

WORLD SERVICE OFFICE, INC.

PERSONNEL POLICIES/EMPLOYEE HANDBOOK

**December 11, 1991
(For Board of Directors Review)
January 1, 1992**

TO: The Board of Directors

FROM: Joe Gossett

DATE: December 11, 1991

Based on a request from Bob McDonough, I have prepared a copy of the revised Personnel Policy/Employee Handbook for your review. Proposed revisions are in *italics* and include the following:

1. Items presented in the two page October 23 memo from Bob McDonough.
2. Page 14 - Clearer definition of salaried employee work week.
3. Page 16 - AIDS clarification.
4. Page 18 - Item #H changed from "Divulging of confidential information" to "Divulging of confidential salary information."
5. Page 24 - Reduces internal clerical burden.
6. Page 27 - Clarifies vacation policy and extends vacation one week for employees with eight or more years. This is intended to provide long term employee incentive at minimal cash outlay.

DATE: October 23, 1991

TO: WSO Board of Directors

FROM: Bob McDonough, Chairperson
WSO Board of Directors

I sent a copy of WSO's personnel policy to an attorney who specializes in equal opportunity and other employment-related law and he has given a significant amount of feedback regarding the legality and appropriateness of the wording in our policy. I have a number of suggestions for revisions to the personnel policy as a result of our discussions. The attorney is continuing to evaluate the policy and will most likely be presenting me with additional input in the near future.

In general, we must be careful to avoid wording in the policy which may create a contract with the employee. We can do this by not using exclusive language which by default makes anything outside the wording acceptable, and also by adding certain protective wording. The attorney suggested adding the following sentence, or some variation, at the beginning or end of our policy: "The contents of this policy are not to be interpreted as creating a contractual relationship between the WSO and any of its employees." I would suggest that the wording be added to the paragraph at the bottom of page 7. The underlying philosophy is that employment should be at the will of the WSO and of the employee and either should have the option of terminating the employment.

We need to ensure that our policy doesn't delegate responsibilities to the personnel committee which should be assigned to the executive director. The board of directors is a policy making body and the executive director is the one who carries out the policies. The executive director should not be in a position of being second-guessed on decisions. For example, on page 15, section 12, the personnel committee is responsible for granting leaves of absence. On page 16, section f, the personnel committee may expand the policy for compassion leave. On the other hand, we may wish to insert wording on page 17, section 15.c, allowing the board of directors to initiate dismissal of any employee.

I would like the board of directors to discuss the possibility of eliminating its personnel committee and assigning those few duties to the executive committee of the board.

On page 11, section 6, our policy prevents hiring someone who is married to or lives with another employee or a member of the board of directors. It does not address the issue of a relationship which begins after the person is employed. If we add language to specify those conditions, we must be careful to not discriminate when dismissing one of the employees. One option is to state that

the person with the least seniority will be terminated if the two cannot decide which one should resign.

Our substance abuse policy on page 11 needs additional work. The first sentence in the second paragraph qualifies the right of the executive director to request a drug screen. I would suggest that we delete everything after "Executive Director," and add "Assistant Director or either Division Administrator". The last sentence in the second paragraph needs to be deleted. Our policy should never prevent an employee from calling the police if they witness a crime being committed.

If we want our personnel policy to help prevent use of drugs in the work place, we may want to add a line in the first paragraph of the substance abuse policy, stating a requirement for employees to report suspected drug use.

On page 12, section 7, second sentence, delete the words "or in any related transaction". The conflict of interest section also needs to be expanded to include suppliers of suppliers. The last sentence could be changed to "Nor may any employee benefit directly or indirectly from any party who is involved in furnishing products, materials or services to WSO".

On page 17, section 15.c, change the last sentence on the page to read: "Reasons for disciplinary action and dismissal shall include but not be limited to:". Otherwise, our policy prevents us from firing an employee for any other cause, such as not taking a bath for three months.

Page 19, sections c and d, contain language taken from collective bargaining agreements. The time periods for actions on grievances should be removed.

The grievance policy and harassment policy have conflicting procedures. In the grievance policy, if the problem is with the immediate supervisor, the complaint is taken to the next level of management. In the harassment policy, a complaint about the immediate supervisor is taken directly to the executive director.

On page 19, section 17, item 1, insert "or" after "sexual nature".

On page 20, the policy, by its wording, places the immediate supervisor on a task force to investigate a claim, even when the immediate supervisor is accused. The policy does not address the case when the executive director is accused of harassment.

When a supervisor or higher level of management is involved in harassment, the employer is liable. Our policy should provide for very quick, definite action when management is involved.

cc: Joe Gossett
Anthony Edmondson

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OVERVIEW OF WSO

THE WORLD SERVICE OFFICE

World Service Office, Inc. was established as the publishing agency of the Narcotics Anonymous Fellowship, and to assist the boards and committees of the World Service Conference in the administration of NA world services. WSO-Van Nuys occupies three buildings with a total of 14,000 square feet of space. The World Service Office also operates branch offices in Ontario, Canada, and London, England.

How is the office organized?

In 1977, the World Service Office was incorporated as a California non-profit public benefit corporation. The corporation is administered by a board of directors, whose members are elected by the World Service Conference. The conference has designated the World Service Office as its corporate trustee for NA's trademarks and literary copyrights.

The World Service Office has two primary divisions, the Fellowship Services and Support Services Divisions. Departments in the Fellowship Services Division help meet the administrative needs of the World Service Conference boards and committees, and provide information to NA groups, areas, and regions. Support Services Division departments focus on the business needs of NA world services, including accounting, data services, customer service, travel, personnel, publishing, shipping, and convention support.

Special Workers

Employees of the World Service Office are referred to as special workers. This terminology comes from Tradition Eight. Special workers may be NA members or not. As employees, special workers are hired and supervised according to the policies of the WSO Board of Directors. This service board is referred to in Tradition Nine. Members of the WSO Board of Directors are elected by the World Service Conference. The Board of Directors of the World Service Office are responsible for the overall direction and operation of the Office.

Services offered by the WSO

Customer orders

The World Service Office produces and distributes conference-approved NA literature, service handbooks, commemorative keytags and medallions, and speaker tapes. Once an order goes through the Customer Service Department,

NA books, pamphlets, chips and tapes are mailed out of the Shipping Department.

World convention

Requests for information on world convention registration and activities are handled by the staff of the World Convention Corporation. World convention merchandise is also available through the office.

Group services

The Group Services Department provides perhaps a wider range of services than any other department in the Fellowship Services Division. The Group Services Department:

- * Coordinates the registration of NA groups
- * Answers questions about how to call local NA phonelines, and how to find NA meetings around the world
- * Provides starter kits for new NA groups, including information on how to contact the nearest local NA service committee
- * Answers general questions from individuals about NA service
- * Keeps files of area and regional service committee minutes, guidelines, and other service-related materials and information

International services

The International Services Department receives communications from both addicts and non-addicts around the world who are interested in the NA program. The office also receives letters with questions concerning national development, public information, hospitals and institutions, formats, and general concerns about growth. Some of this correspondence is handled at WSO-Van Nuys; other letters are forwarded to the European Service Office in London for response. Responses to these letters often include samples of NA literature and service materials.

Other service departments

Other departments in the Fellowship Services Division provide support for various World Service Conference boards and committees. These departments include Hospitals and Institutions, Public Information, Literature and Translations, Trustee Support, and Special Projects. Department coordinators supervise work given them by the board or committee they serve, and assist in correspondence.

Periodicals

The NA Way Magazine

Published since 1982, *The NA Way* was established by the World Service Conference as our fellowship magazine. Each month, *The NA Way* offers

members' recovery experience, service views, news about NA growth, and the "Home Group" comic strip.

