLCTB premises
- Accepting or soliciting gifts, gratuities, tips or personal property from members or visitors or engaging in any activity considered a conflict of interest
- Willful neglect of duties or of interests of the Organization
- Leaving work before the end of the scheduled shift without the immediate supervisor's permission
- Intentional destruction or removal of the Organization's property or of another employee's property
- Flagrant disregard of the Organization's policy or refusal to follow direct instructions of the CEO, or other acts of insubordination

- Falsification of any company report, record or document such as employment application, expense report or time card, including recording time in or out for another employee
- Intentional neglect, discourtesy or abuse (verbally or physically) to visitors or fellow workers
- Sleeping on the job
- Engaging in any other conduct not specifically listed above which interferes or has the potential to interfere with the efficient operation of the Nonprofit Leadership Center of Tampa Bay, Inc., or with its relationships with or the functioning of its employees

TERMINATION

Should an employee decide to leave our organization, a minimum of 2 weeks written notice is customary and professional. This will enable the CEO to obtain a replacement and will assure the employee's receipt of all due benefits. The employee may be asked to leave at any time prior to the termination date at the employer's discretion. In the event the employee is asked to leave subsequent to resignation, compensation will be given through the date of termination.

TYPES OF TERMINATION

Resignation with notice: The employee initiates termination with proper written notification to the CEO. The employee may be eligible for rehire.

Resignation without notice (quitting): The employee initiates termination without proper written 2-week notification. The employee is not eligible for rehire.

Job Abandonment: Termination occurs after the employee does not report or call in for 3 consecutive workdays. This is regarded as resignation without notice and the employee is not eligible for rehire.

Discharge: An involuntary employee separation initiated by the organization. The employee may or may not be eligible for rehire depending on the circumstances.

EXIT INTERVIEWS

The supervisor of a terminating employee is required to make arrangements with the CEO for an exit interview. The exit interview is confidential and is designed to assure that COBRA benefits are explained; to aid in central recording of forwarding addresses for reference, reemployment and tax purposes and to secure suggestions and comments on the employee's work experience while employed at NLCTB.

RETURN OF COMPANY PROPERTY

Employees, who terminate employment, voluntarily or involuntarily, for any reason, are required to return to their immediate supervisor or CEO all company owned property (i.e. Policy Manual, Procedure Manual, Personnel Manual, keys, beepers, dictation equipment, calculators, books, tapes, and company files). Failure to return these items may result in a deduction of the cost of the items in the employee's final paycheck, or the holding of the final paycheck until the items are returned.

SMOKING

Our Organization is committed to providing a safe and healthy environment for employees and visitors. To accomplish this goal, our building is a completely non-smoking building. Smoking and use of other tobacco products are allowed only in designated areas consistent with applicable state and local laws.

PERSONAL TELEPHONE USE

In order to maintain open lines of communications with our clients, providers, and patients, it requires that telephone lines be kept free for company use. Therefore, due to the vast amount of incoming calls, employees are asked to keep personal calls to a minimum. Business calls are to be answered promptly and pleasantly and calls should be handled in a helpful and timely fashion. The CEO must first approve the use of long distance services on company phone lines, and a record of the call must be kept so that the employee can reimburse the Organization.

SUGGESTIONS

Suggestions should be made in writing to your supervisor or CEO. Suggestions that will materially add to the operating efficiency of the company are encouraged and appreciated.

SAFETY

INCIDENT AND ACCIDENT REPORTS

Incidents or conditions affecting safety of workers or clients should be reported to management. An accident in which anyone is injured should be reported to management and described in writing upon request.

Regardless of how minor or insignificant any incident or accident may seem, it is important to report it if safety has or may be affected.

If illness occurs while on duty, employees are required to report to their CEO for permission to leave work except in the most unusual and extreme circumstances which prevent permission from being obtained.

FIRE SAFETY, ACCIDENTS AND OTHER EMERGENCY PROCEDURES

Recognizing that fire safety is the responsibility of all employees, NLCTB prohibits the use of combustible items and any item which could cause a fire hazard due to improper supervision or oversight, such as candles, halogen lamps, etc.

