

|  |
| --- |
| **PERSONNEL MANUAL** |
| **Effective February 1, 2018** |

Workforce solutions for north central pa  
personnel manual

Table of Contents

Page

[WELCOME TO WORKFORCE SOLUTIONS 1](#_Toc509306750)

[ABOUT THIS MANUAL 2](#_Toc509306751)

[I. EMPLOYMENT 3](#_Toc509306752)

[A. Equal Employment Opportunity 3](#_Toc509306753)

[B. Disability Accommodation 3](#_Toc509306754)

[C. Immigration Law Compliance 3](#_Toc509306755)

[D. Right to Know Law 3](#_Toc509306756)

[E. Employment At-Will 4](#_Toc509306757)

[F. Introductory Period 4](#_Toc509306758)

[G. Performance Appraisals 4](#_Toc509306759)

[H. Personnel Records 4](#_Toc509306760)

[I. Recruitment and Selection 5](#_Toc509306761)

[J. Employment of Relatives 5](#_Toc509306762)

[K. Outside Employment 6](#_Toc509306763)

[L. Length of Service 6](#_Toc509306764)

[M. Reduction in Force 6](#_Toc509306765)

[N. Termination From Employment 7](#_Toc509306766)

[II. WORKING HOURS AND COMPENSATION 8](#_Toc509306767)

[A. Employment Classifications 8](#_Toc509306768)

[B. Hours of Work 8](#_Toc509306769)

[C. Lunch Period 9](#_Toc509306770)

[D. Overtime 9](#_Toc509306771)

[E. Schedule Adjustments 9](#_Toc509306772)

[F. Attendance 9](#_Toc509306773)

[G. Weather-Related or Emergency Closures 10](#_Toc509306774)

[H. Timesheets 10](#_Toc509306775)

[I. Expense Reimbursement 10](#_Toc509306776)

[J. Corporate Credit Card 11](#_Toc509306777)

[K. Payroll Practices 11](#_Toc509306778)

[L. Deductions From Pay 11](#_Toc509306779)

[M. Administrative Pay Corrections 12](#_Toc509306780)

[III. CODE OF CONDUCT 13](#_Toc509306781)

[A. Employee Conduct and Work Rules 13](#_Toc509306782)

[B. Sexual and Other Unlawful Harassment 14](#_Toc509306783)

[C. Violence in the Workplace 15](#_Toc509306784)

[D. Corrective Action 15](#_Toc509306785)

[IV. COMMUNICATION 17](#_Toc509306786)

[A. Open Communication / Problem-Solving Procedure 17](#_Toc509306787)

[B. Cell Phones 17](#_Toc509306788)

[C. Voicemail 17](#_Toc509306789)

[D. Electronic Communications – Computer, Internet and E-Mail Use 18](#_Toc509306790)

[E. Social Media 19](#_Toc509306791)

[V. PERSONNEL POLICIES AND PROCEDURES 21](#_Toc509306792)

[A. Drug and Alcohol Policy 21](#_Toc509306793)

[B. Smoking Policy 22](#_Toc509306794)

[C. Safety 22](#_Toc509306795)

[D. Weapons Policy 23](#_Toc509306796)

[E. Confidentiality 23](#_Toc509306797)

[F. Intellectual Property 24](#_Toc509306798)

[G. Conflict of Interest 24](#_Toc509306799)

[H. Whistleblowing 25](#_Toc509306800)

[I. Solicitation and Distribution 25](#_Toc509306801)

[J. Personal Appearance 25](#_Toc509306802)

[VI. BENEFITS 26](#_Toc509306803)

[A. Insurance 26](#_Toc509306804)

[B. Workers’ Compensation 26](#_Toc509306805)

[C. Retirement Plan 26](#_Toc509306806)

[D. Paid Time Off 26](#_Toc509306807)

[E. Holidays 27](#_Toc509306808)

[F. Jury Duty 28](#_Toc509306809)

[G. Bereavement Leave 28](#_Toc509306810)

[H. Military Leave 28](#_Toc509306811)

[I. Leave of Absence 29](#_Toc509306812)

[J. Benefit Options at Termination 29](#_Toc509306813)

[ACKNOWLEDGEMENT 30](#_Toc509306814)

WELCOME TO WORKFORCE SOLUTIONS

Welcome to the Workforce Solutions Team. We wish you every success in your endeavors here. You were hired because we believe that you will be a positive addition to our workforce, and because you have the potential and desire to meet the high standards set by Workforce Solutions. We hope you will find your work rewarding and stimulating, and that you will enjoy your career here.

Workforce Solutions was incorporated on October 20, 2016 in Kersey, Pennsylvania to serve as the Grant Recipient and Fiscal Agent for the Workforce System in the North Central Region including the counties of: Cameron, Clearfield, Elk, Jefferson, McKean and Potter.

Vision Statement

The North Central Workforce Development Board will be a strategic workforce development leader focused on promoting economic prosperity and self-sufficiency of individuals by creating a workforce that is competitive in the global marketplace.

Mission Statement

The North Central Workforce Development Board serves as the premier facilitator of an innovative workforce development system that meets the changing human capital needs of our employers and provides resources for our job seekers that maximizes their career potential and focuses on the customers’ needs.

Goals

* Enhance public-private partnerships through better connectivity and communication in order to increase investment in our workforce system leading to greater economic vitality for our region.
* Engage in Sector Strategies of our growth industries identifying current skill gaps of both the incumbent and entry-level worker that will result in skill upgrades through customized training and partnerships.
* Design innovative workforce development strategies to reach young adults and keep them engaged through the identification of best practices and development of new programs utilizing the Customer Centered Design Method.
* Identify Career Pathways in major industry sectors to enhance career counseling that will result in training opportunities for our customers through skill, credential and degree attainment.
* Ensure that our customers, both employers and job seekers, remain in the center of our design of all services and encourage our partners to do the same.

ABOUT THIS MANUAL

The Workforce Solutions Personnel Manual has been developed to provide you with general guidelines about working conditions, employee benefits, and some of the policies affecting your employment. You are responsible for reading, understanding, and complying with the provisions of this manual.

Your employment with Workforce Solutions is at-will. Either you or Workforce Solutions may terminate the employment relationship at any time, with or without notice or cause. This manual does not affect the at-will nature of your employment with Workforce Solutions.

This manual is not intended to create contractual rights or obligations with respect to any matters it covers, and should not be construed as a guarantee of employment for any specific period of time, or any specific type of work. No contract of employment exists unless it is a separate written document that is expressly stated to be an employment contract and is signed by the Executive Director.

The policies and procedures set forth in this manual are subject to amendment, revision, clarification or revocation from time to time as circumstances may dictate or as deemed appropriate by the Board of Directors. You will be notified of changes. No statement or promise by a supervisor or co-worker may be interpreted as a change in policy nor will any statement or promise by a supervisor or co-worker bind Workforce Solutions.

The policies in this manual are intended to be in accordance with applicable state and federal laws. In the event anything in this manual is inconsistent with state or federal law, the applicable law will control. Nothing in this manual is intended to or should be interpreted to preclude or interfere with employees’ discussions about terms and conditions of employment or any other legally protected rights.

This document supersedes any and all previous versions of the Workforce Solutions Personnel Manual and any separate policies regarding issues addressed in this manual, whether written or oral.

This manual is the property of Workforce Solutions and is assigned to the job position, not the individual. Upon termination of employment, the employee shall return this manual to the Executive Director or his/her designee.