Newsline

The *Newsline* is a free quarterly publication containing information about WSO activities. It also includes a section on NA events taking place around the world.

Conference Report

The *Conference Report* is the newsletter of the World Service Conference. It contains a report from each WSC Administrative Committee member, and from the chairperson of each WSC committee, ad hoc committee, or board. It is produced several times a year, depending on the conference work schedule. A special "Conference Summary" issue is produced following the annual meeting of the World Service Conference. Further issues are produced following each WSC workshop during the year, and a final yearly issue containing the annual report from each region is produced in March.

Conference Agenda Report

The *Conference Agenda Report* is the annual publication containing motions and proposals that will be brought to a vote at the annual meeting of the conference. It is distributed ninety days prior to the opening day of the conference, in late January.

Meeting by Mail

The *Meeting by Mail* is the bimonthly publication of the NA Loner Group. This publication contains letters from NA members who are isolated for various reasons, including geographic location, physical disability, employment, or service in the armed forces. Letters from non-loner "sponsors" are also included.

P.I. News

P.I. News is the newsletter of the WSC Public Information Committee. Published quarterly, it contains news of the activities of the WSC P.I. Committee and area and regional P.I. subcommittees.

Reaching Out

Reaching Out is a newsletter published quarterly by the WSC Hospitals and Institutions Committee to meet the needs of institutionalized addicts and local H&I subcommittees throughout the fellowship.

GENERAL EMPLOYMENT PHILOSOPHY

The World Service Office serves as the publishing and general services arm of the fellowship of Narcotics Anonymous. Our experience has shown that the purposes for which the Office was created can best be served by a Board of Directors supervising a staff of special workers. The provision for having special workers is contained in Tradition Eight.

The Board of Directors selects an Executive Director in whom they vest certain duties, responsibilities, and authorities. Final authority in all personnel matters resides in the Board of Directors when taking actions as a Board. When the Board is not meeting, generally the overall duties, responsibilities, and authorities in the area of personnel management is entrusted to the Executive Director. Where exceptions are made in the duties, responsibilities, and authorities for the management of personnel, they are indicated in the Personnel Policies or in other actions taken by the Board.

Every employee is responsible ultimately to the Board of Directors for their actions. The Board expects employees to understand their individual relationship to the Office as a whole, and to utilize the table of organization in matters where an employee feels some information should be known or action taken by the Executive Director or the Board of Directors.

There are important attitudes and values that special workers are expected to understand which pertain to the philosophy of the Board on matters of personnel policy. Some of these pertain to the relationship of the staff to the fellowship. Special workers are selected because of their abilities, capabilities, skills, knowledge, and ability to work in a spiritual fellowship. It is the express desire of the Board that all employees have an understanding of the Twelve Steps and Twelve Traditions. This is important because the Board believes the Steps and Traditions will have a positive impact on an employee in their personal life and in their ability to relate to and serve the spiritual fellowship of Narcotics Anonymous.

The actions by an employee in the discharge of their work duties, tasks and responsibilities must be separated entirely from that member's participation in the fellowship. Conversely, the activities, tasks, and responsibilities a person takes on as a member of the fellowship should not interfere with the work assigned as part of their employment. Member employees must keep separate their employment and participation in the fellowship in such a way as to avoid using one avenue to influence the other. If an employee attains a service position

that is considered by management to be in conflict with the employment responsibilities, the employee may become subject to transfer to another position.

Being a special worker is an honor and a very special privilege. The rest of our fellowship will always keep a close watch on the actions, attitudes and performance of the staff. They expect employees to exemplify the strengths and characteristics that result from a successful application of the Steps and Traditions to the life of a recovering addict. The Board has a responsibility to promote accomplishment by the staff of that expectation.

The Office operates on income resulting from the sale of literature or other items authorized for sale by the fellowship and/or the Board of Directors. The funds that the Office receives are generated in large part indirectly from the members--contributions to the basket at meetings are used by the groups to buy literature from the Office. Some funds may also be generated by activities of groups, areas, and regions from which purchases are then made. The funds generated from these sources hold a special meaning in that they operate on income resulting from the sale of literature a responsibility to those addicts to use the funds generated by them in ways that ultimately best serve current members and the millions of addicts yet to hear of NA. Some funds are also generated by sales to individuals or companies outside the fellowship. These funds too are to be thought of as having a special relationship to the purpose of servicing the needs of addicts.

The Board expects all employees to exhibit the highest degree of honesty and diligence and be devoted to the purposes of the Office. There will be occasions when an employee may possess information or be involved in projects that, if improperly related to the fellowship, may be the source of confusion and conflict. The Board expects that each employee will judiciously exhibit honesty and an application of the separation of their employment from their participation in the fellowship in order to avoid such situations.

Honesty, diligence and devotion to the purposes of the Office require every employee to be frugal in the use of time, funds, supplies, and equipment. It requires that each employee be constantly diligent and seek ways to satisfactorily accomplish their duties with a minimum investment of time and resources. The Board expects the employees to be exemplary in their interpersonal relationships with other workers, the general public, and especially members of the fellowship with whom they come in contact. However, application of the Steps, understanding the personal circumstance of persons with whom they come in contact with, and knowing what the employees' duties are will go a long way in avoiding conflicts and controversy.

It is the general policy of the Board to provide a reasonable work environment, adequate equipment, supplies, and tools in order that the duties assigned to Office employees can be successfully accomplished. The Board desires to have a capable staff, and attempts as much as possible to offer reasonable wage and fringe benefits commensurate with comparable employment in the general area of the Office at which they are employed.

PERSONNEL POLICIES

***Adoption and Implementation:** These policies shall become effective upon adoption by the Board of Directors of WSO, herein referred to as the Board. The Board shall be responsible for the administration and implementation of these policies. All authority designated in these policies as duties that the Executive Director is authorized to have, are automatically assigned unless action is taken by the Board to modify such assignment. The Executive Director may assign some authority and/or responsibility to accomplish these policies to subordinate employees in the course of the daily management of the Office and employees. The Board may review any action taken by the Executive Director and may modify such action as the Board may desire. The contents of this policy are not to be interpreted as creating a contractual relationship between the WSO and any of its employees.*

PERSONNEL ORGANIZATION

1. JOB CLASSIFICATIONS & SALARY RANGES

All employees will be hired for a specific position for which a job description has been created. The job description shall indicate that the position is within one of the following classifications. Throughout this policy the terms management or supervisor may be found. When these terms are used, they may apply to Executive Management and/or Supervisors and Coordinators as the circumstance may dictate.

2. JOB DESCRIPTIONS

Every position within WSO will have a position analysis that includes the following:

- A. A comprehensive list of job responsibilities.
- B. A corresponding list of acceptable performance standards.
- C. The applicable salary range for that position.

D. Qualifications and requirements for the position.

E. Position of your immediate supervisor.

If the nature of the position changes substantially, these changes are to be integrated into the job description. If the requirements reach the level of the next job classification, the position will be reclassified.

3. VOLUNTEER SERVICES

The WSO can not generally use the services of volunteers in its day to day operation due to concerns of training, supervision and insurance. Substantial opportunities exist with the fellowship, thus interested members should be referred to appropriate parts of our service structure.

EMPLOYMENT POLICIES

1. APPLICATIONS

Prospective employees must complete an application form prior to being interviewed for employment. Proof of degree and/or experience should be substantiated by proper documentation. A check will be made for references of prior employment. Applicants for positions that require operation of office equipment, such as, typewriters, computers, word processors, etc., shall perform at an acceptable level on a proficiency test prior to being interviewed. The results of this test should be attached to the application form.

