



Employee Handbook



Corporate Office 809 N. Broadway

Scattered Sites 5003 W. Lisbon Ave.

Rent Assistance Office 5011 W. Lisbon Ave.

Community Services 650 W. Reservoir Ave.

Table of Contents

From The Desk of The Secretary-Executive Director 1

Mission Statement 2

Our Work 2

Core Values 2

Core Competencies 3

Background..... 4

Scope of Manual 5

Employment At-Will 5

Our Employee Philosophy 6

You and Your Supervisor..... 6

Orientation Policy..... 6

Classification of Employment..... 7

Staffing..... 8

Layoffs 8

Determining Compensation 8

Equal Employment Opportunity 8

Appointment of Secretary-Executive Director 9

Succession 9

Appointment of Staff 9

Termination of Employment..... 10

Housing and Community Development Act 10

Americans with Disabilities Act (ADA) 10

Non-Discrimination and Harassment Policy 11

Political Activities 15

Confidentiality of Records of HACM Programs 15

Confidentiality and Confidential Information 15

Security of Information 15

Media – Public Statements 16

Public Records Requests 16

Professional Ethics 16

Conflicts of Interest 17

Nepotism 17

Programs Administered or Influenced by HACM 18

Personal Relationships with Beneficiaries of HACM Programs 19

Personal Conduct 19

Safe Work Procedures 19

Outside Employment 19

Introductory Period 20

Payday 20

Direct Deposit 21

Hours of Work 21

Recording Work Hours 22

Employee Self-Service Portal 24

Compensatory Time/Overtime 24

Flex Time 25

Performance Review Policy 25

Employee Assistance Program 25

Benefits 26

Medical and Dental Insurance 26

Prescription ID Card 28

WELLNESS Your Choice Milwaukee 28

Continuing Your Health Coverage 28

Flexible Choices Program 29

Group Life Insurance 29

Long Term Disability Insurance 30

Pension 30

Terminal Leave Pay 31

Deferred Compensation Plan 32

Bus Fare Discount Program 32

Convention/Conference/Workshop/Meeting Attendance 32

Worker's Compensation 33

Vacation Leave Policy 34

Sick Leave Policy.....	36
Holiday Benefits.....	39
Family and Medical Leave.....	41
Medical Leave of Absence.....	45
Political Office Leave.....	46
Personal Leave of Absence.....	46
Education Leave.....	47
Bereavement Leave.....	48
Military Leave.....	48
Jury Leave.....	49
Witness Duty Pay.....	50
Tuition Reimbursement.....	50
Membership Dues Reimbursement.....	52
Volunteer Organizations.....	52
Blood Drives.....	53
Job Posting Program.....	53
Transfer Policy.....	54
Attendance Control Policy.....	54
Inclement Weather Policy.....	58
Dress Guidelines.....	59
Driving for Agency Purposes.....	60

Employee Conduct and Work Rules..... 62

Drug Free Workplace Policy..... 65

Pre-Employment Medical Examinations 67

Safe Work Guidelines 67

Security Awareness in the Field 68

Safety/Accident Reporting 68

Smoking Policy 69

Workplace Violence Prevention Policy 69

Weapons Policy..... 59

Employee Grievance Procedure..... 73

Internet and Email Use Policy..... 75

Electronic Communications Policy..... 78

Electronic Equipment Use Policy..... 80

Personnel Files..... 81

Voluntary Resignation..... 81

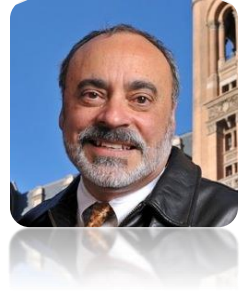
Exit Survey Policy..... 81

Contact Numbers..... 83

Notes 84

Employee Handbook Acknowledgment and Receipt..... 85

**From The Desk Of The Secretary-Executive
Director, Antonio M. Perez**



Welcome to Housing Authority of the City of Milwaukee (HACM). You are joining an Authority with a world-wide reputation for delivering innovative, high quality housing and supportive services to low and moderate income citizens of the City of Milwaukee.

At HACM, we believe in the value of human resources and look forward to your contribution to building and sustaining strong Milwaukee neighborhoods.

Sincerely,

Antonio M. Pérez
Secretary-Executive Director
Housing Authority of the City of
Milwaukee

Mission Statement

The mission of the Housing Authority of the City of Milwaukee (HACM) is to foster strong, resilient and inclusive communities by providing a continuum of high-quality housing options that support self-sufficiency, good quality of life, and the opportunity to thrive.

Our Work

HACM is a progressive, dynamic Authority where the contributions of our employees count toward making a positive difference in the lives of the people it serve. Employees participate in the decisions that affect our work. HACM leadership promises to be flexible and responsive in meeting the needs of customers and employees. This is because they are committed to hearing the opinions of every employee while supporting employee accomplishments.

HACM leadership is committed to developing a diverse workforce that acts with intelligence, vision, and resolve. They work to promote equity, fairness and respectful treatment of employees and customers. HACM leadership recognizes its responsibility for providing the tools and atmosphere employees require to achieve positive results in our community.

HACM is committed to these core values that will allow all of us to give 100% to our jobs every working day.

Core Values

HACM employees can expect a work environment that is safe, and that promotes good physical and mental health.

We are committed to support innovation and productivity.

We will celebrate our success by being willing to learn and grow as we do our work.

We are committed to teamwork.

We are personally committed to approach our job and our professional relationships with honesty and respect for others. Customers can expect HACM to be a visionary and a resourceful Authority capable of solving the challenges that face us. We get things done efficiently in a reasonable amount of time. Our customers have the right to expect superior service and HACM is committed to providing it.

Core Competencies

Core Competencies

Values are the internal compass by which an organization operates. The Housing Authority has identified values by which it will operate. These values are:

- Cooperation
- Integrity
- Inclusive
- Initiative
- Adaptable
- Accountable

These values will govern the actions and interactions of all HACM employees in the pursuit of HACM's mission:

Cooperation

Works harmoniously with others to get a job done; responds positively to instructions and procedures; able to work well with staff, co-workers, peers and managers; shares critical information with everyone involved in a project. Helps to set a tone of collaboration within the work group, across groups and concerned stakeholders; coordinates own work with others; seeks opinions; values working relationships; when appropriate, facilitates discussion before decision-making process is complete.

Initiative

Does more than is required or expected in the job; does things that will improve own competencies or enhance products and services, avoid problems, or develop entrepreneurial opportunities. Plans ahead for potential or anticipated problems or opportunities and takes appropriate action.