# EMPLOYMENT

## Equal Employment Opportunity

Workforce Solutions is an equal opportunity employer and is dedicated to providing a work environment that is free of unlawful harassment or discrimination of any kind. Employment decisions are based on qualification, merit and business needs without regard to race, color, religion, creed, citizenship status, national origin, ancestry, gender, age, marital status, sexual orientation, physical or mental disability, veteran status, political affiliation, or any other legally protected characteristic or because of an individual’s engaging in legally protected activities. Equal employment opportunity applies to all aspects of employment, including, but not limited to, recruitment, hiring, job assignments, promotions, working conditions, scheduling, benefits, wage and salary administration, disciplinary action, termination, and social, educational and recreational programs.

Workforce Solutions will not tolerate any form of unlawful discrimination. Any employee who believes that he/she or another employee has been subjected to unlawful discrimination in violation of this policy should report the matter promptly to the Executive Director. Any employee, including managers and supervisors, involved in discriminatory practices will be subject to discipline, which may include termination. Retaliation against anyone who, in good faith, reports violations of this policy and/or cooperates with investigations into alleged violations of this policy will not be tolerated.

## Disability Accommodation

Workforce Solutions is committed to complying fully with the Americans with Disabilities Act (ADA), as amended, ensuring equal opportunity in employment for qualified persons with disabilities. The organization will make reasonable accommodations wherever necessary for employees or applicants with disabilities, provided the individual is otherwise qualified to safely perform the essential functions of the job, and to the extent the accommodations do not pose an undue hardship for the organization. All employment practices and activities are conducted on a non-discriminatory basis. Please see the Executive Director for additional information or to request accommodation.

## Immigration Law Compliance

Workforce Solutions is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

## Right to Know Law

Workforce Solutions complies with Pennsylvania’s Right to Know law (Act 3 of 2008). Right to Know Act requests should be directed to the Executive Director, who will serve as the Open Records Officer for the organization.

## Employment At-Will

Workforce solutions does not guarantee any tenure or specific length of employment. All employment at Workforce Solutions is “at-will.” This means that either the employee or the organization may terminate the employment relationship at any time, with or without notice or cause. No contract of employment exists unless it is a separate written document that is expressly stated to be an employment contract and is signed by the Executive Director. Any statement or representation by any Workforce Solutions officer or employee that is contrary to this policy is not binding on Workforce Solutions.

## Introductory Period

The first ninety (90) calendar days after the date of hire are considered an introductory and adjustment period. The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. We attempt to provide the necessary tools for an employee to successfully assimilate into their new position. Constant communication, feedback, and performance measurement are all keys to employee longevity and loyalty. If we determine that the designated period does not allow sufficient time to thoroughly evaluate an employee’s performance, or if the employee’s performance is determined to be unsatisfactory, the introductory period may be extended or employment may be terminated, in the sole discretion of Workforce Solutions. However, employment is at-will and either the employee or the organization may terminate the employment relationship at any time with or without notice or cause.

## Performance Appraisals

Each employee’s performance is formally reviewed and evaluated, generally once per calendar year. An appraisal is designed to review your job performance in an objective and consistent manner, to give a clear picture of achievement in terms of performance standards, and to provide guidance in improving performance relative to the position description. It is also a good time to discuss any suggestions or problems you may have in relation to your work. You have the right to review the written performance appraisal, make written comments for inclusion in your permanent personnel file, and, upon request, receive a copy of the appraisal.

Workforce Solutions will take into consideration the results of your performance appraisal when making decisions on merit pay increases. However, a positive performance appraisal does not guarantee a raise. Your supervisor can answer any questions you may have about the performance review process.

## Personnel Records

Workforce Solutions maintains a personnel file on each employee. Please help us keep the information in your personnel file current by promptly informing us of any changes in your legal name, marital status, address, number of dependents, insurance beneficiary, telephone number, and who to notify in the event of an emergency. Such information is necessary to ensure that we are able to administer our benefits and health insurance in an accurate and timely manner. Medical records, if any, are kept in a separate, confidential file.

Personnel records are the property of Workforce Solutions and access to the information they contain is restricted. Generally, only supervisors and management personnel who have a legitimate reason to review the information in a personnel file are allowed to do so. With reasonable advance notice to the Finance Manager, you may review the contents of your own personnel file at a mutually convenient time. You may not copy, alter, remove, add, or replace any documents in your file, but you may take notes.

## RECRUITMENT AND SELECTION

Workforce Solutions is committed to promotion from within when appropriate. We encourage both internal advancement and external competitiveness in recruiting and placing the most qualified applicant in an open position. When a job becomes available, a job opportunity announcement will be posted for the open position. To encourage employee applications and referrals, these postings generally are displayed in highly visible locations within Workforce Solutions and shared through e-mail notices. However, in the event an internal candidate has already been identified, the vacant position may not be posted.

Employees who wish to apply for a vacant position must submit a completed letter of interest and updated résumé to the point of contact listed on the job opportunity announcement. You are encouraged to discuss your interest in or intention to apply for posted positions with your immediate supervisor.

Workforce Solutions will consider inside and outside applicants simultaneously and, wherever it is deemed necessary, in the sole discretion of the organization, job vacancies may be filled from outside applicants.

## Employment of Relatives

The employment of family members in the same area of an organization may cause serious conflicts and problems with real or perceived favoritism, which adversely affects employee morale. In order to prevent these and other potential problems, family members will not be employed in any situation which would place either individual in a position of authority over the other, or where one individual would have access to confidential information unavailable to the other which could cause a conflict of interest. If a familial relationship between employees is established during employment, it must be reported to the Executive Director. Failure to report a relationship may result in discipline.

For purposes of this policy, “family members” include the employee’s spouse, child, parent, parent-in-law, grandparent, grandparent-in-law, granddaughter, grandson, daughter-in-law, son-in-law, step-parent, domestic partner (a person with whom the employee’s life is interdependent and with whom the employee shares a mutual residence), brother, sister, brother-in-law, sister-in-law, daughter or son of the employee’s spouse or domestic partner, and any relative living in the household of the employee or domestic partner.

## Outside Employment

You may have outside business interests or outside employment so long as it does not interfere with your job performance, including any required overtime, or otherwise create a conflict of interest or an appearance of a conflict of interest. Employees with outside employment and/or other business interests are subject to the same performance standards and work requirements as any other Workforce Solutions employee. Employment with another organization or involvement in other business interests will not be considered an excuse for poor job performance, absenteeism, tardiness, refusal to travel, or refusal to work overtime or a varying schedule. Should employment or involvement with another organization cause or contribute to any of these situations, or adversely affect the interests of Workforce Solutions, the employee will be asked to discontinue such employment and/or activities, or employment with Workforce Solutions may be terminated.

## Length of Service

Length of service is based upon the employee’s most recent date of regular employment with Workforce Solutions (recognizing the time of "Legacy" Employees, i.e. those employees who transitioned from North Central Planning Commission to Workforce Solutions). It is used to determine eligibility for certain benefits and may be a factor in promotions, vacation scheduling, and other employment-related matters. An employee loses all length of service upon resignation, retirement, or other termination of employment.

## Reduction in Force

If Workforce Solutions determines that it must reduce employment because of adverse economic or other conditions, then layoffs and recalls from layoffs generally will be conducted in a manner that is consistent with operational requirements and in accordance with this policy.

If a layoff becomes necessary, such reductions are based upon employees’ skills, abilities, qualifications, competence, flexibility, work and safety record, attendance and disciplinary records, promotion potential and transferability of skills to other positions, quality and quantity of work, as well as the work requirements of the organization. Length of service will be considered if all other factors are equal, as determined by Workforce Solutions.

Length of service will continue to accumulate during any layoff of 30 days or less. Employees laid off for more than 30 days, but less than one year from the date of layoff, will retain their years of service as of the date of layoff.