2. AFFIRMATIVE ACTION

The WSO shall be an equal opportunity employer and follow the Affirmative Action concept which is consistent with the intent of the enabling legislation and based on the requirements of the law. The WSO, in all personnel actions, will be governed by the Civil Rights Act of 1964, and any and all Amendments to that act. The general intent of the law shall be interpreted so that WSO shall not discriminate in the hiring, firing, promotion, demotion, or disciplining of employees on the basis of a person's race, color, religion, sex, age, national origin, physical handicap, or sexual preference. The policy of the World Service Office shall be:

- a. To recruit, hire, train, and promote persons in all job classifications without regard to race, color, religion, sex, national origin, age, physical handicap, or sexual preference.
- b. To make employment decisions in a manner which will further the principles of equal employment opportunity.

- c. To insure that decisions regarding promotions are in accord with principals of equal employment opportunity, by imposing only valid requirements for promotional opportunities.
- d. To insure that personnel actions with reference to such matters as compensation, benefits, transfers, layoffs, recalls from layoffs, and WSO-sponsored training will be administered without regard to race, color, religion, sex, national origin, age, physical handicap, or sexual preference.

3. EMPLOYEE SELECTION PROCESS

All vacant positions, including both newly created positions and current positions that become open will be advertised to the local community, the fellowship, when applicable, and existing staff. Reclassified positions that result from a promotion or additional responsibilities do not need to be advertised, but may be filled with existing personnel.

- a. **Executive Management:** This term shall apply to the Executive Director and Assistant Director. These employees are selected by the Board of Directors and are employed under separate contracts.
- b. **Division Administrators & Division Managers:** These are salaried employees who receive set annual wages for services to be provided, and work a minimum of forty hours per week. These employees are selected jointly by the Executive Director and the Board Personnel Committee.
- c. **Manager Level Positions:** These are salaried employees who receive set annual wages for services to be provided, and work a minimum of forty hours per week. These employees are selected at the discretion of the Executive Director.
- d. **Hourly Wages Employees:** Hourly wage employees are employees who receive an hourly wage for services provided and work a minimum of forty (40) hours per week. These employees are selected at the discretion of the Executive Director or his designee.
- e. **Part-Time Employees:** Part-time employees are employees who receive an hourly wage, and who work less than forty (40) hours per week. These employees are selected at the discretion of the Executive Director or his designee.

The BOD, Executive Director, or Executive Director designee may determine it is in WSO's best interest to enter into an employment agreement with an employee that supersedes some policies stated in this document. All such employment agreements must be approved by the BOD Personnel Committee.

4. SENIORITY ACCUMULATION

The date of hire shall be established in writing by the Executive Director and recorded as a permanent part of that employee's personnel file, thus creating a seniority ranking within WSO. If a part-time employee of WSO becomes a regular employee, their seniority with the organization will be calculated at the rate of forty (40) hours of employment equals one week of seniority.

a. New Employee Orientation

As a new employee, you should immediately complete the following:

- A. Complete a WSO Employee Application Form if not already provided.
- B. Complete Employee Emergency Information Form and give this form to your immediate supervisor before completing your first day.
- C. Complete all applicable tests relating to your job.
- D. Complete and sign Tax Information Form W-4.
- E. Review and complete medical and dental plans.
- F. Review all personnel policies, sign and return Personnel Policy Review Form.
- G. Review position analysis with immediate supervisor to be sure you understand all your responsibilities and corresponding acceptable standards.

5. PROBATIONARY PERIOD

A six month probationary period is mandatory for all employees; it will permit both the Management and the employee to get acquainted, and to determine the ability and fitness of the employee to accomplish the work assigned. The probationary period may be extended by the Executive Director or his designee.

During the probation period, the employee may want to terminate his employment and is under no obligation to give the Executive Director advance notice. The Executive Director is not required to give advance notice to terminate the services of those whose ability, attendance, performance, or attitudes are not considered satisfactory during the probation period.

In the case of extended absences due to vacation or illness during the probationary period, the probationary period is extended automatically for the period of time equal to the absence.

6. CONDITIONS OF EMPLOYMENT

The WSO shall not employ persons related by marriage or birth to members of the Board of Directors. Furthermore, persons related by birth or marriage to persons who are current employees of the WSO may not themselves become employees. Additionally, individuals will not be selected for employment if they reside with a member of the WSO Board. WSO shall not employ any persons related by marriage or birth to the owner, principal, manager, or sales representatives from whom WSO purchases supplies or equipment. *If two employees of the WSO marry and cannot decide which should resign, the employee with the least seniority will be terminated.*

a. Substance Abuse Policy

WSO recognizes that substances such as alcohol and drugs are used by individuals, sometimes to an extent that their abilities and senses are impaired. Our position regarding substance abuse is the same whether alcohol, marijuana, illegal drugs, prescription drugs, or controlled substances are involved. This policy is implemented because WSO believes that the impairment of any WSO employee due to his or her use of substances is likely to result in the risk of injury to other employees, the impaired employee, or to third parties, such as customers or business guests. "Impairment" or "being impaired" means that an employee's normal physical or mental abilities, or faculties, while at work have been detrimentally affected by the use of such substances.

Due to the sensitivity and nature of the World Service Office, with respect to the fellowship of NA, all employees are required to submit to drug screening upon request of the Executive Director, ~~should he or she deem it appropriate, or have reasonable suspicion that an employee is under the influence of any drug during working hours.~~ *Assistant Director and/or Division Administrator.* Should an employee refuse drug screening, it shall be viewed as a positive test and employment will be terminated at that time. All employees are required to remain free of the influence of any drug during working hours. Any employee who manufactures, distributes, dispenses, possesses, sells, or uses illegal drugs or alcohol on WSO property, including parking lots, grounds, and offices shall be immediately terminated from employment. When an employee is involved in the use, possession, transfer, or sale of a substance in violation of this policy, WSO may notify appropriate authorities. ~~Such notice will be given only after such an incident has been investigated and reviewed by the employee's supervisor, the personnel director, and/or the Executive Director.~~

Members of the Narcotics Anonymous Fellowship must have one year clean time prior to commencement of employment and must remain drug free to continue employment with WSO.

b. Prescribed Medication

Employees required to take any prescribed medication that is mind altering are to notify the Executive Director or Assistant Director of such medication and its duration. Employees who are taking prescription drugs are under a duty to report this to their supervisor. This is for the protection of the employee, and for safety purposes in case of an adverse reaction to the drug while at work, or to ensure that the employee is not falsely accused of taking an illegal substance.

7. CONFLICT OF INTEREST

No employee of WSO shall maintain an outside business or financial interest, or engage in any outside business or financial activity, which conflicts with the interests of WSO, or which interferes with his or her ability to fully perform job responsibilities. For example, and not by limitation, if an employee's job responsibilities include purchasing, or that employee is in a position to influence such purchases, the employee should have no proprietary or financial interest in any business that furnishes products, materials, or services to WSO ~~or in any related transaction~~. Nor may any employee benefit directly or indirectly from a ~~third-party who furnishes any party who is involved in furnishing~~ products, materials or services to WSO.

8. CONFIDENTIAL COMPANY INFORMATION

It is the responsibility of all employees to safeguard WSO information. The nature of our business integrity and the economic well-being of our WSO is dependent upon protecting and maintaining proprietary WSO information. Continued employment with WSO is contingent upon compliance with this policy. Each WSO supervisor/manager bears the responsibility for the orientation and training of his or her employees to ensure enforcement of WSO confidentiality. Sensitive WSO information is defined as time sensitive or confidential information relating to pending actions, decisions, products, processes, know-how, customers, accounting, pricing or salary information, business plans and strategies, negotiations, and contracts.