Integrity

Strive to maintain the highest standards of personal integrity; displays exemplary behavior in every aspect of his work; identifies the most worthy steps and then takes them; when given a choice, always opts for the reputable route; finds and implements the sterling way to handle any ethically challenging situation. Fair and honest when dealing with others.

Adaptable

Flexible style; receptive to change. Possesses the ability to change, or be changed, to fit circumstances. Adjusts with ease.

Inclusive

Recognizes and values diversity. Respectfully accepts differences and considers other persons perspective; works cooperatively to optimize contributions of all. Solicits inputs and feedbacks and provide constructive feedbacks in return.

Accountable

Demonstrates enthusiasm for and commitment to the achievement of agreed goals and objectives. Accepts responsibility for personal actions and learns from mistakes. Strives to overcome obstacles to achieve desired outcome.

Excellence

Strives to consistently surpass what is common, usual or expected quality and quantity of output. Uses talents, abilities, and skills in the best way possible to achieve organizational goals. Makes the best and optimal decisions and actions given current knowledge and available resources.

Compassion

Possesses an awareness of one's connection to, and interdependence with, others, to the extent to which a person is believed to have the best interests of the other in mind. It includes a high level of empathy that enables the capacity to genuinely care for another person, group, or organization. It is showing concern for the needs and interests of others and caring about them as much, or more, than those of your own. The motivation to care is not ego-driven or primarily profit-oriented.

Discussions about performance are to be conducted with due regard to accepted principles of courtesy, respect and an understanding of each other's roles and responsibilities.

Adherence to all the values detailed above will be the basis of building trust and "living the values".

Background

HACM was chartered in 1944 and is responsible for the construction, management, and provision of safe, affordable, and quality housing with services that enhance residents' self-sufficiency.

HACM is governed by a 7-member Board of Commissioners who are appointed by the Mayor and confirmed by the Common Council.

HACM manages over 4,000 units of low-income housing that are subsidized by the U.S. Department of Housing and Urban Development and administers over 5,600 Section 8 (Rent Assistance) vouchers. HACM also owns and manages over 1,000 units of affordable and market-rate rental housing.

Scope Of Manual

Our goal is to achieve a place of employment that creates a positive and productive work environment that meets the needs of our community. To help us achieve this goal, we have put together this manual for you. This manual, however, may not be all-inclusive, so please consult with your supervisor for an explanation of relevant policies and procedures not contained in this manual. This manual is intended to generally apply to all HACM Inc. personnel, unless a formal written Department policy expressly states otherwise.

The language used in this Handbook is not intended to create, nor is it to be construed to constitute, an employment contract or promise between HACM and any one or all of its employees. HACM retains, in full, the right to change or revoke any of the policies outlined in this Handbook at any time, and may do so with or without prior notice, at its sole discretion. Employment with HACM is for no definite period and may be terminated by the employee or HACM at any time, with or without notice or cause. Only the HACM Board of Commissioners or the Executive Director will have the authority to bind HACM to contracts that modify this at-will relationship. Absent such modifications, the at-will nature of the employment relationship cannot be altered.

Finally, this handbook supersedes any and all previous handbooks, policies and promises, expressed or implied, and can only be amended or modified in writing, signed by the HACM Board of Commissioners or the Executive Director.

We hope you find this handbook to be informative. If there are further questions, we encourage you to ask your supervisor.

We wish you the best of luck and success in your position and hope that your employment relationship with HACM will be a rewarding experience.

Employment At-Will

Employment with HACM is "at-will." This means that an employee can terminate his or her employment, or be terminated by HACM, at any time with or without notice. Nothing in this Handbook creates, or is intended to create, a promise or representation of continued employment. Only the Secretary/Executive Director has the authority to make

an employment agreement for a specific period of time, or to make any agreement contrary to this at-will policy. Any agreement must be in writing and signed by the Executive Director.

Our Employee Philosophy

We treat our employees as if they are the most important assets – because they are. The role that employees play in our Organization is a vital one. Because of this, we want our employees to be top performers and our managers to be dynamic leaders.

You And Your Supervisor

The work you do as a HACM employee is important to us and to our customers. No one HACM job is more important than another. Whether you provide a service directly to our customers or support those people who provide our services, each job is a vital link in the chain of events necessary for the smooth and successful operation of our mission.

No matter what your job is at HACM, we maintain the highest quality standards and work together as a team, supporting one another in attaining individual and Organization goals.

To succeed at HACM, you must meet our high standards, be a team player, and be willing to give that extra effort needed to ensure total customer satisfaction with our services. You should never discuss confidential issues with any other employees.

Your supervisor's job is to help you get settled into your position, provide you with the training and skills you need to develop in your job, and see that all work is accomplished according to our high standards of excellence. Your supervisor directs your work, measures your performance, and recommends you for pay increases, when appropriate.

Should you have any questions about your job or Organization policies, or should you need to discuss a job-related problem, your supervisor is the first person you should contact.

Orientation Policy

HACM recognizes there are factors involved in the successful orientation of a new employee. The employee needs to be offered a comprehensive overview of the benefits, governing rules and regulations, and his or her role within the Organization. New employees may receive a formal orientation depending on position. This program is

conducted by the Human Resource Department.

Classification Of Employment

For purposes of salary administration, eligibility for overtime payments, and employee benefits, HACM classifies its employees as follows:

Full-Time Employees – Employees who regularly work forty (40) hours per week are considered full-time employees. Eligible full-time employees may apply for all available Organization benefits. A full-time employee may also be considered "exempt" or "non-exempt."

Part-Time Employees – Employees who regularly work less than forty (40) hours per week are considered part-time employees. Part-Time employees are only entitled to Social Security, Unemployment Compensation, and Worker's Compensation benefits. A part-time employee may be considered "exempt" or "non-exempt". Effective, January 1, 2014, part-time employees working 30 hours or more per week will fall within the mandate for employer-provided health coverage.

Temporary Employees – Employees who are engaged to work full-time or part-time on the Organization's payroll with the understanding that they are considered temporary (for a particular project and/or specified period of time). Temporary employees shall only be entitled to Social Security, Unemployment Compensation, and Worker's Compensation benefits. Their employment will be terminated upon completion of a specific assignment. (Note that a temporary employee may be offered and may accept a new temporary assignment with the Organization and thus still retain temporary status.) Temporary employees may be "exempt" or "non-exempt."

Contractual Employees – A contractual employee is one who has signed an employment agreement stating the conditions of employment. The employment agreement shall consist of clearly defined explanations of the position, length of time of employment, and specific benefit language, which may or may not be listed in the Human Resource Policies and Procedures. In all such cases, the employment agreement shall prevail.