If a layoff is expected to exceed 30 days, the employee’s earned, unused paid time off (PTO)days as of the date of layoff will be paid to the employee at his/her base rate of pay. PTO will not accrue during a layoff.

Employees who are laid off generally will be maintained on a recall list for six months, unless the layoff is intended to be or becomes permanent, whichever occurs first. Once an employee is removed from the recall list, all job rights he/she had will terminate. While on the recall list, employees should report to the Executive Director if they become unavailable for recall.

Recalls will be in accordance with the same criteria used to determine layoffs. Notice of recall will be by registered mail, return receipt requested, to the employee’s address on record. If the recalled employee fails to respond to the recall notice within seven days of the date indicated on the return receipt as the date of delivery or attempted delivery, or if he/she fails to report to work on the specified return date, Workforce Solutions will consider the employee to have voluntarily terminated his/her employment. The employee's name will be removed from the recall list and he/she will no longer have any job rights with Workforce Solutions.

Severance Pay

Regular full-time employees whose employment is involuntarily terminated due to layoff, and who are not reemployed by Workforce Solutions within six (6) months of layoff, may be eligible for up to five (5) weeks of severance pay. To be eligible for severance pay, the employee must be full-time, in good standing as of the date of layoff, and sign a general release in favor of Workforce Solutions. Severance pay is calculated based on continuous length of service, at the employee’s rate of pay as of the date of layoff, in accordance with the following:

|  |  |
| --- | --- |
| Continuous Length of Service | Severance Pay |
| Less than one (1) year | One (1) week |
| At least one (1) year but less than two (2) years | Two (2) weeks |
| At least two (2) years but less than four (4) years | Three (3) weeks |
| At least four (4) years but less than five (5) years | Four (4) weeks |
| Five (5) or more years | Five (5) weeks |

Part-time and temporary employees are not eligible for severance pay.

## Termination From Employment

You may be terminated for poor performance, misconduct, excessive absences, tardiness, discrimination, harassment, or other violations of Workforce Solutions policies. However, your employment is at-will, and you and Workforce Solutions have the right to terminate your employment at any time, with or without notice or cause.

Workforce Solutions will consider you to have voluntarily terminated your employment if you resign; fail to return from an approved leave of absence or layoff on the date specified by Workforce Solutions; or fail to report to work or call to notify your supervisor before the start of three (3) consecutive regularly scheduled work days. If you intend to resign from your employment, we would appreciate a minimum of two (2) weeks’ written notice, addressed to the Executive Director. If you are a supervisor, a minimum of four (4) weeks’ written notice is appreciated.

Generally, the Executive Director will conduct an exit interview on or about the employee’s last working day to discuss the reasons for separation from employment and benefit options. All Workforce Solutions property in the employee’s possession, including but not limited to, keys, credit cards, computers, phones and other technology equipment, is to be returned on or prior to the employee’s last day. Employees will receive their final pay, including payment for any accrued, unused PTO, on the next occurring pay date after their last day of employment or as soon as practical thereafter. If you do not have direct deposit, your final paycheck will be mailed to you at the address on file.

# WORKING HOURS AND COMPENSATION

## Employment Classifications

Each employee is classified as either full-time, part-time or temporary, and as either hourly or salaried non-exempt or salaried exempt. These classifications do not guarantee a specific number of hours of work per week, nor do they guarantee employment for any specific period of time. If you are unsure of your job classification, please ask your supervisor.

Regular Full-Time

An employee is considered to be “regular full-time” if he/she regularly works a minimum of forty (40) hours per work week, has successfully completed the introductory period and has been informed of his/her full-time status in writing. Employees do not become full-time automatically based on the number of hours they work per week or because their introductory period has ended. Full-time employees are eligible for all legally mandated benefits and generally for other benefits sponsored by Workforce Solutions, subject to the terms, conditions, and limitations of each benefit program.

Regular Part-Time

An employee is considered to be “regular part-time” if he/she regularly works between twenty (20) and thirty (30) hours per work week and has successfully completed the introductory period. Part-time employees do not become full-time automatically based on the number of hours they work per week. A part-time employee will not become full-time unless informed of his/her change in status in writing. Part-time employees are eligible for all legally mandated benefits and generally for some benefits sponsored by Workforce Solutions, subject to the terms, conditions, and limitations of each benefit program.

Temporary

An employee is considered to be “temporary” if his/her employment is intended to be limited in duration. Temporary employees do not become “regular” employees because they have worked a certain number of hours or for a certain length of time. A temporary employee’s status will not change to regular part-time or full-time unless he/she is informed of such in writing by Workforce Solutions. Temporary employees receive all legally mandated benefits, but they are not eligible for the organization’s other benefit programs.

Exempt or Non-Exempt

Each employee is classified as either “exempt” or “non-exempt.” You will be advised of your exempt or non-exempt status at the time you are hired, transferred or promoted. By law, non-exempt employees are entitled to overtime pay for hours worked in excess of forty (40) hours per workweek. Exempt employees include managers and other professional staff whose duties and responsibilities exempt them from the overtime pay provisions of the Fair Labor Standards Act (FLSA) and applicable state laws.

## Hours of Work

The workweek begins at 12:00 a.m. on Sunday and ends at 11:59 p.m. on Saturday. Normal working hours are 8:00 a.m. to 4:30 p.m. Monday through Friday. These hours may vary from time to time according to the needs of the organization. We will advise employees of the hours they are expected to work. This policy should not be construed as a guarantee of a specific work schedule or number of hours of work per week.

## Lunch Period

Employees are entitled to an unpaid, duty-free, 30-minute lunch period per work day. If you are a non-exempt employee, time away from work for the lunch period must be recorded on your time sheet.

## Overtime

Non-exempt employees will be paid one-and-one-half times their normal hourly rate for all hours worked in excess of 40 hours in a work week. Overtime must be approved by your supervisor before it is worked. Failure to receive authorization before working overtime may result in disciplinary action. PTO or other types of paid leave (except paid holidays) do not count as hours worked for the purpose of calculating overtime.

## No supervisor is authorized to require a non-exempt employee to work without recording the time and being paid, and no employee is permitted to volunteer or otherwise agree to do so. An employee who believes that he/she is being required to perform work “off the clock” should immediately report the matter to the Executive Director so appropriate action may be taken. Individuals may not be retaliated against for making good faith reports of suspected violations of this policy. Schedule Adjustments

To accommodate personal time off for things that cannot be accomplished outside of the normal work day, employees may request to adjust their work schedule. Schedule adjustments are intended to allow employees to vary the times they work but still maintain the same number of hours of work in a work day or work week. Any adjustments to an employee’s work hours must be approved in advance by his/her supervisor.

## Attendance

Workforce Solutions expects regular and prompt attendance of each employee. If you are unable to report to work, or if you will arrive late, you must notify your supervisor as far in advance as possible, and no later than the start of your scheduled shift. Notification to your supervisor must include the reason for your lateness or absence and when you expect to arrive or return to work. If you are not able to reach your supervisor, please contact the Executive Director or other management staff directly. Contact may be in the form of a phone call or text message. Your supervisor may follow up with questions regarding your absence, if necessary.

If you are absent from work for three (3) or more consecutive days due to illness or injury, you may be required to provide a written statement from your doctor verifying the illness or injury before you will be allowed to return to work. If you are absent for three (3) consecutive scheduled work days without notifying us, you will be considered to have voluntarily resigned your employment.

Frequent, excessive, or pattern tardiness and/or absenteeism, leaving work early without permission, and/or failure to report your absence in accordance with this policy will result in disciplinary action, up to and including termination.