All such information shall be appropriately marked or verbally identified to each employee. When such information is transferred from one employee to another, the transferor must do each of the following:

- a. Determine that the transfer is necessary and in the interest of regular WSO business; and,
- b. Ensure that all cover sheets or markings which identify the information as proprietary, or classified, are conspicuous and that the transferee has a need to know the information and has been verbally apprised of the confidential nature of the material.

The Board of Directors and the management staff supports this policy in its entirety and expects that all employees of WSO will give their continuing support to its implementation.

9. PERSONNEL RECORDS

Confidential personnel records shall be maintained on each employee. These records shall contain the following: The employee's completed application, letters of reference, copies of personnel action forms, contracts or agreements, job description, work assignments, attendance records, and proficiency tests, probationary job performance evaluation, other evaluations, and any other pertinent information. These records shall be made available only to the Executive Director, his designee, the Personnel Committee and the Board of Directors. Employees may review their records in the presence of the Executive Director or designee. Personnel Records shall remain on file for the duration of employment and shall be retained for five (5) years following discharge or separation of an employee. All records shall be kept in a secured cabinet.

10. WORK WEEK

The work week for regular full time employees begins at 12:01 a.m. on Monday of each calendar week. During the subsequent seven days, each regular full time employee is expected to work forty hours at their regular salary before the employee earns at an overtime rate. The forty hours may not necessarily be scheduled during day time hours, and may not necessarily be on a routine Monday through Friday schedule. Although every attempt will be made to provide a routine schedule of work that affords the employee both Saturdays and Sundays as two consecutive days off, the nature of some work requirements of the Office preclude such a schedule.

It is the policy of the Office that each work day shall consist of an eight hour work period. Included in the eight hours for which compensation is paid, shall be two breaks of fifteen minutes duration. Each employee will be required to take a minimum lunch period of thirty minutes during that eight hour period. The Office does not pay compensation for the lunch period. WSO is willing to offer as much flexibility as possible in reference to beginning, ending, and lunch time. Each employee is required to discuss work time scheduling with their immediate supervisor. A written schedule will be maintained and available throughout the office. WSO reserves the right to assign schedules in response to office needs.

11. OVERTIME COMPENSATION

Job descriptions and assigned work loads are designed to be completed within regular working hours. If this is not accomplished on a routine basis, the employee and the employee's immediate supervisor will meet to determine appropriate actions required to remedy the situation. Appropriate actions could include, but are not limited to, the following:

- A. Operational procedure changes to increase productivity.
- B. Reprioritizing the assigned workload to meet required timetables.
- C. Elimination of activities of low value to WSO.
- D. Reassignment of employee to a different position within WSO with possible adjustment in pay.

The nature of our work will require exceptions to regular scheduled working hours.

When management can identify and schedule overtime work requirements in advance, employees will be provided with a schedule which states exact times to be worked.

Situations will arise where the first person to realize the potential need for authorized overtime is the employee themselves. Upon this realization, the employee should immediately contact their immediate supervisor and request direction. The supervisor will then decide to modify the assignment, modify timetables or grant overtime. If the situation warrants authorization of overtime, the supervisor will grant this authorization in writing after receiving approval from their Division Administrator. Each employee must be fully aware that any overtime request that does not have prior written approval may not be granted.

Overtime will be compensated for the different categories of employees as follows:

Executive Director, Assistant Director, Division Administrators, and Division Managers are expected to work the hours necessary to complete the requirements of their position. In lieu of direct overtime compensation, these employees may be granted up to five days of professional leave per year to recuperate from extreme time demands. This professional leave may be granted by the Executive Director or the Chairperson of the Board of Directors.

All other salaried positions will be granted compensatory time on an hour for hour basis for all authorized overtime over 45 hours per week. *The regular work week for salaried employees will be 40 hours. That amount may be exceeded by five hours per week without accumulation of compensatory time. The regular 40 hour work week may also be reduced by five hours upon approval by the Executive Director without reduction of other benefits.*

All hourly employees will receive monetary compensation for overtime at the following rates:

100% of hourly rate up to 40 hours per week.

150% of hourly rate from 40 hours to 48 hours per week.

200% of hourly rate above 48 hours

It is sometimes necessary to have an employee work on a day when travel takes place (before, during, or after the travel). If the employee will have expended more than eight hours during the day for the combination of travel and work, the employee will be compensated in this manner: For the travel time, calculated at the employee's regular hourly rate, regardless of the day, or time of day, or duration of the travel period, and for the work time, at their regular hourly rate, until the total work time reaches eight hours. Work performed in excess of eight hours is computed at time and a half rate.

Salaried employees shall normally receive compensatory time off, in lieu of overtime pay. Authorization for salaried employees to receive overtime pay must be obtained in advance by the Executive Director or Division Administrator. Overtime worked must be recorded as to time commenced and time ceased. A notation must be made as to the purpose of the overtime. Overtime compensation will not be considered unless 40 hours of regular work have been completed in the pay period.

12. LEAVES OF ABSENCE

Leaves of absence may be granted at the option of the Personnel Committee of the Board. The nature of the work that World Service Office is engaged in is so important that every effort must be exerted to assure that all work is completed expeditiously.

a. Medical Leave of Absence

Any full-time or part time employee who is temporarily disabled and unable to work due to a medical condition will, upon request, be granted a medical leave of absence without pay for the period of his or her disability, provided such period shall not exceed three months. The term "medical condition" as used herein encompasses all temporary, indefinite, or permanent medical disabilities.

An employee who is granted a medical leave of absence is expected to utilize any available sick leave and personal days during the period of his or her leave. Any portion of a medical leave that occurs after all sick days and personal days have been exhausted, shall be without pay. The total period of all absences related to the same medical condition shall be considered part of the same leave and may not exceed three months. For purposes of this three-month limitation, any paid and unpaid portions of the medical leave shall be added together.

Health and life insurance benefits ordinarily provided by the WSO, and for which the employee is otherwise eligible, will be continued at the expense of the company only during the first three months of the disability. The employee may

elect to continue the coverage thereafter, at their own full expense. The cost of dependent coverage will also be at the sole responsibility of the employee. The employee should make arrangements with the personnel department, if necessary, to pay for the costs of such coverage before the leave begins.

An employee, who requires a leave of absence for medical reasons, must notify the personnel department in writing of the need for such a leave as soon as the employee learns that he or she is, or will become, temporarily disabled and unable to work due to a medical condition. Such notice must specify the reason for the leave, the date such leave will begin, and the expected duration of the disability in the form of a physician's statement. An employee who is on medical leave of absence of a period in excess of one month must notify the company by the end of each month thereafter both of the status of the disability, and of his or her continued intent to return to work with the company once he or she recovers from the disability. An employee returning from a medical leave of absence shall be required to provide a physician's statement that indicates that he or she is fit to return to work.

Requests for extensions of a medical leave of absence will be considered if they are received in writing before the expiration of the approved leave, are supported by proof of continued disability in the form of a physician's statement, and request extensions that do not cause the total period of absence to exceed three months. An employee who fails to report for work at the end of an approved leave will be deemed to have voluntarily resigned.

b. Maternity Leave

An employee is entitled to maternity leave without pay for up to six (6) months. It is the desire of the WSO that every practical effort be exerted by WSO to minimize any potential work related adverse impact on the pregnancy.

In keeping with fairly common business policy in this matter, the WSO believes as a guideline, that a employee who is pregnant may not work after the sixth month of pregnancy without written approval by her physician. Other employees who find it necessary to take a maternity leave shall be bound by the same duration requirements generally specified in this policy. Additionally, female employees, who wish to return to work prior to six weeks (6) after delivery, must have a written statement of fitness for employment before being allowed to return to work.