Volunteers – While not employees of the Organization, volunteers are defined as persons who donate their time and talents in one or more services provided by the Organization. Volunteers shall preserve confidentiality and shall observe the general rules of conduct applicable to all employees.

Non-Exempt Employees – Non-exempt employees are employees who, because of the type of duties performed and the method of compensation, are subject to all overtime

provisions of the Fair Labor Standards Act (FLSA).

Exempt Employees – Exempt employees are employees who, because of their positional duties and responsibilities, are exempt from the overtime provisions of the Fair Labor Standards Act (FLSA).

All Employees hired by HACM will be informed of their initial employment classification and status as an "exempt" or "non-exempt" employee immediately upon hire.

Employment with HACM is "at-will." This means that the employee or HACM can terminate the employment relationship at any time, with or without notice.

Staffing Levels

It is within the sole discretion of the HACM Board of Commissioners to establish staffing levels, rates of pay, benefits, hours, and working conditions of HACM employees.

Layoffs

Adverse economic conditions or reduced operating budgets may require staff reductions within HACM. Employees may be laid off whenever one or a combination of these circumstances occurs. Should layoffs be necessary, appropriate action(s) will be taken in accordance with applicable laws and/or Civil Service Rules and Regulations.

Determining Compensation

The HACM Board of Commissioners approves the rates of pay and benefits for all HACM positions. The Executive Director will recommend rates of pay and benefits based upon federal and state regulations, local ordinances, and rates for comparable positions in the professional category into which a position falls.

Equal Employment Opportunity

HACM is an Equal Employment Opportunity employer and maintains an ongoing commitment to equal opportunity in all of its employment practices, including but not limited to recruitment, hiring, compensation, terms and conditions of employment and termination. . It is our policy in our hiring and all employment practices to provide equal employment opportunity to all qualified individuals consistent with all applicable laws prohibiting discrimination based on race, color, sex, religion, national origin, age,

disability, pregnancy, marital status and/or any other class or status protected by federal, state or local law. Management supports the equal right of all employees to work in an environment free from illegal harassment because of membership in any class protected by Equal Employment Opportunity law of all employees and applicants for employment.

If you believe you have been the subject of illegal discrimination or harassment, you are required to notify your supervisor, the next level of authority, or Human Resource personnel.

Appointment of Secretary-Executive Director

In accordance with Section 66.1201(5)(c) of the Wisconsin State Statutes, the Secretary-Executive Director of Housing Authority of the City of Milwaukee shall be appointed by the Mayor of the City of Milwaukee under an employment contract that provides for compensation and benefits as determined and approved by the HACM Board of Commissioners.

Succession

In the event the Secretary-Executive Director is unavailable due to temporary vacancy, vacations or emergency, the Board delegates operational authority as follows:

- Associate Director
- Assistant Secretary
- Chief Financial Officer
- Director of Community Programs and Services
- Managing Director of Development

Appointment of Staff

Executive Staff

HACM staff responsible for policy development, execution, and program management oversight will be considered "Executive Staff." Executive Staff will be appointed by the Secretary-Executive Director and may have an employment contract negotiated by the Secretary-Executive Director. Absent of a contract, executive staff are considered "at will" employees. The Executive Staff are identified as the positions of Associate Director, Assistant Secretary, Director of Community Programs and Services, Managing Director of Development and Chief Financial Officer.

Senior Staff

HACM staff responsible for direct supervision of major functions will be considered "Senior Staff". Senior staff will be appointed as "at-will" employees by the Secretary-Executive Director at the recommendation of the responsible Executive Staff representative. Positions initially identified as "Senior Staff" include, but are not limited to: Housing Operations Manager, Maintenance Support Manager, Section 8 Program Manager, Human Resources Director and Accounting Manager.

All Other Staff

All other HACM staff will serve in an "at-will" capacity through appointment by the Secretary-Executive Director upon the recommendation of the appropriate Executive or Senior Staff representative.

Termination of Employment

HACM employees serve at the pleasure of the Organization. The employment relationship can be terminated by either the employee or HACM at any time for any reason (as long as the action to terminate an employee does not violate Federal, State, and other applicable employment laws).

These personnel policies and the HACM Employee Handbook are not intended to constitute employment contracts or promises. Employment with HACM is for no definite period and may be terminated by the employee or HACM with or without notice or cause. Only the specific action of the Board of Commissioners can bind HACM to contracts that modify the at-will employment relationship. Absent such formal modification, the at-will nature of employment with HACM cannot be altered.

Housing and Community Development Act

It is the policy of HACM, to the extent possible, to provide employment opportunities to residents served by HACM programs.

Americans With Disabilities Act (ADA)

It is the policy of HACM to provide equal employment opportunities for all employees and applicants, as required by applicable state and federal law. It is the Organization's policy, in compliance with the Americans with Disabilities Act (ADA) and the Wisconsin Fair Employment Act (WFEA), to reasonably accommodate a qualified individual with a disability where such accommodation does not create an undue hardship on the operation of HACM's business. Harassment of an employee because of a real or

perceived disability, or record of a disability, will not be tolerated.

If an employee wishes to request a reasonable accommodation, the employee should contact the Human Resource Office, who will then engage in an interactive process with the employee to identify reasonable accommodations that can be made to allow the employee do perform his or her job. The employee and the employee's medical provider must provide relevant information, including but not limited to the following: :

1. Identifying the disability and/or medical conditions and restrictions
2. Identifying the reasonable accommodations being requested

Both the employee and the employee's medical provider must sign the request certifying the statements are correct and accurate.

It is also the desire of HACM to make its facilities accessible to customers and employees with disabilities. If an employee is aware of areas or services in and around HACM facilities that are not accessible to persons with disabilities, please contact the Manager or the Human Resource Department. The Human Resource Office or appropriate supervisor will thereafter engage in an interactive process with the employee to determine reasonable accommodations, if any.

Non-Discrimination and Anti-Harassment **Policy**

HACM is committed to providing a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits discriminatory practices, including illegal harassment. Therefore, HACM expects that all relationships among persons will be conducted in a business-like manner and free of bias, prejudice, and harassment.

HACM strictly prohibits and will not tolerate unlawful harassment against employees, including but not limited to harassment because of race, color, religion, creed, national origin, ancestry, sex, pregnancy, sexual orientation, gender, age, physical or mental disability, marital status, or any other characteristic protected under applicable federal, state, or local law.