## Weather-Related or Emergency Closures

Workforce Solutions is concerned about the safety and well-being of all its employees. In the event adverse weather conditions or emergencies, such as electrical outages or flooding, necessitate closure of the office, the organization will notify employees by text message, generally by no later than 7:00 a.m.

## Timesheets

By law, we are obligated to keep accurate records of the time worked by non-exempt employees. You are responsible for accurately recording your time. You must record the time when you begin and end work, and any time you are away from work, including lunch periods or if you take any PTO or other time off. You also must record the appropriate program name and financial code on your timesheet. In addition, an appropriate funding code should be attributed to all work hours, and a time and effort report must be attached to your timesheet identifying the activities on which you worked.

Timesheets are processed every two weeks. You must turn in your timesheet by Friday at the end of each pay period. Failure to record your time, recording another employee’s time, falsification of your time record or altering time records are violations of this policy and are cause for disciplinary action, up to and including termination of employment.

## Expense Reimbursement

When Workforce Solutions asks employees to travel or otherwise incur authorized business expenses in the course of performing their duties, they will be reimbursed for those expenses. However, employees are asked to remain mindful that Workforce Solutions is funded by taxpayer dollars, which requires that staff be prudent in their use of funds when incurring expenses on behalf of the organization.

To be reimbursed for authorized expenses, you must submit complete and accurate expense vouchers, accompanied by appropriate supporting documentation. Expense vouchers should be submitted with your timesheet within either the same pay period in which the expense was incurred or the pay period immediately following. Late or deficient submissions may not be reimbursed.

Travel

Routine business travel is expected as part of certain employees’ positions. Per diem funds consistent with current GSA rates will be provided for approved business travel. Any employee who is asked to use his/her personal vehicle for business travel will be reimbursed for mileage at the rate established by the GSA. All travel out of our region must be approved in advance.

Per diem funds will be provided for reasonable expenses (e.g. food, lodging, fuel and other incidental expenses) incurred while traveling for business, subject to the following guidelines:

* No alcohol is to be purchased with per diem funds or with a corporate credit card, Any employee who incurs unauthorized expenses for alcohol using per diem funds or a corporate credit card will be expected to reimburse Workforce Solutions.
* To the extent per diem funds are not available, or whenever possible, meals should be purchased with a corporate credit card. Employees should adhere to the federal per diem rates established for cities across the U.S. for the cost of personal meals.

Any questions regarding this policy should be directed your supervisor. Abuse of this policy, including, but not limited to, falsifying expense reports to reflect costs not incurred by the employee, may result in disciplinary action, up to termination of employment.

## Corporate Credit Card

Corporate credit cards may be provided to certain employees for necessary and reasonable business expenses incurred in the course of performing their duties. This credit card may be used for hotel costs, meal costs, and car rental costs incurred while traveling, and for other authorized work-related expenses. Employees must submit a credit card voucher for expenses together with all appropriate supporting documentation (receipts). The voucher must be submitted within 48 hours of receipt of the credit card bill.

Personal use of the corporate credit card is strictly prohibited, except in the case of a travel emergency where a personal credit card is not available or sufficient. Any such use must be reported to the employee’s supervisor promptly upon return to the office and the employee must arrange to repay the entire amount owed for his/her personal expenses. In no case shall personal expenses remain on a corporate credit card for more than one (1) billing cycle.

Employees are responsible for the credit card issued to them and must report any loss or unauthorized use of the card immediately. Violation of this policy may result in credit card privileges being revoked and/or disciplinary action, up to and including termination of employment.

## Payroll Practices

Employees are paid on a bi-weekly basis, normally every other Friday, for all work completed during the two-week period ending the previous Saturday. If payday falls on a holiday, you will be paid on the last workday immediately preceding the holiday.

## Deductions From Pay

Workforce Solutions is required by law to make certain deductions from your pay, including federal, state and local income taxes and your contribution to Social Security. These and any other mandatory deductions, as well as any voluntary deductions you authorize, will be itemized on your pay stub.

## Administrative Pay Corrections

We take all reasonable steps to ensure that employees receive the correct amount of pay each pay period and that employees are paid promptly on the scheduled payday. If you feel there is an error in your pay or if there is anything about your pay that you do not understand, please contact the Finance Manager. Any necessary corrections will be made as quickly as possible.

# CODE OF CONDUCT

## Employee Conduct and Work Rules

The highest standards of personal and professional ethics and behavior are expected of all Workforce Solutions employees. Further, Workforce Solutions expects each employee to display good judgment, diplomacy and courtesy in their professional relationships with members of the Board of Directors, committees, affiliate organizations, staff, and the general public.

All employees are expected to adhere to certain standards of behavior and rules of conduct while at work and at employer-sponsored events. It is each employee’s responsibility to be aware of, understand and comply with these standards. If you have any questions concerning any work or safety rule, or any of the unacceptable activities listed below, please see your supervisor for an explanation. Nothing in this policy is intended to or should be interpreted to preclude or interfere with employees’ discussions about terms and conditions of employment or any other legally protected rights.

The following list of unacceptable activities does not include all types of conduct that can result in disciplinary action, up to and including termination. Nothing in this list alters the at-will nature of your employment. Either you or Workforce Solutions may terminate the employment relationship at any time, and in the absence of any violation of these rules:

* Deliberate or reckless damage to, or theft or inappropriate removal or possession of, organization property or the property of customers or other employees
* Concealing, misappropriating, misusing or defacing organization property or the property of customers or other employees
* Misrepresentation and/or falsification of any information provided on employment applications, records of attendance, timekeeping records or reports
* Violation of the drug and alcohol-related work rules and requirements as set forth in the organization’s Drug and Alcohol Policy,
* Engaging in criminal conduct or acts of violence, fighting or provoking a fight, or threatening violence toward anyone while performing duties on behalf of Workforce Solutions
* Insubordination or other disrespectful conduct
* Sexual or other unlawful or unwelcome harassment
* Possession of firearms, dangerous or illegal weapons or explosives on organization property or while on duty
* Poor attendance, including excessive absenteeism or habitual absences, absences without justification, tardiness, failure to timely report an absence or any absence without notice, and/or leaving the job before the end of a shift without permission, including during breaks
* Violation of any Workforce Solutions policy
* Unsatisfactory performance or conduct
* Failure to immediately report an injury or making a false report of an injury
* Sleeping or wasting time during working hours
* Engaging in pranks or horseplay
* Habitual carelessness or recklessness
* Loitering
* Disclosing confidential information to unauthorized individuals
* Immoral conduct or indecency
* Using obscene or abusive language
* Speeding, careless driving or abuse of organization vehicles
* Any off-duty conduct which reflects poorly on the organization, has the effect of jeopardizing or damaging organization interests, and/or impairs an employee's ability to perform his/her position safely and effectively.

## Sexual and Other Unlawful Harassment

Workforce Solutions is committed to treating all employees with dignity and respect, and to providing a work environment free from unlawful harassment and discrimination. Actions, words, jokes or comments based on an individual’s race, color, citizenship status, national origin, ancestry, ethnicity, religion, creed, age, physical or mental disability, gender, sexual orientation, marital status, veteran status, political affiliation, genetic information or any other legally protected characteristic, or because of an individual’s engaging in legally protected activities, will not be tolerated. This policy applies to all work-related settings and activities, whether inside or outside the workplace, and includes business trips and business-related social events. Workforce Solutions’ property (e.g. telephones, copy machines, facsimile machines, computers, and computer applications such as e-mail and Internet access) may not be used to engage in conduct that violates this policy.