Upon hearing the fire alarm, all staff is to leave their offices, shut their office doors and exit out the nearest emergency exit. A closed door should indicate that the person is not in the office. Staff should use the stairs and not the elevator. Everyone should proceed across the street and meet on the sidewalk in front of Jefferson High School. Staff should remain

until the signal has been given that it is safe to return to the building. Please be certain to have any guests or other office visitors leave with you.

POISON CONTROL

Poison control can be reached at 1-800-222-1222

POWER FAILURE

In case of power failure, the stairwells are illuminated to allow safe egress. Please call Austin Companies at 813-289-3886 to report power outages and the building management will contact the power company directly.

ELEVATOR EMERGENCIES

In the unlikely event you become stuck in the office elevator, first use the emergency telephone to communicate with the Security Company who will contact someone to release you. In addition, there is an emergency bell that may be pushed to alert building staff of the problem. The elevator cabs are fully supplied with fresh air.

Should an elevator fail:

- Remain calm
- Do not force the elevator doors
- Open the cabinet beside the elevator door and pick up the phone. A security monitor will answer. Advise the monitor of the situation.
- Assistance will come as quickly as possible.
- Should assistance not arrive promptly, notify building staff or other employees by using the elevator alarm and request the fire department be summoned.

OFFICE SECURITY

The NLCTB office building is open from 7:00 am to 6:00 pm Monday through Friday. At all other times, including weekends and holidays, the main doors are locked and staff will need to use their building access cards. The following holidays will be observed by the building: New Year's Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, and Christmas Day.

The building is equipped with a Security Access System. The pass-card will be activated for the main doors of the building as well as for the elevators. After hours, please discourage "tailgaters." Do not open or hold the door for anyone coming in behind you.

Staff that request that security or building staff let them into locked areas are often unaware that this puts building management staff member(s) in a difficult position. Building management does not know every employee of every company and does not want to accidentally admit a former employee or unauthorized person into the office. For security, safety and liability reasons, building staff, (including office cleaners, security, management and engineers) have been instructed not to unlock the office or office doors. We suggest you contact a fellow employee for access.

Employees should also be mindful that in case of an emergency or serious problem that threatens the health or safety of staff or visitors dial 911 to report the matter to public emergency personnel and notify your supervisor as soon as possible.

PERSONNEL POLICY CHANGES

The policies in this Manual are those in effect as of the publication date of this Manual. Any subsequent changes in policy will be communicated to employees for dissemination and will take precedence over the policies referred to currently in this Manual.

The policies described in this Personnel Manual are not intended, nor are they to be construed to constitute a contract of employment between the Organization and any one or all of its personnel. The provisions of this policy manual with respect to employment may be changed at any time with or without notice.

Any questions about the intent of any personnel policy or its interpretation can be directed to your immediate supervisor or CEO.

ACKNOWLEDGEMENT OF RECEIPT OF PERSONNEL MANUAL

As an employee of Nonprofit Leadership Center of Tampa Bay, Inc. (NLCTB), it is your obligation to read your Personnel Manual thoroughly. If there is any portion you do not understand, see the CEO at once for clarification.

I acknowledge that I have read the Personnel Manual and that this signed statement will become part of my personnel records.

Should I no longer be an employee of NLCTB, I understand that I must return my copy of the Personnel Manual to the CEO. I understand that NLCTB is an “at-will” employer and, as such, employees are free to terminate their employment at any time just as NLCTB is free to terminate an employee’s employment at any time, with or without prior notice and with or without any cause. I understand that nothing contained in this Manual may be construed as creating a binding contract with NLCTB concerning terms and conditions of employment, benefits or any other matter. The description of benefits in this handbook is intended to provide me with only a general summary; I should consult the applicable benefits plan documents for further information.

I understand that, as an employee of NLCTB, I am bound by the policies and procedures in the NLCTB Manual. I further understand that NLCTB has the sole discretion to make changes and/or amendments at any time with or without notice.

Employee’s Signature

Date

Print name