Definitions of Harassment

In general, harassment means persistent and unwelcome conduct or actions based on any of the categories identified above that has the effect of creating a hostile work

environment which substantially interferes with an employee's work performance or ability to conduct the duties of the job. Harassment can take many forms, including but not limited to the following:

- Verbal harassment may include jokes, slurs, epithets, derogatory or sexual comments, insults and innuendoes based on the categories identified above.
- Physical harassment may include unwelcome contact or touching.
- Visual harassment may include derogatory, degrading or sexually suggestive or otherwise inappropriate posters/cartoons/drawings/photographs or other written or graphic material, that denigrates or shows hostility or aversion toward an individual or group based on a protected class that is placed on walls or elsewhere on the employer's premises or circulated in the workplace. It may also include gesturing or leering/staring based on the categories identified above.
- Other threatening, intimidating, or hostile acts.

Sexual harassment may also include the following:

1. Sexual harassment constitutes discrimination and is illegal under federal, state, and local laws. For the purposes of this policy, sexual harassment is defined, as described in the Equal Employment Opportunity Commission Guidelines, as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when, for example: (1) submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment; (2) submission to, or rejection of, such conduct by an individual is used as the basis for employment decisions affecting such individual; or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.
2. Sexual harassment may include a range of subtle and blatant behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include, but are not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, whistling or touching; insulting or obscene comments or gestures; any display of sexually suggestive objects or pictures in the workplace; and other physical, verbal, or visual conduct of a sexual nature. Harassment on the basis of any other protected characteristic is also strictly prohibited. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, sex, sexual orientation, national origin, age, disability, marital status, citizenship, or any other characteristic protected by law, and that: (i) has the purpose or effect of creating an intimidating,

hostile, or offensive work environment; (ii) has the purpose or effect of unreasonably interfering with an individual's work performance; or (iii) otherwise adversely affects an individual's employment opportunities.

This list is illustrative only, and not exhaustive. No form of harassment will be tolerated.

Individuals and Conduct Covered

These policies apply to all applicants and employees (including supervisors and co-workers), whether related to conduct engaged in by HACM employees or third-parties (e.g., an outside vendor, consultant, or customer).

Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings, and business-related social events.

Reporting an Incident of Harassment, Discrimination, or Retaliation

HACM requires reporting of all perceived incidents of discrimination, harassment or retaliation, regardless of the offender's identity or position. Individuals who believe that they have been subjected to any conduct which they believe may violate this policy, or who witness or otherwise learn of any such conduct, must notify their immediate supervisor, the Director of Human Resources, or any other management level employee.

Any reported allegations of harassment, discrimination, or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge. Confidentiality will be maintained throughout the investigative process as reasonably practicable.

Misconduct constituting harassment, discrimination, or retaliation will be dealt with appropriately. Responsive action may include, for example, training, referral to counseling, and/or disciplinary action such as warning, reprimand, withholding of a promotion or pay increase, reassignment, suspension without pay, or termination, as HACM believes appropriate under the circumstances.

If a party to a complaint does not agree with its resolution, that party may appeal to the Executive Director or his or her designee. Employees may also refer to HACM's grievance policy, where applicable.

Retaliation Is Also Prohibited

HACM requires reporting of all perceived incidents of discrimination or harassment. It is

the policy of HACM to investigate such reports and take effective remedial measures when necessary.

HACM prohibits retaliation against any individual who reports discrimination or harassment in good faith, pursues a harassment claim or assists or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or discrimination, or for participating or assisting in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action. Acts of retaliation should be reported immediately and will be promptly investigated and addressed.

False and malicious complaints of harassment, discrimination or retaliation, as opposed to complaints which, even if erroneous, are made in good faith, may be the subject of appropriate disciplinary action.

Conclusion

HACM has developed this policy to ensure that all employees may work in an environment free from illegal harassment, discrimination, and retaliation. HACM will make every reasonable effort to ensure that all concerned are familiar with these policies and aware that any violation of such policies will be investigated and resolved appropriately.

Any employee who has any questions or concerns about these policies should talk with the Manager of the Human Resource Department.

Finally, these policies should not, and may not, be used as a basis for excluding or separating individuals of a particular gender or any other protected characteristic, from participating in business or work-related social activities or discussions. In other words, no one should make the mistake of engaging in discrimination or exclusion in order to avoid allegations of harassment. The law and the policies of HACM prohibit disparate treatment on the basis of sex or any other protected characteristic, with regard to terms, conditions, privileges, and perquisites of employment. The prohibitions against harassment, discrimination, and retaliation are intended to complement and further those policies, not to form the basis of an exception to them.

Political Activities

All employees are prohibited during scheduled work periods from engaging in the distribution of badges, posters, bills, printed or written matter that influences a decision for nomination or election to political office. Employees have the right to become members of a political organization, to attend political meetings during non-work hours, to

express their opinions on all political subjects and to enjoy freedom from all interference in casting their votes. Employees are encouraged to vote in all elections.

Confidentiality of Records of HACM Programs

The records of all beneficiaries of HACM programs are considered to be confidential and cannot be released without the written consent of the program beneficiary.

Confidentiality and Confidential Information

In the daily operations of the Organization, employees may have to use information of a confidential nature in order to carry out their jobs. It is a major responsibility, both ethically and legally, for everyone to safeguard and properly use this information.

Each of us must exercise common sense in the handling of confidential information, including reproducing documents or disseminating information either inside or outside the Organization. The best precaution is to treat all information regarding customers, development, marketing, production processes, equipment, personnel information, and related operations, as confidential and not to be divulged to unauthorized personnel. Information which is passed from one employee to another should be on a "need to know" basis only.

The divulging of confidential information may result in disciplinary action up to and including termination. The Organization may pursue any and all legal remedies, including injunctive and monetary remedies, to deter any such activities contrary to this policy.

Security Of Information

An employee of the Organization must exercise the utmost discretion in regard to matters of official business of the Organization. At no time may an employee communicate information that has not been made public, received clearance for, or authorization from the Executive Director for private advantage or political purposes.

Media – Public Statements

All media inquiries, whether verbal or written, are to be directed to the Executive Director or his/her designee, who will evaluate and appropriately direct the request. Individuals designated to speak on the Organization's behalf are the Executive Director and the Board Chair. No one other than these individuals is authorized to represent HACM's

position to the media. The Executive Director or the Board Chair may designate a spokesperson to address a particular issue.

Non-designated employees are prohibited from representing HACM to the media or public. Violation of this policy may lead to disciplinary action, up to and including termination.

Public Records Requests

The Executive Director is the custodian of HACM records. Any requests for information found in the HACM archives, patron files, personnel files and departmental files are to be referred to the HACM Executive Director.