Sexual harassment is a form of employee misconduct that is demeaning to another person and undermines the integrity of the employment relationship. Sexual harassment includes any unsolicited verbal or physical conduct of a sexual nature which interferes with an employee’s work or creates an intimidating, hostile or offensive working environment. Sexual harassment also includes unwelcome sexual advances, requests for sexual favors and other physical or verbal conduct of a sexual nature when submission to such conduct is made either an express or implicit condition of employment or submission to or rejection of such conduct is used as a basis for employment decisions.

Harassment is not limited to conduct of a sexual nature. It may take the form of other activities, including the making of derogatory statements not directed to the targeted individual but taking place within his/her hearing. Other prohibited conduct includes, but is not limited to, the distribution of written material, such as notes, photographs, cartoons, articles of a harassing or offensive nature, or taking any retaliatory action against an employee because of his/her protected characteristic(s) or his/her engaging in protected activities, such as making a harassment complaint.

Such conduct is particularly offensive when engaged in by any supervisor or person in authority. Supervisory and managerial employees are strictly prohibited from conditioning any hiring, promotion, scheduling, disciplinary or other job-related decisions on an individual’s submission to or toleration of inappropriate behavior which is prohibited by this policy. Any supervisor or manager who does so, or threatens to do so, will be removed promptly from his/her position and/or terminated.

Workforce Solutions expects that everyone will act responsibly to establish a pleasant and friendly work environment. Any employee who feels that he/she is a victim of sexual harassment or any other form of unlawful harassment or discrimination by a supervisor, manager, co-worker, customer, client, vendor, or any other person in connection with his/her employment with Workforce Solutions, should report the matter to his/her supervisor, the supervisor's manager, or the Executive Director. If the Executive Director is the subject of the complaint, the matter should be reported to the Board of Directors.

Workforce Solutions will investigate all reports of unlawful harassment and discrimination, ensuring confidentiality to the extent possible. If the investigation finds merit in the complaint, appropriate disciplinary action, up to and including termination of employment, will be taken against the offending party.

Any form of retaliation against an individual for filing a complaint under this policy or for assisting in the investigation of a complaint is strictly prohibited. Any employee who feels he or she is being subjected to retaliation should contact any of the persons referenced above immediately.

## Violence in the Workplace

The safety and security of all employees is of primary importance at Workforce Solutions. Threats, threatening or abusive behavior, or acts of violence against employees, visitors, clients, or other individuals or their property by anyone on organization property will not be tolerated. Any person who makes threats, exhibits threatening behavior, or engages in violent acts on Workforce Solutions’ premises shall be removed as quickly as safety permits and shall remain off the organization’s premises until an investigation has been completed.

You are responsible for notifying management immediately if you witness, receive, overhear or otherwise become aware of any threats or acts of violence on organization premises. Even in the absence of a specific threat, you should report any behavior you have witnessed that may be regarded as potentially threatening or violent or which could endanger the health or safety of others. You are responsible for making this report regardless of the relationship between the individual who initiated the threatening behavior and the person or persons being threatened. All reports of work-related threats will be investigated, ensuring confidentiality to the extent possible.

Violations of this policy may result in discipline, up to and including termination and/or referral to appropriate law enforcement agencies. Workforce Solutions reserves the right to take any legal action necessary to protect its employees.

## Corrective Action

When it becomes necessary to address an employee’s conduct in the workplace, Workforce Solutions generally will follow a progressive disciplinary approach. By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and Workforce Solutions.

Each occurrence of employee misconduct will be handled according to its circumstances. Generally, however, misconduct engaged in by employees will be handled through the following progressive disciplinary steps:

|  |  |
| --- | --- |
| First Offense: | Verbal Warning |
| Second Offense: | Written Warning |
| Third Offense: | Suspension |
| Fourth Offense: | Termination |

If more than 12 months have passed since the last disciplinary action, the process normally will start over, unless there are unique circumstances.

There are certain types of misconduct that are serious enough to justify more severe discipline without going through the usual progressive discipline steps. The organization reserves the right to discipline more severely or terminate employment for single offenses or for fewer offenses than provided for above if the severity of the situation or other circumstances are deemed to warrant doing so.

# COMMUNICATION

## Open Communication / Problem-Solving Procedure

Whenever a number of people work together, personal problems or differences will occasionally arise. Normally, these concerns can be resolved informally within each department. The first step toward a solution of a problem is a frank and early discussion with your immediate supervisor. You and your supervisor also may call upon the Executive Director for counsel and assistance.

In exceptional cases, a need may arise for a more formal approach to the problem. In such a case, you may file a written grievance with the Executive Director or Chair of the Board. If the grievance involves the Executive Director, you may file the grievance directly with the Chair of the Board. We will give full and fair consideration to all employees’ concerns. Regardless of the situation, employees may openly discuss or report any work-related problems and concerns without fear of retaliation.

## Cell Phones

Workforce Solutions provides cell phones to certain employees to assist in the performance of their duties. Employees are responsible for ensuring that reasonable care is taken to prevent damage to or theft of their business cell phones.

The personal use of cell phones during working time is to be avoided, except in the case of an emergency. In no case may cell phones be used during working time for gaming or interacting on social media, unless it is directly related to the employee’s position and has been authorized in advance by the Executive Director. Workforce Solutions policies, including, but not limited to, its computer, social media, confidentiality and harassment policies, apply to any cell phone or electronic device provided by Workforce Solutions, as well as to personal cell phones or other electronic devices when being used to conduct business on behalf of the organization.

Using a cell phone in any capacity while driving is strictly prohibited, unless using a hands-free Bluetooth device. Regardless of the circumstances, employees are strongly encouraged to pull off to the side of the road and safely stop the vehicle before placing or accepting a call. Texting or typing while driving is strictly forbidden, even if waiting in traffic. Under no circumstances are employees allowed to place themselves or others at risk to fulfill business needs. Employees who are charged with traffic violations resulting from the use of their phone while driving will be solely responsible for all liabilities that result from such actions. Workforce Solutions is not responsible for any citation an employee may receive as a result of his/her violation of laws or ordinances prohibiting the use of cell phones while driving.

Any employee who violates this policy is subject to discipline.

## Voicemail

It is important that you record a greeting on your individual voice mailbox and/or cell phone so that callers know if they have reached the right person. All employees are expected to monitor and respond to voicemail messages regularly. Whenever you expect to be out of the office for an extended period of time, you should change your greeting to reflect your availability.

## Electronic Communications – Computer, Internet and E-Mail Use

Workforce Solutions maintains an e-mail, voicemail, and telephone system, as well as computers, laptops, notebooks, tablets and smart phones, and other business equipment and related systems, including internet access, networks, processors, hardware, peripheral devices, storage devices, software and supplies owned or administered by Workforce Solutions (collectively called the “Systems”), for the purpose of conducting the business of the organization. The Systems furnished to employees, as well as all records sent, received and/or maintained by them, are the property of Workforce Solutions and are intended for business use. The Systems may not be used for any purpose which is illegal, against Workforce Solutions policy, or contrary to the organization’s best interest. This policy applies to all employees who have access to the organization’s Systems in the performance of their work.

In general, access to any Systems component is restricted to authorized users. An authorized user is someone, who in the sole opinion of Workforce Solutions, requires access in order to support business activities. In utilizing the Systems, you may not use an unauthorized access code or password, access files that you have no right to access, or disseminate confidential information that is derived from electronic or other sources, including stored communications. All passwords must be kept strictly confidential. You will be held accountable for work performed with your user ID or password. You may not use a password that is unknown to Workforce Solutions (and you must provide such passwords to management if requested), nor may you share your password with any individual or entity not employed by Workforce Solutions. The existence of a password does not mean that any messages you send using a password will be confidential. Workforce Solutions may monitor use of the Systems on a random or other basis to see that the Systems are being used for proper purposes.