Employees should be aware that state disability insurance payment policies may require the use of all accrued sick leave and vacation time as part of maternity leave before being eligible for disability payment related to pregnancy. The WSO will continue, at WSO's expense, payment of the employer's share of employee's medical health plan payment for a period of three months during a

pregnancy related leave. The expense for payment of employer share of medical health plan payment beyond three months shall become the responsibility of the employee.

c. Military Leave

Leave of absence without pay shall be granted employees who are required by law to enter military service. Upon return from said leave, employees shall be entitled to benefits provided by law. Members of the Reserve Corps., including the Naval Reserve and the National Guard, shall be entitled to leave of absence from their respective positions on all days during which they are ordered to duty with troops or to field exercise, or for instruction.

d. Jury Duty

WSO will grant employees time off without pay for mandatory jury duty when the employee must serve. The employee must submit a copy of the jury notice to the Personnel Department. Time off for court appearances as a party to any civil or criminal litigation shall additionally not be compensated by WSO, and the employee must arrange for time off without pay or use accrued vacation or personal leave for such appearances.

e. Seniority on Leave

An employee on disability leave, maternity leave, or military leave will retain their accumulated seniority but shall not earn additional seniority during their absence.

f. Compassion Leave

An employee is entitled to up to a three day leave with pay in response to the death of an immediate family member defined as a spouse, father, mother, son, daughter, stepson, stepdaughter. This policy may be expanded by the personnel committee on a case by case basis to include a person that relates to an employee as a spouse, but without legal marriage.

g. HIV positive diagnosis

A diagnosis of HIV positive will be treated by the WSO as any other illness or disability.

13. TARDINESS

Any employee reporting to work after the prescribed time, without an adequate, approved excuse shall be considered tardy. This is applicable to reporting for work in the morning, returning from lunch, rest periods, or leaving work prior to the prescribed time. Approved excuses must be authorized on the day prior to the day of expected tardiness. Excessive tardiness is defined as:

- a. Three or more unexcused tardies within any twenty (20) working days, or ten (10) within a 12 month period. If the employee is within their probationary period, this is grounds for dismissal.
- b. Any employee who is tardy four (4) times during the above stated period, or 11 times for a 12 month period shall receive a written admonishment, a copy of which shall be placed in the employee's personnel folder for use in all evaluations.
- c. Any employee who is tardy five (5) times during the above stated period, or 12 times for a 12 month period shall receive an automatic one (1) day suspension without pay in addition to the above.
- d. Any employee who is tardy more than five (5) times during the above stated period, or 12 times for a 12 month period upon the recommendation of the manager, may be suspended for a period of up to two (2) weeks without pay, or dismissed.

14. DISCIPLINARY ACTION

Oral or written reprimand, suspension and demotion are prescribed as disciplinary actions. Executive Management is authorized to impose these disciplinary actions. Every disciplinary action imposed upon an employee will normally be reported to the Chairperson of the Board Personnel Committee. All disciplinary actions shall be documented in the employee's file and signed by the employee and the imposing Administrator.

15. TERMINATION OF EMPLOYMENT

a. Voluntary

It is expected that an employee will give fifteen (15) days notice of intention to resign.

b. Layoffs

It is expected that the WSO will provide two (2) weeks notice of layoff of an employee. If the WSO is unable to provide two (2) weeks notice in the event of a layoff, the WSO will pay severance pay which is equivalent to two (2) weeks salary.

c. Dismissal

Administrative employees may be terminated from employment by action of the Personnel Committee for the reasons listed below, or for such other reasons as the Committee may determine. All other classifications of employees may be terminated from employment at the discretion of Executive Management for the reasons listed below. Reasons for disciplinary action and dismissal shall include *but not be limited to*:

- A. Gross incompetence.
- B. Securing of position or advancement by giving false information.
- C. Failure to comply with WSO's regulations or policies.
- D. Being a party to misuse of funds.
- E. Repeated unexcused absence or tardiness.
- F. Abuse of sick leave privileges.
- G. Insubordination (includes, but not limited to, refusal to do assigned work).
- H. Divulging of confidential *salary* information to persons not specifically authorized to receive such information.
- I. Dishonesty.
- J. Intentional Conflict of Interest.
- K. Nonconformance with safety policies.

Mandatory and immediate dismissal are required for having possession of any drug, the occasion of "using drugs," as commonly understood within the context of Narcotics Anonymous, having for sale or selling any drug or being under the influence of any drug, (other than medication prescribed by a licensed physician, and immediately or previously discussed with Executive Management). Mandatory and immediate dismissal is also required for any employee consuming or "using" any drug on the job, or reporting for work while under the influence of any drug.

If an employee is fired, severance pay will not be normally awarded.

d. Final Paycheck

Final payment must be made as follows:

1. Dismissals: All wages earned and unpaid at time of dismissal shall be paid immediately upon dismissal.
2. Resignations: All wages earned and unpaid to an employee who resigns, shall be paid not later than 72 hours after leaving, unless the employee has given 72 hours previous notice of intention of leave, in which case, payment shall be made at time of leaving.

3. Vacation Credit: The final paycheck will reflect a credit of 1/12 of the persons annual vacation for each month worked during the last year of employment. If the employee has used all their vacation for that year, an amount equal to 1/12 of the applicable annual vacation will be deducted for each month of the year not worked. If the employee has not taken any vacation time, they will receive financial compensation equal to 1/12 of the applicable annual vacation for each month of the year in which the employee worked at the WSO.

16. GRIEVANCE PROVISION

All employees who have a grievance with regard to the way they are treated, or in relation to the policies established by this corporation shall follow the procedures as described below.

- a. All employees are provided an organizational chart that depicts their relationship to the corporation. Employees will be expected to follow the chain of command when making a grievance.
- b. Employees shall present the grievance to their immediate work supervisor. If the grievance can not be resolved at that level, the supervisor shall present the grievance to their immediate supervisor. Should their immediate supervisor deem it appropriate, a meeting with the employee shall be scheduled. If deemed inappropriate, disposition of the grievance shall be given to the employee by their immediate supervisor. The grievance shall be resolved within ten (10) working days.
- c. Should the grievance be with the immediate supervisor, the employee shall place the grievance in writing, and send to the next level of management. The receiving level of management shall evaluate the grievance and arrange a conference with the employee and their supervisor to resolve the matter. ~~The grievance shall be resolved within ten (10) working days.~~
- d. Should employee have a grievance with top level management, the complaint shall be placed in writing and sent to the Chairperson of the Board Personnel Committee. ~~The Personnel Committee shall respond within thirty (30) days of receipt of complaint with disposition or intended plan of handling the matter. Disposition of the matter shall be accomplished within sixty (60) days upon receipt of the complaint.~~
- e. No grievances shall be accepted on a confidential or anonymous basis.
- f. The Executive Director may call upon the Chairperson of the Personnel Committee for assistance in dealing with grievances.

17. HARASSMENT

It is the policy of WSO that no employee shall be subjected to sexual harassment or harassment based on race, color, religion, age, sex, national origin, sexual orientation, or addiction status.

Harassment is defined as follows:

- a. Comments, innuendos, jokes, actions or displays of a sexual nature or implying a relationship to race, color, religion, age, sex, national origin sexual orientation, or addiction status.
- b. Public display of suggestive, offensive, or pornographic material that may offend other WSO employees.
- c. Unwelcome invitations to engage in sexual activity.
- d. Unwelcome physical touches of a sexual nature.
- e. Pressure to engage in sexual activity as a condition of employment or promotion.
- f. Sexual assault.