Professional Ethics

HACM employees will be held to a Code of Professional Conduct that expects employees to:

- Promote the public interest through the advocacy and practice of responsible administration of HACM programs.
- Perform work responsibilities with the highest degree of integrity and professionalism in order to merit the respect of program beneficiaries, elected officials and the general public.
- Exercise diligence, objectivity, and honesty in executing professional responsibilities.
- Avoid activities which conflict with official duties and not accept directly or indirectly any fee, rebate, commission, discount, gratuity or other benefit whether monetary or otherwise for the professional discharge of duties except an authorized established salary, expenses, and other benefits.
- Serve the public with dedication, concern, courtesy and responsiveness.
- Continually strive for professional excellence personally and encourage and support coworkers in their professional development efforts.
- Promote and encourage the highest level of ethics within the Organization.
- Immediately report known violations of this Code of Professional Conduct to the Executive Director.

Conflicts Of Interest

Many HACM staff has direct and regular contact with local businesses, community-based agencies, and the real estate development community. HACM must ensure that employees are not in a position to gain financially from HACM's business transactions. Employees are required to disclose, to the Executive Director, any circumstance that could potentially present a financial conflict of interest.

The following circumstances are always considered a financial conflict of interest, and must be disclosed:

- Owning or having a financial interest in any Organization that does business with HACM, if the employee has influence over the Organization's business or financial relationship with HACM.
- Representing a private party as a real estate broker in any transaction involving real estate owned by HACM.
- Using professional relationships developed on the job for personal financial gain.
- Using inside information learned on the job for personal financial gain.

*The following circumstances **may** present a conflict of interest, and must be disclosed:*

- Establishing or administering programs or policies that affect real estate owned by the employee.
- Buying or selling real estate that will be affected by HACM programs or policies.

Nepotism

HACM hires people based on their qualifications for the job. To make sure this standard is always upheld and to maintain the integrity of business and professional personal conduct, HACM has certain restrictions on when and where relatives of staff members can be hired, and how related staff members can work together.

HACM recognizes that employment of family members can cause various issues in the workplace, including but not limited to concerns of favoritism and conflicts of interest. Such concerns, whether real or perceived, can lead to unnecessary problems in the workplace.

For purposes of this policy, a family member is anyone related to a HACM employee by blood, marriage, or law, including but not limited to the following:

- Spouse or domestic partner
- Children (including step-children and foster children)
- Parents (including step-parents and foster parents)
- Grandparents
- Grandchildren
- Siblings (including step-siblings and foster siblings)
- Cousins
- Nieces and nephews
- Aunts and uncles
- Members of the same household

No person will be appointed if related by blood or marriage to the appointing officer, appointing board, or direct supervisor, but may be appointed by a non-relative where appropriate. Employees are prohibited from supervising and/or exercising management authority (directly or indirectly) over family members and/or participating in (directly or indirectly) employment decisions/actions concerning family members, including but not limited to the following:

- Initial hire and/or interview
- Retention, promotion and/or transfer
- Salary decisions
- Work assignments, including scheduling
- Leaves of absence
- Performance evaluations and/or disciplinary actions

Subject to the above requirements, this policy does not prohibit a family member of an employee from being employed as a co-worker, provided that neither co-worker has any supervisory/management authority over the other, and provided that the family relationship does not cause problems in the workplace.

However, regardless of whether a supervisory/management relationship exists, employees are expected to disclose family member relationships to Travaux at any and all of the following times:

- At the time of interview/hire or as soon as possible thereafter
- When such a relationship is established (for example, when a family member relationship is established by marriage or by virtue of moving in to the same household)
- When an employee assumes a position of supervision/management over a family member (such as at the time of promotion)

In other words, even if a supervisory/management relationship does not exist, employees are expected to notify the company of family member relationships. If an employee is unsure of whether a particular relationship is considered a “family member” relationship prohibited by this policy, the employee should contact Human Resources to discuss.

HACM reserves the right to transfer and/or re-assign employees as necessary to maintain compliance with this policy. Any exceptions to this policy must be approved, in writing, by the Secretary/Executive Director.

Violation of this policy may result in discipline, up to and including termination.

Programs Administered or Influenced by HACM

In fulfillment of its mission to provide quality and affordable housing, HACM manages a variety of programs that benefit property and business owners. HACM has an overriding obligation to treat all program applicants fairly and to maintain credibility in the eyes of the public.

To avoid conflicts, or the appearance of conflicts, of interest that could threaten HACM's credibility, it is the policy of HACM that executive and senior staff and their spouses are prohibited from having a financial interest in any HACM programs managed or significantly influenced by HACM unless approved by the Secretary-Executive Director or in the case of the Secretary-Executive Director, it should be approved by the Board of Directors.

Other employees may apply for such programs if program rules allow.

To ensure fairness, any application filed by a HACM employee or Board member, his or her spouse, or his or her siblings, parents, or children must disclose the applicant's relationship to a HACM employee or Board member on the application.

The application will be subject to additional scrutiny, and the decision about whether the application may proceed through processing will be made by the Secretary-Executive Director.

Personal Relationships with Beneficiaries of HACM Programs

Personal relationships which would impact the ability of an employee to objectively perform their responsibilities are to be avoided. Personal relationships which interfere with the normal business relationship between HACM and program beneficiaries may subject an employee to disciplinary action, up to and including termination.

Personal Conduct

HACM requires employees to maintain a proper and considerate relationship with the public, elected officials and co-workers at all times. HACM further requires employees to exercise the utmost courtesy in their contact with the public, whether it is in person, by correspondence, or by telephone – even under the most trying circumstances. Employees are not to be argumentative or use abusive language with any other person in carrying out their assigned duties. If any employee believes that a member of the public, an elected official or a co-worker is acting inappropriately, the employee should contact his or her supervisor or Human Resources.

Safe Work Procedures

Employees are instructed to exercise necessary safety measures in the course of their employment. Employees have a responsibility to follow safe work procedures. If an employee observes unsafe working conditions, it is that person's obligation to either correct the problem or report it to the supervisor. It is not the employee's responsibility to attempt a job which appears to be unsafe.

Outside Employment

There are many reasons HACM employees may want to hold a second job or provide professional services as a consultant. Under certain circumstances, this is acceptable. A second job or consulting relationship that negatively affects or appears to affect employee performance at HACM may be grounds for disciplinary action up to and including termination.

Employees who hold a second job or do consulting work that conflicts with their HACM responsibilities, or which may constitute a conflict of interest (or have the appearance of

conflict) with HACM, must disclose such outside employment or consulting arrangement in writing to the Executive Director. The employee may be formally asked to quit the second job or end the consulting arrangement. An employee who refuses will be subject to disciplinary action up to and including termination.