You should have no expectation of privacy with regard to your use of the Systems. All messages created, sent, or retrieved over the Systems and any information of any type in any Systems component, including but not limited to, all information stored on personal computers and other electronic devices used for business purposes, storage devices, and voice mail, are the property of Workforce Solutions and may be saved, accessed and reviewed by the organization. You cannot consider any message sent, received, or stored via these systems as your private property. Workforce Solutions reserves the right to monitor or download and read any electronic or telephone communication sent, received, or stored during the ordinary course of business. All data that is composed, transmitted or received by the organization’s Systems is considered to belong to the organization and is subject to disclosure as required by law.

The Internet is expected to be used for business purposes only. Occasional personal use consistent with this policy is permitted, provided it is not during working time. Employees are expected to use the Internet responsibly and productively, conforming to network etiquette, customs, courtesies, and this policy. Inappropriate use of the Internet is a violation of this policy. Examples of inappropriate use include, but are not limited to:

* Viewing, storing, downloading or forwarding pornographic images or other obscene or offensive materials, whether written or graphic.
* Viewing, displaying, storing or obtaining any items, images or files that promote or advance racial or sexual harassment or discrimination, or other unlawful discrimination of any kind.
* Using the Internet for unlawful or malicious activities.
* Misrepresentation of oneself or inappropriate representation of the organization.
* Using abusive or harassing language in any public or private messages.
* Intentionally damaging, interfering with, or copying (without authorization) the information of another user.
* Downloading files, applications or software without authorization. Copying or deleting software to or from any Workforce Solutions server or computer without authorization, whether or not licensed by the user.
* Downloading or copying software and electronic files that are copyrighted, without authorization. Be aware of and respect all copyright and licensing agreements. Do not forward protected material without permission.

E-mail access is provided to employees with the expectation that it will be used responsibly by employees in the performance of their positions. It is intended for business purposes only and is expected to be professional in tone and content. E-mail may not contain, and may not be used for, obscene, profane, offensive, illegal or unprofessional communications including, but not limited to:

* Obscene, harassing, abusive, intimidating, threatening or otherwise offensive language or graphic representations;
* Statements or graphic representations that may be construed as discriminatory or offensive by reference to race, national origin, gender, religion, age, disability, ethnicity, veteran status or other legally protected characteristic, or because of an individual's legally protected activities;
* Reference to or discussion of any sexual acts, sexual relationships, or any other inappropriate topics;
* Communications in furtherance of any illegal activity;
* Communications which involve copyright, trademark, or service mark infringement, or other infringement upon the legal rights of the organization or other legal owners;
* Communications concerning personal business interests.

Violation of this policy may result in disciplinary action, up to and including termination. If you have any questions about appropriate use of the organization’s Systems, please see your supervisor.

Nothing in this policy is intended to or should be interpreted to preclude or interfere with employees' discussions about terms and conditions of employment or any other legally protected rights.

## Social Media

Workforce Solutions respects the right of its employees to interact on social media and does not intend to restrict an employee’s ability to have an online presence. However, employees who choose to use social media sites, or who comment on blogs or other online media, should conduct themselves responsibly.

# PERSONNEL POLICIES AND PROCEDURES

## Drug and Alcohol Policy

It is our intent and obligation to provide a drug-free, safe, and secure work environment. Part of our commitment to the safety and well-being of our employees is our intolerance of illegal drug use and/or alcohol use that affects workplace performance and safety. All employees are subject to this drug and alcohol policy, which has been developed to deter and detect illegal drug use and inappropriate alcohol use.

While on Workforce Solutions premises, including organization vehicles, and while conducting business-related activities off Workforce Solutions premises, it is a violation of this policy for any employee to use, possess, manufacture, distribute, sell, or be under the influence of illegal drugs or alcohol, or any drug which impairs the employee's ability to perform his/her position safely and effectively. (Special conditions apply to the use of medical marijuana and are addressed below.) Workforce Solutions reserves the right to test employees for illegal drug use and/or alcohol use prohibited by this policy.

It is a violation of this policy for any employee to:

* test positive for illegal drug use at any time
* test positive for alcohol at a Blood Alcohol Content level of .01% or greater when reporting for duty or while on duty
* consume alcohol within four (4) hours prior to the start of a scheduled work shift
* refuse to participate in a drug or alcohol test, deliberately attempt to alter the results of a test, or submit a diluted sample. Refusal to participate in testing will be considered a positive test.

Workforce Solutions will permit an employee's lawful use of prescribed medical marijuana in accordance with Pennsylvania law, as may be amended, subject to the following conditions:

* Medical marijuana use must be disclosed to the Executive Director at the time use begins. Failure to do so may result in discipline.
* While under the influence of medical marijuana, employees are prohibited from doing any of the following:
* Operating or being in physical control of high voltage electricity or any other public utility;
* Using or being in physical control of chemicals which require a permit issued by the federal government, a state government, or an agency of either a federal or state government; and
* Performing any employment duties at heights or in confined spaces.

The organization, in its sole judgment, also may prohibit employees from doing any of the following while under the influence of medical marijuana:

* Performing any task deemed by the organization to be life threatening to the employee or others; and/or
* Performing any duty which could result in a public health or safety risk.

Workforce Solutions recognizes that employees have a right to privacy and does not intend to regulate purely private employee conduct away from the job. At the same time, employees must recognize that conduct off the job can affect job performance and safety and that off-duty activity cannot be permitted to undermine safe work practices or the attainment of the highest standards of quality in the services we offer. Off-duty illegal drug use and/or the use of any substance which results in impaired work performance is prohibited.

Alcohol use on Workforce Solutions premises or while conducting business on behalf of Workforce Solutions is only permitted with the express permission of the Executive Director, and only at employer-sponsored events, such as holiday parties, or in the context of client relations/entertainment. At all such times, the consumption of alcohol is to be in a legal and responsible manner such that it does not unreasonably impair the employee's job performance or create any danger by or to the employee.

Violation of this policy will result in disciplinary action, up to and including termination of employment, and may have legal consequences.

## Smoking Policy

To protect the health and safety of all employees, and consistent with Pennsylvania’s Clean Indoor Air Act, smoking in the workplace is prohibited, without exception. This includes all indoor facilities, whether on Workforce Solutions or customer premises, organization vehicles, and any other vehicle used for Workforce Solutions business where at least one non-smoker is present in the vehicle. Smoking is permitted outdoors in designated areas (i.e. in the parking lot or at the back of the building) on Workforce Solutions property. When on customer premises, employees are expected to follow the policies of those locations. This policy applies equally to all employees, customers, and visitors. Violations of this policy may result in disciplinary action, which may include termination.

## Safety

Workforce Solutions will maintain safety and health practices consistent with the laws governing injury and accident prevention and employee safety. It is the responsibility of each employee to know, understand and follow established safety regulations and procedures. When on customer premises, employees are expected to comply with the safety requirements of those locations. If you are ever unsure of safety requirements, discuss it with your supervisor immediately. Any unsafe conditions and all accidents and injuries that occur on the job, no matter how minor, must be reported immediately. Employees may report workplace accidents and injuries, or raise any health or safety concerns, without fear of retaliation.

## Weapons Policy

Workforce Solutions prohibits employees and non-employees, whether or not licensed to carry concealed firearms, from possessing such weapons on Workforce Solutions premises, including in personally owned vehicles parked on the employer’s premises. Violation of this policy will subject employees to discipline, up to and including termination.