All WSO employees have the responsibility to avoid any action or statement, implied or explicit, that may suggest harassment.

If any employee feels they have been harassed, they should state their complaint in writing and provide that written statement to their immediate supervisor. If their immediate supervisor has been a party in the harassment in any way, the written complaint should be given to the ~~Executive Director~~ *next level of management*. When a supervisor receives a written complaint, a copy of the complaint is to be immediately forwarded to the Executive Director. The Executive Director will then convene a task force consisting of the immediate supervisor, the Executive Director and the Chairperson of the BOD Personnel Committee *excluding all parties directly accused of harassment* to conduct an investigation. This investigation will include, but is not limited to, interviewing the complaining party, the accused party, and any other personnel, as required to obtain sufficient, factual information upon which to make a determination. A written determination of this task force will then be provided to the complaining party, the accused party and any other personnel deemed appropriate by the task force. This written determination will include actions to be taken that are designed to prevent any future occurrences of harassment. Recommended actions may include, but are not limited to:

- A. A counselling session with the offender to explain the nature of harassment and communicate that it will not be tolerated.

- B. A series of counselling sessions or outside professional assistance to encourage and enable the offender to make appropriate behavior changes.
- C. If the offender exhibits an unwillingness or inability to correct harassment behavior or is determined to be a dangerous work place occupational hazard, the offender may be immediately terminated.

All reasonable efforts will be made to complete this process within 10 working days of receiving the written complaint.

COMPENSATION

1. SALARY POLICY

It is the policy of WSO to maintain a fair and equitable rate of pay for services rendered. In no case will an employee be paid at a rate lower than the Federal minimum wage.

2. PERFORMANCE EVALUATIONS

Every employee shall be formally evaluated by the employee's immediate supervisor at least twice prior to completion of the probation period. The Executive Director shall assure that evaluations of each employee are completed once each year, after the probation period has ended. All evaluations shall be reviewed by the employee, a copy given to the employee and a copy placed in their personnel file.

Evaluations shall be used to determine if an employee should be terminated from employment, demoted, promoted, awarded merit pay increases, or not awarded merit pay increases. Employees may be demoted (job level or pay rate) on the basis of poor evaluations. Employees may be awarded merit pay increases on the basis of excellent evaluations. After the final probation period evaluation, evaluations that result in merit pay increases may not be made more often than every six months. At any time that an employee is considered for disciplinary action, an evaluation must be made of overall performance, and such disciplinary actions considered shall be decided upon along with options discussed in this paragraph.

Termination of employment following Evaluations: The purpose of WSO's special workers is to accomplish responsibilities essential to the continuation and growth of the Narcotics Anonymous Fellowship. Because the Office is supported in great measure by the contributions of our members, every effort must be made to accomplish our purpose at the least possible cost without sacrificing the quality of work required. Accordingly, work performance standards must be required.

Individuals whose performance is rated unsatisfactory on their evaluation may be terminated from employment.

3. SALARY/WAGE REVIEW

The primary administrative staff (Executive Director, Assistant Director, Division Administrators) shall routinely participate in collective review meetings where all pending wage reviews will be discussed. This group shall derive a consensus on any specific recommendations, prior to their implementation. The Personnel Committee may elect to interface with the Executive Director, to review specific employees on an annual basis. The Executive Director will review all employee records on an annual basis.

- a. Performance evaluations and salary review will be done in December with the new salary to go into effect February 1. During the initial transition, the length of time since the previous salary adjustment will be taken into account in establishing a new February 1 salary base. During this transition time, the personnel committee of the Board of Directors will review staff recommendations, local salary surveys and appropriate individual employee personnel records in establishing appropriate February 1 salary bases.
- b. Position Analysis, performance reviews and salary reviews are recorded as part of the employees permanent personnel records.
- c. Potential salary increases shall be based on the following two components:

A. Cost Of Living Adjustment

The Los Angeles, Long Beach index for General Clerical Employees and Office Workers by the U.S. Department of Labor establishes annually a fixed percentage cost of living guideline which will be used as the basis for cost of living increases. This cost of living increase will be given to all employees except those employees performing at unsatisfactory levels. Employees receiving an unsatisfactory review may be given an additional opportunity to improve performance through an additional review in three or six months. If the level of performance is still unsatisfactory, the employee may be dismissed or reassigned to another position.

Cost of living increases will also adjust the salary range for the position regardless of individual performance ratings of employees in that position.

B. Merit Raises

Employees may also merit a salary increase based on their job performance. The Board of Directors will annually establish a pool for merit increases as a percentage of total WSO payroll. Merit raises will then be assigned in relation to performance ratings as follows:

			Merit Pool Percentage		Current Salary
1.	Consistently exceeds standards creatively expanding the position	110%	times		
2.	Consistently meets all standards	100%			
3.	Usually meets most standards	75%			
4.	Often misses standards minimally acceptable performance	50%			
5.	Unsatisfactory performance	0%			

The complexity of this process can best be explained by the following hypothetical example.

A hypothetical employee is earning \$10,000 in a position with a salary range of \$9,000 to \$12,000 and has just received a performance rating of 3 stating this person usually meets most standards. The BOD's review of the U.S. Labor Department Cost of Living Index establishes our cost of living increase at 3%. The BOD also established a merit raise pool equal to 4% of total WSO payroll.

First the salary range would be adjusted by the cost of living index raising the salary range for this position by 3% to \$9,270 to \$12,360. The individual in this position would receive a 3% cost of living increase to their base salary of \$10,000, plus a merit raise equal to 75% times 4% times \$10,000 or \$300. The employee would then be receiving \$10,600 as a result of this review as shown below:

Initial salary	\$10,000
Cost of living	300
Merit increase	+ 300
New salary	\$10,600

The same process will be used to determine hourly rates for hourly wage employees.

4. SALARY INCREMENTS

There are four types of increments by which salary can be upgraded.

- a. Salary increases granted after the completion of the employee's probationary period.
- b. Cost of Living Increase
- c. Anniversary Merit Raise
- d. Increases upon being promoted to a new position.

5. ADVANCES

The Executive Director is authorized to advance to an employee, after completion of their probationary period, upon the employee's request, an amount equal to two thirds of the employee's weekly salary to meet emergency situations. The amount advanced will be withheld from the employee's subsequent net pay.

6. PAYROLL CHECKS

All employees are paid weekly on *Thursday*. Each employee's paycheck is distributed by the payroll supervisor, and reflects payment for the previous week. Discrepancies should be discussed immediately with the payroll supervisor.

If the normal payday falls on a WSO-acknowledged holiday, paychecks will be distributed on the last working day before the holiday. If an employee is absent when the paycheck is distributed, it will be the responsibility of the payroll supervisor to distribute the paycheck as soon as the employee returns to the workplace.

7. DEDUCTIONS ON PAYROLL CHECKS

- a. Federal Social Security and Medicare: In accordance with the Federal Law, the amount prescribed shall be deducted each payday from the employee's wages.
- b. State Disability Insurance: In accordance with California State Law, the prescribed amount shall be deducted from employee's wages for disability insurance.
- c. Income Tax: In accordance with the Income Tax Law, the amount prescribed shall be deducted each payday and paid into the income tax fund.
- d. Voluntary Deductions: Deductions may be made for savings purposes *or to the company approved credit union* as may from time to time be deemed appropriate by request of the employee in writing.
- e. Court ordered deductions - Deductions will be made from any employee's check as instructed by any lawful court order. Questions concerning court ordered deductions should be referred to the appropriate court.