Introductory Period

HACM strives to select and retain the best people for each of its employment positions and to ensure that a newly hired employee is a good fit for the HACM. Accordingly, the Organization considers the first 90 days of employment to be an introductory period.

All new and rehired employees are placed on a ninety (90) day introductory period that is a time of close review. The introductory period is intended to give you the opportunity to determine if the new position meets your expectations and to give HACM the opportunity to evaluate your skills to ensure you are a suitable fit for the position. At or towards the end of the 90-day introductory period, HACM will determine if the employee has the necessary ability, skills, aptitude, and potential to properly perform the functions of the position.

Your introductory period may be extended if the Organization determines that it is reasonable to do so. At any time during or after the introductory period, you or HACM may end the employment relationship without cause or advance notice.

Notwithstanding the introductory period, your employment remains “at-will.” This means that the employee or HACM can terminate the employment relationship at any time, with or without notice or cause.

Payday

Employees are paid on Thursdays, every two weeks, twenty six (26) times per year. All required deductions such as federal, state, and local taxes, and all authorized deductions, such as premiums for medical coverage, will be withheld automatically from your paycheck.

Please review your paycheck immediately for errors. If you find a mistake, report it to your supervisor immediately. Your supervisor will assist you in taking the steps necessary to correct the error.

HACM does not provide paper pay stubs; however, you may view your pay stubs by utilizing the current third party payroll processing program.

Direct Deposit

HACM requires all employees to use direct deposit for payroll. Direct deposit is a program through which your net pay is automatically deposited into your checking or savings account. Employees who do not have a checking or savings account will have their payroll deposited directly onto a debit card, provided by the Organization. If guidelines are properly followed, use of this card incurs no charge to the employee; however, any fees sustained as a result of use outside of the guidelines provided are the sole responsibility of the employee. The Human Resources Department will arrange for direct deposit for employees.

Hours of Work

HACM expects and requires that you be at your work area at the regular start time and to work until the regular quitting time. HACM will determine the above times and make occasional changes in emergencies or when changes in conditions occur.

Working hours are normally from 8:00 a.m. to 4:45 p.m., Monday thru Friday, including a 45-minute unpaid lunch period, normally between 12:00 p.m. and 12:45 p.m. The lunch period will be regulated or assigned on an individual basis so as to minimize any inconvenience to the public.

Your immediate supervisor may, from time to time, as operational requirements necessitate, assign temporary work schedules that vary from your normal working hours. When practical, you will be given as much advance notice as possible. Special exceptions to the normal work hours for your convenience must be approved by your immediate supervisor and noted.

The normal workweek shall be 8 hours per day, 40 hours per week. Any time worked in excess of 8 hours per day or 40 hours per week must be approved in advance by your immediate supervisor. Failure to obtain appropriate approval in this regard may result in discipline. Whenever possible, work schedules will be adjusted to limit the necessity for you to exceed 8 hours per day or 40 hours per week.

You are allowed two 15-minute rest periods per day as workloads permit, one in the morning and one in the afternoon, at times designated by your Supervisor. Extending rest periods beyond the allowable time is prohibited.

HACM reserves the right to designate areas within housing development boundaries and office premises where you may take your lunch and rest periods.

Recording Work Hours

HACM has chosen PAYCOM as its automated time entry system for recording work time and time off. The following guidelines are designed to ensure all employees understand the procedures; however, employees are encouraged to contact their supervisor with any questions or concerns.

Non-exempt employees will punch in and out to record time via computer terminal or Kiosk.

Specified Non-exempt employees will punch in and out to record time via cell phone.

Exempt employees have a set schedule, which is automatically loaded into the PAYCOM record. These employees need only enter time that deviates from their schedule (Exception Time).

Entering In/Out Time When Away

If an employee is away from HACM on official business (conference, training opportunity, etc.), the supervisor enters the time worked on the employee's E-Time card.

Grace Period

A grace period refers to the 7-minutes prior to or after a scheduled in or out punch. Punches that fall up to 7 minutes before and up to 7 minutes after the scheduled in or out punch will be rounded to the respective scheduled in or out time. Any punch in/out prior to or after the 7-minute grace period will be subject to the attendance rules. Meal punches are not provided a grace period and are subject to the attendance rules.

Failure to Punch In/Out

Non-exempt employees are required to record arrival and departure times in the PAYCOM Time System.

Non-exempt employees are expected to punch in/out for lunch periods; however, since there is no grace period for lunch punches, the employee should be careful to ensure he or she does not waiver from his or her meal period time-allowance, thereby generating unauthorized overtime.

Failure to completely record a work period by clocking in and out creates a "missed punch" in the PAYCOM application. This missing punch will appear as a rectangular

shape filled in red. Supervisors are responsible for ensuring that time cards of their staff contain no missed punches prior to approving their employees' work and exception time. Continued neglect by an employee to punch in/out may be cause for progressive discipline, up to and including termination.

Misuse of E-Time Entry or Leave Recording

Allowing another employee to punch in/out for an employee will constitute falsification of a record and will result in progressive discipline of both individuals, up to and including termination.

Schedule Changes

If an employee's schedule changes, the respective supervisor will contact Payroll to relay the new schedule, which will be followed by written confirmation via email. The new schedule will be entered into the PAYCOM system to ensure proper grace period and attendance allocation.

Holiday Pay

If a non-exempt employee works on a holiday he or she will receive holiday pay in addition to the actual hours worked on that day, which will be compensated as overtime or comp time using the Overtime and/or Comp Time guidelines outlined above.

Time Card Adjustments

Every action in PAYCOM leaves an audit trail indicating the username of all punches, pay code entries, and adjustments. Human Resources will audit time cards on a monthly basis. Employees are not allowed to adjust their own time cards, including those who are designated by managers/supervisors to adjust other non-exempt employee time cards. Any adjustment to employee time cards must be made at the Supervisor/Manager level.

PAYCOM Approvals and Payroll Processing

New employees must be processed by Human Resources inclusive of all necessary paperwork. They may begin recording their time in PAYCOM immediately.

Employees should review their timecards for accuracy, missing punches, and completeness of their PAYCOM submissions and report any discrepancies to their supervisors as early as possible the Monday following the end of a pay period. This will allow the supervisor time to adjust and approve the time cards of his or her staff by the payroll deadline.

Employee Self-Service Portal

PAYCOM has an Employee Self-Service (ESS) Portal for Human Resource and Payroll information. Here you can read important information, review and change your demographic information, view your checks stubs, change your tax exemptions or direct deposit allocations, and much more.