## Confidentiality

Workforce Solutions considers certain information to be confidential and/or proprietary and should not be communicated without proper authorization from your supervisor. “Confidential Information” includes certain business information such as financial and marketing data, budget information, bid proposals, contract negotiations, research and development ideas, business plans, inventions and/or discoveries, which are the sole and exclusive property of Workforce Solutions, or of a third party, such as, without limitation, Workforce Solutions’ customers, vendors, business partners, suppliers, affiliates and/or businesses and/or entities to whom Workforce Solutions owes a duty of confidentiality; personnel actions and information regarding other employees to which you have access as a result of your job duties, such as promotions, demotions, terminations, personnel controversies, compensation, payroll data, performance appraisals, and personal information of an embarrassing nature or that an employee specifically requested be kept confidential; information of a personal nature about program recipients or clients; and, certain legal advice, opinions and documents. Employees who have access to Confidential Information, whether in memory, in writing or in some other physical form, are not to disclose the Confidential Information to any third party, or use it for any purpose other than for the exclusive benefit of Workforce Solutions, without the prior written consent of Workforce Solutions. Information that is, or later becomes, publicly available in a manner wholly unrelated to any violation of this policy by you will not be considered Confidential Information as of the date it enters the public domain. If you are not sure if the information you are handling is confidential, consult your supervisor.

When discussing or transmitting Confidential Information, please follow these guidelines:

* Follow our PII Policy regarding customers' confidential information;
* Do not reveal any Confidential Information except under the direction and with the approval of your supervisor;
* Make sure that Confidential Information is properly marked and secured before transmittal;
* Ensure that the recipient of the Confidential Information has a legitimate need to know the information;
* Avoid displaying Confidential Information where it can be easily observed, including on your computer screen when you are not at your desk;
* Immediately inform your supervisor of the loss of any Confidential Information;
* Limit reproduction and distribution of Confidential Information;
* Secure confidential documents in locked cabinets or containers when not in use; and
* Make sure that you properly dispose of all Confidential Information.

Do not remove any Confidential Information from the organization's office without specific authorization to do so. Before you leave employment at Workforce Solutions, return all Confidential Information directly to your supervisor.

Violation of this policy may result in discipline, which may include termination.

Workforce Solutions does not seek to regulate or infringe upon the right of non-management employees to communicate among themselves or with interested parties about their terms and conditions of employment. Nothing in this policy should be read as in any way limiting such employee rights.

Pursuant to 18 USC § 1833(b), an individual may not be held criminally or civilly liable under any federal or state trade secret law for disclosure of a trade secret: (i) made in confidence to a government official, either directly or indirectly, or to an attorney, solely for the purpose of reporting or investigating a suspected violation of law; and/or (ii) in a complaint or other document filed in a lawsuit or other proceeding, if such filing is made under seal. Additionally, an individual suing an employer for retaliation based on the reporting of a suspected violation of law may disclose a trade secret to his or her attorney and use the trade secret information in the court proceeding, so long as any document containing the trade secret is filed under seal and the individual does not disclose the trade secret except pursuant to court order.

## Intellectual Property

All inventions, improvements, discoveries, developments, designs, formulas, computer programs, reports, papers, publications, articles, speeches, manuals, promotional materials, and other information that an employee writes, develops, makes, conceives, compiles or reduces to practice, alone or with others, in whole or in part, which are useful in or related to Workforce Solutions’ business, or which relate to or are developed, made, conceived or reduced to practice during the performance of your duties at Workforce Solutions, regardless of whether patentable or copyrightable, and regardless of whether it is written, developed, made, conceived, compiled or reduced to practice in the employee’s home, in our offices or elsewhere, and whether done during business hours or during other time (“Intellectual Property”), shall become and remain the sole property of Workforce Solutions. All such Intellectual Property created are “works made for hire” belonging to Workforce Solutions. Workforce Solutions is free to do as it considers appropriate with such Intellectual Property.

## Conflict of Interest

Employees are expected to use good judgment, adhere to high ethical standards, and avoid situations that create an actual or perceived conflict between their personal interests and those of the Company.  In their dealings with and on behalf of the Company, employees shall be held to a strict rule of fair, honest and ethical behavior, and strict compliance with the law.  Employees must never use their positions with the Company, or their association with clients or vendors, for advancement of personal interests or to obtain favors or benefits for themselves, members of their families, or any other individuals.  They shall not use their positions, or knowledge gained therefrom, in any manner that might conceivably jeopardize or damage the interests of the Company.  Any known or potential conflict of interest must be disclosed to management, in writing, immediately.  Failure to disclose a known or potential conflict may result in discipline, up to and including termination.

## Whistleblowing

It is the intent of Workforce Solutions to adhere to all laws and regulations that apply to the organization and the underlying purpose of this policy is to support the organization's goal of legal compliance. The support of all employees is necessary to achieving compliance with various laws and regulations. If any employee reasonably believes that some policy, practice or activity of Workforce Solutions is in violation of law, a written complaint must be filed by that employee with the Executive Director or the Board President. Workforce Solutions will promptly and thoroughly investigate all reports filed in accordance with this policy, ensuring confidentiality to the extent possible.

Individuals reporting a concern must act in good faith and have reasonable grounds for believing the matter raised is a material violation of law or policy, or a questionable accounting or auditing matter. The act of making allegations that prove to be unsubstantiated, or that prove to have been made maliciously, recklessly, with gross negligence, or with the foreknowledge that the allegations are false, will be viewed as a serious disciplinary offense and may result in discipline, up to and including termination of employment. Depending on the circumstances, such conduct also may give rise to other actions, including civil or criminal lawsuits.

This policy is intended to encourage and enable employees to raise serious concerns within the organization for investigation and appropriate action. No individual who in good faith reports a concern shall be threatened, discriminated against, or otherwise be subjected to retaliation as a result of such a report. Anyone who retaliates against someone who has reported a concern in good faith is subject to discipline, up to and including termination of employment.

## Solicitation and Distribution

In an effort to ensure a productive and harmonious work environment, persons not employed by Workforce Solutions may not solicit or distribute literature in non-public areas at any time for any purpose.

Workforce Solutions recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not engage in solicitation of any kind of another employee while either the employee doing the soliciting or the employee being solicited is on working time.

Distribution of any materials by an employee during his/her working time or the working time of the employee receiving such materials is prohibited. Distribution of materials at any time in work areas is prohibited.

## Personal Appearance

Employees are expected to maintain an appropriately professional appearance during working hours and at employer-sponsored events by being neat, well-groomed, and suitably attired. Your choice of dress should be commensurate with your position and the image of Workforce Solutions. You may wear casual clothing on Fridays, if you are in the office and no meetings are scheduled. Please apply common sense to Friday attire. Revealing, torn, dirty, or frayed clothing is unacceptable, as is clothing that has words, terms, or pictures that may be offensive to others. Violation of this policy may result in disciplinary action.

# BENEFITS

Eligible employees are provided a wide range of benefits. A number of programs, such as workers’ compensation, cover all employees in the manner prescribed by law. Unless stated otherwise, the benefits described in this manual are provided to full-time employees effective the first day of their second full month of employment (i.e. start date of June 15 would be eligible for benefits on August 1). Some benefit programs may require contributions from the employee.

The benefit descriptions contained in this manual are intended to be brief summaries. Employees should consult the plan documents for full details. The formal benefit plan documents will govern in the event of any discrepancy between those documents and this manual.

Workforce Solutions reserves the right to interpret, apply, modify or eliminate the terms of its insurance or other benefit plans and programs at its sole discretion, without advance notice. Questions about any of the benefits described in this manual should be directed to the Executive Director.

## Insurance

Workforce Solutions provides individual health, vision and dental insurance benefits for eligible full-time employees. Employees are required to pay a portion of the insurance premiums. Employees should consult the plan documents for full details.