These deductions are provided as a service to WSO employees. Changes in any of the above deductions will only be permitted once a month and must be requested in writing.

EMPLOYEE EXPENSES**1. USE OF PERSONAL CAR**

The WSO shall reimburse employees for the use of their personal vehicle. This shall be limited to mileage only and reimbursed at a rate of \$0.25 per mile. Employees using personal cars shall submit a mileage form to the personnel office for reimbursement. Employees using their personal cars for WSO business must provide proof of liability insurance coverage and a valid California drivers license.

2. ENTERTAINMENT EXPENSE

No entertainment expense either personal or business is reimbursable.

3. MEAL EXPENSE

No meal expense is reimburseable in the regular course of business. If a special situation arises that requires employees to accompany volunteers to meals, WSO may elect to provide financial reimbursement of meal costs. WSO will not accept any meal reimbursement request unless it is authorized in writing by the employee's supervisor prior to the occurrence.

BENEFITS**1. HEALTH PLANS**

The WSO shall provide opportunity for full time employees to participate in a medical, and whenever possible a dental, health plan. Participation in the plan(s) is optional. An employee becomes eligible for participation after they have completed the first ninety days of their probation period. WSO management will confer with probationary employees at a reasonable time near the ninety day period, to facilitate inclusion if the employee elects to join one or more of the health plans.

- a. The WSO will pay for health plan participation for all full time employees, their spouses and their dependent children. The Directors will establish the level of WSO's financial participation on an annual basis, and that level will be described in this policy as an addendum. If a full time employee, by their own choice, reduces their routine work week schedule to less than thirty (30) hours a week, the employee will be considered a part time employee and the rate of WSO financial participation in their health plan coverage changes to that described in the next paragraph.

- b. The WSO will pay for a portion of health plan participation for all part time employees. The Directors have established that WSO's participation level will be limited to fifty percent of the amount authorized by the Board for full time employee participation. Costs for dependents to be covered in the health plans shall be the employee's responsibility.

"Note: Effective upon adoption by the Board: For the period beginning June 1, 1991, the maximum health insurance contribution by WSO for each single employee shall not exceed \$167 (current expenditure as of June 14, 1991 is \$142.61) per month. The maximum health insurance contribution by WSO for employees with dependent families shall not exceed \$423 (current expenditure as of June 14, 1991 is \$384.76) per month. In addition to health insurance, the WSO makes the following monthly payments for dental insurance:

\$5.18 for a single employee

7.33 for an employee and one dependent

10.78 for an employee and two or more dependents

Until otherwise determined by the Board, this level will automatically continue beyond the date specified."

2. HOLIDAYS

The following holidays will be observed by the WSO for which all full-time and part-time employees will be paid for the number of hours they normally work.

Martin Luther King's Birthday

President's Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day (and following Friday)

Christmas Day

New Year's Day

Veteran's Day

Holidays falling on Sunday will be observed the following Monday. Holidays falling on Saturday will be observed the preceding Friday.

Holidays that occur during an employee's vacation, compensatory time, personal time or compassion leave will be paid as holiday days rather than being charged against these categories.

If an employee calls in sick the day before or the day after a holiday, that employee must present documentation from a physician before holiday pay will be granted."

- a. Salaried employees required to work on scheduled holidays shall receive a compensation time at the rate of two (2) times the hours worked.
- b. Hourly wage employees required to work on a scheduled holiday shall receive double time pay, or compensation days at the rate of two (2) times the hours worked, as may be determined by the Executive Director.
- c. Working of holidays is strictly supervised and approved by Executive Management.
- d. Whenever possible, Office policy shall be to observe holidays according to the United States' Federal designations. If an employee is required to work or travel on a holiday, the following applies: 1. Employees required to travel on scheduled holidays shall earn compensatory time off, at the rate of one and a half times the hours spent in travel. 2. Employees required to work on a scheduled holiday shall earn pay at two (2) times their regular hourly rate. If an employee is required to work longer than eight hours on a holiday or experiences a combination of travel and work that exceeds eight hours in a given day, the extra hourly pay rate remains at two times their regular hourly rate. For example a person earning \$7.00 per hour for regular time, earns \$14.00 per hour for working on a holiday, regardless of the number of hours worked.

3. VACATIONS

~~WSO grants paid vacations to provide the employees with a period of leisure time based upon their length of continuous service. Full-time, permanent employees are eligible for the vacation plan after they have maintained six months of consecutive employment. After one year of continuous employment, an employee will be granted one week (5 working days) of paid vacation. After the completion of one year of continuous employment, vacation time will be accrued at the rate of 5/6 days per month. After five years of continuous employment, vacation time will be accrued at the rate of 1 and 1/4 days per month.~~

~~Upon completion of the first six months of service, and prior to the completion of the first year of service, an employee may borrow up to 2 and 1/2 days of vacation time from the first year of vacation eligibility. The borrowed days will then be subtracted from the week of vacation that the employee is eligible for after one year of service. If the employee terminates employment with WSO prior to completion of one year of continuous service, any borrowed vacation will be deducted from the final paycheck. Borrowed vacation days must be approved by Executive Management or their designee.~~

~~Vacation days must be scheduled and taken in the calendar year.---There are no provisions for carrying vacation time forward to a succeeding year.~~

WSO grants paid vacations to provide employees with a period of recuperation and recreation based upon their length of continuous service for all full time, permanent employees. For purposes of vacation calculation, the following definitions will apply:

- a. *Initial new hire partial year - The time period between start of employment as a full time permanent employee and December 31 of the same year.*
- b. *Full calender years employment - Twelve months continuous employment from January 1 through December 31.*
- c. *Separation partial year - The time period between December 31 of the previous year and the final day of WSO employment.*

During the initial new hire partial year time period, the employee will be granted 1/2 day vacation per month for each month of actual employment through the next December 31.

After completion of the initial new hire partial year, the employee will be advanced ten days vacation for each of the first, second, and third full calender years employment. Taking vacation time will be scheduled with each employee's immediate supervisor and may be scheduled anytime during the year it was earned. If the employee takes their vacation in the first part of the year and then leaves the WSO before the end of the year, adjustment will be made in the employee's final check to reflect the actual amount of vacation due to the nearest month.

After completion of the initial new hire partial year plus three full calender years employment, the employee will be advanced fifteen days vacation for the fourth, fifth, sixth, and seventh full calender years employment.

After completion of the initial new hire partial year plus seven full calender years employment, the employee will be advanced twenty days vacation for the eighth and all succeeding full calender years.

During the separation partial year, the employee will receive 1/12 of the applicable total full calender years employment for each full month of employment.

All vacation days must be scheduled and taken in the calender year they were accrued. There are no provisions for carrying vacation time forward to a succeeding year.

To prevent any misunderstanding, the following hypothetical example is shown.

Vacation accrued and required to be used in the following calendar years.

J. Doe hired September 1, 1990

1990 - 02 days vacation

1991 - 10 days vacation

1992 - 10 days vacation

1993 - 10 days vacation

1994 - 15 days vacation

1995 - 15 days vacation

1996 - 15 days vacation

1997 - 15 days vacation

1998 - 20 days vacation

J. Doe resigned June 30, 1999

1999 - 10 days vacation

The following conditions shall apply to all vacations:

- a. All vacation time must be taken as time off. Vacation time will not be paid in a monetary fashion, in lieu of taking time away from work. An exception is made only when employment is terminated, or in connection with leave of absence, disability leave, or maternity leave.
- b. Should scheduled vacation time be canceled as a result of the need of the WSO, vacation time may be rolled over to the following year with approval from the Executive Director.
- c. The Executive Director or designee shall be responsible for the scheduling of vacations according to seniority, with advance notice.
- d. Vacation time taken shall be recorded on time cards as vacation time, and payment will be made through regular payroll intervals.
- e. Should a holiday fall during a vacation period, it will not be charged against vacation time. Holiday pay is not granted for holidays which occur during a leave of absence in excess of one week, including the first week of such a leave or after the seventh calendar day (5 working days) of unpaid excused absence.
- f. Part-time employees shall accrue vacation time at a rate of half (1/2) the rate of a full time employee.