HACM encourages you to explore the different PAYCOM tools available to you, please contact a member of the HR Team with any questions. Your HR Team can be reached at 414-286-8500.

Compensatory Time/Over-Time

Employees who are eligible for overtime pay under the federal Fair Labor Standards Act (“FLSA”) may be entitled to compensatory time off at a rate of 1.5 hours for each overtime hour worked, instead of cash overtime pay. , unless an employee has been advised before the overtime is worked that it will be compensated in cash, or unless the employee has accrued the maximum number of compensatory hours (240), consistent with and to the extent required by the FLSA.

Compensation time off must be approved by supervisors in advance. An employee will be permitted to use compensatory time on the date requested unless doing so would unduly disrupt the operations of the Organization. The maximum number of compensatory hours an employee can accrue is 240 and HACM reserves the right to schedule time off, payable with accumulated comp time, after employees accumulate 200 hours.

Overtime is considered a condition of employment, refusal to accept it or working overtime without prior approval are causes for disciplinary action, up to and including termination.

It is the responsibility of the Manager to regulate the amount of overtime worked by each employee to assure overtime payouts are in line with HACM budgetary restrictions.

Exempt Employees

HACM understands that an exempt employee’s responsibilities sometimes require such employees to work well in excess of a typical 40 hour week.

In recognition of this fact, HACM will allow exempt employees a limited ability to earn and use “compensatory time” as follows:

Employees who are exempt from overtime under Federal law are allowed to accumulate “compensatory time” for hours worked in excess of 40 hours in a work week at a rate of 1 hour for each hour worked up to a maximum balance of 100 hours. Exempt employees are allowed to use such time subject to workplace demands and with prior Management approval.

Flex Time

A flexible schedule arrangement permits full-time exempt management-level staff some flexibility in scheduling work hours. This includes changing starting and departure times outside of normal working hours (8:00 a.m. to 4:45 p.m.), a full or partial day off when work schedules permit, or other arrangements that allow eligible employees to adjust their hours in relation to work demands or personal preferences.

Eligible employees are expected to work a minimum average of at least 40 hours per week. Flextime should not be authorized for time off in substitution of family or medical leave.

It is reasonable to allow time off under this provision to eligible employees who have worked significant amounts of time beyond the 40-hour weekly norm. Supervisors must approve requests for flexible schedule and use their judgment and discretion in weighing the needs of the individual for some time away from work, the needs of the department, and the relative amount of overtime the individual has been working.

The amount of flexibility granted under the flextime schedule provision should relate to the amount of extra time worked, and time should generally be taken within a few weeks. Flex time is not to be “banked” for use weeks or months later.

Performance Review Policy

Annual Performance Reviews are completed for all employees. The Performance Review is intended to be a tool to provide feedback to the employee; however, it is expected that the employee has received this feedback throughout the year. Ongoing coaching of the employee by the supervisor is emphasized. The components of the performance review are to be linked to the department’s mission, vision and performance indicators.

Employee Assistance Program

The Employee Assistance Program (EAP) is a free and confidential counseling and referral service for all employees and their eligible dependents that may be experiencing personal or workplace problems. The City’s EAP is operated by the City of Milwaukee

Department of Employee Relations, 200 E. Wells, Room 700. This program assists hundreds of employees each year with a wide array of personal problems such as alcohol and drug abuse, child rearing, marital problems, family issues, interpersonal relationships, emotional problems, mental and/or physical illness, legal problems and financial difficulties. Employees may make a self-referral by contacting the Employee Assistance Specialist at 286-3145 for either a phone consultation or an appointment for an in-person consultation. Appointments made with the EAP must be carried out on an employee's own time. Office hours are Monday-Friday, 8:00 A.M. – 4:45 P.M. Involvement in the program on a self-referral basis remains strictly confidential between the employee and the EAP specialist. There is never a charge to an employee for the service of the City's EAP personnel. However, if a referral to another entity is necessary, the fees for services of that entity may be based on income or covered by the employee's own health insurance.

Benefits

HACM provides a comprehensive benefit program designed to assist you and your family in meeting the financial obligations that can result from illness, disability and death, and to help you plan for your retirement.

This section of the handbook highlights some features of our benefit plans. These plans are described more fully in the Summary Plan Descriptions (SPDs) that are provided for each benefit. Complete descriptions of all our benefit plans are contained in our master contracts and documents that are held in our Department of Employee Relations office. As carefully as we try to write these highlights and the Summary Plan Descriptions, they cannot replace or change any provisions of the master documents that actually govern and control your benefits.

HACM has the right to alter or change any benefit within the realm of Wisconsin law.

Medical and Dental Insurance

Eligibility

Employees hired on a full-time, regular basis become eligible for medical/dental benefits for themselves and their eligible dependents upon completion of thirty (30) consecutive calendar days of active service. Effective, January 1, 2014, part-time employees working 30 hours or more per week will fall within the mandate for employer-provided health coverage. Enrollment in Health/Dental insurance programs is optional. Employees may select from a choice of available plans. Before choosing a specific plan it is in the employee's best interest to learn how the benefits differ and which policy best suits the employee's specific needs. Each employee will be given an enrollment form during

orientation. To enroll, the employee must complete and return the form(s) to the Human Resource Department by the date he or she is eligible to enroll.

Benefit Elections

If employees do not select medical, dental, or life coverage when they become eligible, they will have to wait until the next open enrollment period to join. The benefit elections that employees select will remain in effect for the rest of the plan year until the next open enrollment, unless they have a change in their family or employment status that is considered to be a qualifying event in accordance with governing laws. Human Resources must be notified within thirty (30) days of a change in family status (i.e., birth, marriage, divorce, loss of other coverage, etc.) to be eligible to add a dependent.

Change in Coverage

There are some events that allow enrollment before the open enrollment period, (i.e., loss of other healthcare coverage for employee, spouse or dependents); however, Human Resources must be notified within thirty (30) days of the triggering event. A triggering event consists of a change in family status (i.e., birth, marriage, divorce, legal separation, spouse gets a new job or spouse leaves/loses job, etc.) in which the law permits the addition of an employee and/or their dependent(s), providing the employer is notified not more than thirty (30) days after the event.

You may drop your coverage at any time during the year; however, employees can only re-enroll during open enrollment or following a qualifying event. If you feel you have experienced a qualifying event and would like to change one or all of your chosen plans, please notify Human Resources no more than thirty (30) days after the event.