## Workers’ Compensation

All employees are eligible for Workers’ Compensation benefits in the event of an on-the-job injury. If you cannot work due to a job-related injury or illness, Workers’ Compensation insurance pays your medical bills and provides a portion of your income until you can return to work. To assure proper protection for employees and Workforce Solutions, any accident that occurs on the job must be reported, even if there are no injuries apparent at the time.

## Retirement Plan

Full-time and part-time employees are eligible to participate in Workforce Solutions’ 401(K) plan. The organization may contribute up to a five percent (5%) match of the employee’s gross monthly salary, subject to a six-year vesting schedule (i.e. the employer contribution is 20% vested each year of employment beginning with the second year until it is 100% vested in the sixth year of employment). In addition, employees may voluntarily contribute a portion of their salary, up to the maximum amount allowable by law, thereby reducing their taxable income. Certain conditions may apply and each employee may be subject to Internal Revenue Service penalties and regulations.

## Paid Time Off

Regular full-time and part-time employees are eligible for paid time off (PTO) based on length of service. PTO is intended to allow employees paid time off from work for reasons such as vacation, personal illness, family illness, medical appointments, or personal or family commitments.

Regular full-time employees will accrue PTO on their anniversary date in accordance with the following schedule:

|  |  |
| --- | --- |
| Length of Service | Annual PTO |
| 0-1 Years | 5 Days ( 40 Hours) |
| 2-5 Years | 10 Days (80 Hours) |
| 6-10 Years | 15 Days (120 Hours) |
| 10+ Years | 20 Days (160 Hours) |

Regular part-time employees will accrue PTO on their anniversary date in accordance with the following schedule:

|  |  |
| --- | --- |
| Length of Service | Annual PTO |
| 0-1 Years | 2 Days (16 Hours) |
| 2-5 Years | 5 Days (40 Hours) |
| 6-10 Years | 7 Days (56 Hours) |
| 10+ Years | 10 Days (80 Hours) |

PTO does not accrue during periods of unpaid leaves of absence.

Employees are encouraged to use their available PTO each fiscal year. However, a maximum of twenty-five (25) days (200 hours) of unused PTO may be carried over into the new fiscal year. In no case may employees accumulate PTO in excess of thirty-five (35) days (280 hours).

PTO may be used in as little as one-hour increments. Whenever possible, PTO should be scheduled in advance with approval of the employee's supervisor. If a Workforce Solutions holiday falls during a scheduled time off, that day will not be counted as a PTO day.

Employees will be paid for the balance of their earned, accrued PTO upon termination of employment at their base rate of pay.

## Holidays

Full-time employees are eligible for the following paid holidays:

New Year’s Day  
Martin Luther King, Jr.’s Birthday\*  
President’s Day\*  
Memorial Day  
Independence Day  
Labor Day  
Columbus Day\*  
Veteran’s Day\*  
Thanksgiving Day  
Day after Thanksgiving  
Christmas Day

Holidays marked with an \* are floating holidays. You may need to work on these holidays due to work commitments. If you work on the holiday, you may take another day off with approval from your supervisor. Whenever possible, the alternate day off should be taken during the same pay period.

If the holiday falls on a Saturday, it will be observed on the preceding Friday. If the holiday falls on a Sunday, it will be observed on the following Monday.

Holiday pay will be for eight (8) hours at the employee’s base rate of pay. To receive holiday pay, you must work the day immediately preceding and the day immediately following the holiday, unless time off has been approved in advance. An employee on an unpaid leave of absence, or on disability, is not eligible for holiday pay.

## Jury Duty

Employees who are required to serve jury duty will be paid the difference between their base rate of pay and any jury pay received, for up to ten (10) days per calendar year. Employees must submit proof of their jury service to receive payment. If an employee is required to serve more than ten (10) days of jury duty, he/she may take unpaid leave or use his/her available PTO.

Employees are expected to report to work during periods when they are not required to be present for jury duty, or if they are excused from jury duty.

## Bereavement Leave

Regular full-time employees are eligible for up to three (3) working days of paid bereavement leave upon a death in the employee’s immediate family. Regular part-time employees may be eligible for up to three (3) days of unpaid bereavement leave with the approval of the Executive Director.

For purposes of this policy, “immediate family” includes the employee’s spouse, child, parent, grandparent, grandchild, brother, sister, stepchild/parent, spouse’s sibling(s)/parent/grandparent, niece, nephew, or any other close relative or individual residing in the employee’s home and/or under the employee’s care. Bereavement leave does not include weekends, holidays, or vacations and is only available for actual time away from work to make arrangements for and/or attend the funeral or memorial service. Payment for bereavement leave will be at the employee’s regular base rate of pay up to eight (8) hours per day.

## Military Leave

Workforce Solutions will comply with federal and state laws and regulations applicable to military leave. For more information, or to request a military leave of absence, please see the Executive Director.

## Leave of Absence

Regular full-time employees may be eligible for up to twelve (12) weeks of unpaid leave per calendar year for certain qualifying reasons. A request for unpaid leave must be submitted in writing and approved by the Executive Director. The request should be made in advance whenever possible.

Leave may be requested for one or more of the following reasons (short-term and/or long-term disability may apply):

* For incapacity due to pregnancy, prenatal medical care or childbirth
* To care for the employee's child after birth or placement for adoption or foster care (the leave must be taken within a year of the child's birth/placement)
* To care for the employee's parent, spouse, or child (under age 18 or having a disability) who has a serious health condition
* For the employee’s own serious health condition rendering the employee unable to perform his/her job

If your leave request is for your own serious health condition or that of a family member, medical certification will be required within 15 days from the start of the absence. Periodic recertification also may be required.

PTO accrued prior to the start of a requested and approved unpaid leave of absence may be used to cover hours missed before the start of the unpaid leave. You do not accrue PTO during an unpaid leave.

Employees going on paid leave (i.e. long-term or short-term disability) will have the option to use accrued PTO or take unpaid time off during their waiting period for eligibility of benefits to begin.

## Benefit Options at Termination

Upon termination of employment for any reason, the employee is entitled to the following benefits:

* Conversion of medical and/or dental insurance to individual or family coverage through COBRA, if the employee qualifies for COBRA benefits; and
* Vested funds in the organization's 401K Retirement Plan

ACKNOWLEDGEMENT

By my signature below, I hereby acknowledge that I have received a copy of the Personnel Manual for Workforce Solutions for North Central Pennsylvania (February 2018) and I understand that it is my continuing responsibility to read and comply with the policies in the manual and any revisions made to it.

I understand that the personnel manual describes important information about Workforce Solutions, including working conditions, employee benefits and some of the policies affecting my employment, and that I have the right to ask for further explanation and/or clarification regarding the contents of the manual.

I understand that the information, policies and benefits described the manual are subject to change and Workforce Solutions reserves the right to modify the personnel manual, or amend or terminate any policies, procedures, or employee benefit programs, at any time, with or without advance notice. I understand that all such changes will be communicated to me by Workforce Solutions and that it is my responsibility to read and comply with any changes to the manual.

I understand that the personnel manual is not an employment contract guaranteeing any specific period of employment, and is not intended to create contractual obligations with respect to any matters it covers. I understand that my employment is at-will and that either I or Workforce Solutions may terminate the employment relationship at any time with or without notice or cause.

I understand that nothing in this manual is intended to or should be interpreted to preclude or interfere with employees’ discussions about terms and conditions of employment or any other legally protected rights.

I understand that this manual supersedes all prior versions of the personnel manual and any separate policies regarding issues addressed in this manual, whether written or oral.

I understand that the personnel manual is the property of Workforce Solutions and I am responsible for returning the manual to the organization upon termination of my employment.

|  |  |
| --- | --- |
| Signature: |  |
| Print Name: |  |
| Date: |  |

# 1877776.v1