No extra vacation or compensatory allowance shall be given to an employee due to sickness or disability developed during their vacation.

If an illness occurs, a scheduled vacation, or part thereof, may be canceled upon the approval of the Executive Director or designee under the following conditions:

- a. On or prior to the first day of scheduled vacation week, and the employee notifies his or her supervisor of the sickness absence on or before the first day to be reported as vacation in that week, *then* approval may be given to cancel the vacation, and treat the resulting absence as a sickness absence. The vacation week would, in this case, be rescheduled.
- b. After the first day of any vacation week, or the employee notifies his or her supervisor of the sickness' absence after the first day of any vacation week, then that vacation week shall stand as scheduled. Any additional consecutive week or weeks of vacation scheduled may be canceled and rescheduled.

4. PERSONAL TIME

Employees routinely have matters of personal business that must be conducted during working hours. Examples of appropriate uses are: personal banking, automobile problems, legal matters, problems of homes and apartments, family and personal social emergencies. Although sick time is authorized, and should also be used for medical appointments, personal time hours may also be used to offset medical appointments. The Office provides in this policy a total of twenty-four (24) hours for such personal time occasions. These twenty-four (24) hours are intended to be used for those short periods during regular work days when the employee has personal business to attend to. Each time the employee uses part of the authorized time, the amount of time used must be shown on their weekly time card.

Leave of absence, without pay, may be granted at the discretion of the Executive Director or designee for special purposes or under unusual circumstances.

5. SICK LEAVE

Full time employees suffering any non-occupational sickness or disability, which renders him or her unable to perform the duties of his employment, shall receive sick leave with pay only to the extent that such has been earned through employment at WSO. Any days away from work for non-occupational illness during the first ninety days of employment shall be unpaid days off work. During the remaining ninety days of the probationary period, an employee will be granted three (3) sick days, and they will, from the end of their probationary period, begin to earn additional sick days at the rate of one day per month. Part-time employees accrue sick leave at 1/2 the rate described above. This policy does not include temporary employees. After an employee has completed the

probationary period, they will have nine (9) additional sick days to make a total of twelve (12) days per year. After the first year of employment, each employee will be entitled to a maximum of twelve (12) sick days per year. Unused sick leave may accumulate to a maximum of 24 days (two (2) years accrued). Employees may borrow up to five (5) days of sick leave from the future with the understanding that any borrowed sick leave would be adjusted in the employee's final paycheck when the employee leaves the organization.

The WSO is concerned that employees be in good health. Healthy employees are not only happy employees, but they are more efficient, cause less disruption of the work flow, and less often affect other employees by transmitting communicable diseases. The WSO may require employees to utilize sick time, and may require medical certification for usage of sick leave and/or the subsequent return to work. In accordance with regulations for disability leaves, all unused sick leave must be used prior to eligibility for any disability leave or leave extending beyond thirty (30) days. Sick leave is not accrued during any leave of absence.

6. EDUCATIONAL BENEFITS

The WSO may, to improve the level of skill and knowledge of employees, require that some employees attend conferences, workshops and formal education courses. When employees attend, at the request or direction of WSO, the Office shall assume the full financial costs.

WORKING CONDITIONS & SAFETY

It is the desire of the WSO to offer a safe working environment for all employees and visitors. All employees are charged with the responsibility to inform management of any conditions that are dangerous or potentially dangerous. Management staff will review each comment on safety, inform the employee of their findings, and prepare a written summary of such comments and recommendations as may be appropriate. When appropriate, management staff will add in this section interim safety statements or policies for all affected employees. Interim safety statements or policies will be reviewed by the Board for permanent inclusion in this policy.

1. HEALTH EMERGENCY

The personal safety of WSO employees and visitors is always more important than the protection of WSO property. All responses to health or safety emergencies are built on that premise.

If a fellow employee has a serious injury or health emergency, you should immediately complete the following:

- A. Make sure the patient is sitting or lying in an appropriate manner.
- B. Administer first aid if you have been trained or contact your immediate supervisor to administer first aid.
- C. Call 911 for ambulance assistance if necessary.

No employee will be reprimanded for overreacting and obtaining more medical assistance than required. Employees may suffer greater damage without medical assistance; thus, if there is a question about seeking additional medical assistance, go ahead and obtain any assistance you believe necessary at that time.

If you are personally involved in a health emergency, immediately contact your immediate supervisor and follow their instructions in reference to first aid procedures.

2. FIRST AID TRAINED PERSONNEL

All management level personnel will complete a Red Cross Standard First Aid Course at the expense of the World Service Office.

3. EARTHQUAKE PROCEDURES

If you feel an earthquake or what you believe may be an earthquake, immediately complete the following:

- a. **STAY CALM** - more earthquake related injury can be traced back to a panic response than to structural damage.
- b. Immediately move to stand in a doorway or crouch under a sturdy desk or table.
- c. Stay away from windows or glass dividers and be aware of items that may fall on you.
- d. After the shaking stops, ask for the health status of fellow employees in or near your work area.
- e. Report your own health status to your immediate supervisor.
- f. Check your immediate work area for dangerous conditions (i.e., broken glass, broken electrical fixtures, gas leaks, spills, etc.).
- g. Await senior management instructions in reference to building evacuation.
- h. If asked to evacuate, turn off equipment and leave immediately.

4. FIRE EXTINGUISHERS

All WSO buildings are equipped with hand held fire extinguishers designed for trash, wood, paper, liquids, grease, electrical or electronic based fires. Halon extinguishers are designed for computers and electronic based equipment. Use of a Halon extinguisher on electronic equipment greatly reduces the possibility of additional damage to the electronic equipment. Every employee is responsible for identifying the location of their nearest extinguishers for both electronic and general use.

5. BUILDING RELATED EMERGENCIES

It may be necessary to evaluate our building for employee safety in response to fire, toxic fumes, or other building related emergencies. If you are asked to evacuate the building, do so immediately. It is appropriate to turn off all electrical equipment as you leave, but do not attempt to remove records or equipment.

6. ACCIDENT REPORTING

All precautions possible will be taken to insure safe working conditions. Any accident befalling any employee must be reported immediately to your immediate supervisor and your Division Director.

7. COMPENSATION RELATED TO INJURY ON THE JOB

When an employee is injured on the job, there shall be no deduction from the employee's pay for the day on which he or she was injured and reported for care. Additional time off required, as a result of the injury, when applying for Workmen's Compensation, will first be charged against any unused sick leave, personal leave, or vacation leave. Should the injured employee, upon returning to work, require additional medical treatment as a result of the same injury, he or she shall make every reasonable effort to schedule subsequent medical appointments at such time of the day as to be least disruptive in the performance of his or her duties. Should the employee have medical treatment and/or visits that impair his or her ability to accomplish his or her job duties, or affects the operation of the WSO, the Executive Director shall have authority to reject the return of the employee until said disability is not significant.

SPECIAL ARRANGEMENTS

WSO reserves the right to enter into special arrangements with employees that may supersede established personnel policies. The WSO Board of Directors Personnel Committee will participate in the development of these special arrangements and make recommendations to the Board of Directors for final policy determination.

(1) Amended 11/7/87

(2). Amended 12/88

Adopted August 1986

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