Adult Children Eligibility

For some benefits, employees may be able to elect coverage for adult children under the age of 26, regardless of their student status. If adult children are eligible for coverage under their own employer, they are still eligible for coverage under their parent's insurance if their premium cost would exceed the extra premium cost their parent(s) would pay to add them to their coverage. Employees are not required to add eligible adult children; however, they may do so if they choose.

Domestic Partners

Domestic partner medical benefits are available. Employees must be in a registered Domestic partnership in order to be eligible for these benefits. There are tax implications associated with the benefits. The complete instructions can be found on the Employee Self-Service Portal.

Prescription ID Card

Whenever you or a covered family member has a prescription filled at a participating retail pharmacy, present your prescription drug ID card to the pharmacist. Services include:

- A network of thousands of participating pharmacies
- Convenient mail-order pharmacies for medications you take on a regular basis
- Sophisticated medication safety checks
- Round-the-clock access to registered pharmacists
- Well-trained Member Service representatives

As a member, you'll find the services that you're used to with a traditional pharmacy—and then some.

WELLNESS...Your Choice Milwaukee

HACM, along with the City of Milwaukee, is partnering with a health organization to provide comprehensive health and wellness services to City employees. The program includes a blood draw, an online Health History, a meeting with one of Workforce Health's health educators, and a report to each member who completes the process. Employees who complete the comprehensive health and wellness service will not have a health assessment fee.

Continuing Your Health Coverage

In accordance with the Consolidated Omnibus Budget Reconciliation Act (COBRA), you (and/or any dependents covered under your benefit plan) would be entitled to continue medical and/or dental coverage in the event of: termination of employment, reduction in hours which results in a loss of benefit eligibility status, death, legal separation, annulment, divorce, a dependent reaching the maximum age limit, and certain other circumstances.

The employee and his or her eligible dependents may have the right to continue health care coverage for up to eighteen (18) months, twenty-nine (29) months or thirty six (36) months depending upon the reason for loss of coverage at his or her (or the dependent's) expense, unless discharged for gross misconduct.

A representative from the City of Milwaukee Department of Employee Relations (DER) will contact you concerning these options at the time termination occurs. However, in the

event you become divorced or legally separated, or one of your dependents ceases to be eligible for coverage, you and/or your dependents are responsible for contacting the DER to discuss your continuing rights, within thirty (30) days.

Flexible Choices Program

HACM is pleased to offer the Flexible Choices Program. A Flexible Spending Account (FSA) is an important part of your overall benefit package. Through the FSA program you can set aside a portion of your earnings with pre-tax dollars, for everyday expenses you may have with dependent day care expenses, out-of-pocket medical expenses, including dental, vision, doctor-prescribed over-the-counter medications, and prescription drug expenses; and work-related parking expenses.

You must enroll before the expiration of thirty (30) days after your hire date or you may wait until the open enrollment period to enroll for the next year. The FSA program does not roll over into the next year automatically; you must re-enroll during the open enrollment period.

This program allows you to pay for your doctor-prescribed out-of-pocket medical, dependent care, and work-related parking expenses with pre-tax dollars by designating a pre-set amount to be deducted from your paycheck each pay period before any taxes are computed.

Group Life Insurance

Effective January 1, 2014 the City of Milwaukee will implement a new life insurance plan.

Under the new plan all eligible employees working more than 20 hours per week will automatically receive a \$50,000 basic life insurance policy that will be paid for by the City of Milwaukee. Note, enrollment in basic life insurance is automatic and employees are not required to sign up or complete enrollment forms to participate in this plan.

Eligible employees will also have the option to purchase voluntary life insurance and family life insurance coverage. Voluntary life insurance is coverage that an employee can purchase in addition to the \$50,000.

All eligible employees may elect family life insurance. To be eligible an employee must carry voluntary life insurance. Family life insurance is a single fixed deduction that covers the employee's family (spouses, domestic partners and dependent children) regardless of the number of dependents. Spouses and domestic partners will have \$25,000 of coverage.

Dependent children 6 months of age through 26 years of age will have \$10,000 of coverage and dependent children 14 days old through 5 months of age will have \$2,000 in coverage.

Employees may elect family coverage within 30 days of a qualifying event (marriage and births).

Employees may only cancel family life insurance during open enrollment periods. The employee is the only beneficiary of family life insurance. Family life insurance terminates upon the death or retirement of the employee. If an employee resigns or is terminated they can port their family coverage.

Employees must enroll for group life insurance before they complete six consecutive months of service or they will be required to wait until the next Open Enrollment benefit period.

Long Term Disability Insurance

HACM provides long term disability (LTD) insurance. All eligible employees who have been on the payroll for at least six months automatically receive this benefit. The disability insurance allows you to protect your income if illness or injury prevents you from performing your job and could be especially important if your salary is your primary or sole source of income. The LTD program features two parts: a core benefit plan and an optional benefit buy-down plan, which allows you to utilize LTD benefits earlier than the core benefit plan. The core benefit is provided by HACM at no cost to eligible employees. The optional benefit can be purchased by employees and paid through payroll deduction. See Human Resources for more information.

Pension

HACM participates in the City of Milwaukee Employee's Retirement System. The Employee's Retirement System provides duty disability benefits and ordinary disability benefits along with other programs. Employees who annually average more than 20 hours of work per week are eligible for membership in the system as are those employees who have been previously enrolled but accept positions of 20 hours per week or less. HACM pays on, behalf of the employee, the full member contribution, which is a percentage of the employee's earnings, excluding overtime (5.5% for employees hired before January 1, 2014, and 4% for those hired thereafter). Employees are vested in the retirement system after four years.

Employees who separate from HACM employment and have at least four years of service may leave their member contribution in the Employee's Retirement System and

draw a pension allowance upon reaching the minimum regular service retirement age of 60.

If an employee retires after 15 years of service and after reaching age 55, retirement benefits can start immediately, but at a reduced rate. Employees whose jobs are terminated may be eligible for special separation benefits. Employees separating from HACM employment after at least eight years of service may be eligible to withdraw their pension funds from the system. The City's Annuity and Pension Board has produced an information booklet on the Employee's Retirement System benefits. Copies are available from their office.

Employees eligible for pension benefits who are considering retirement should contact the Human Resources office as soon as they have selected a tentative retirement date. Human Resources office staff will assist the employee in establishing a final retirement date by computing accrued leave time and compensatory time (for employees who are not exempt from overtime pay) benefits which must be used or paid in a lump-sum before the official date of retirement. Employees must file a request for retirement (whether regular retirement or disability retirement) with the City of Milwaukee's Employee's Retirement System office no fewer than 30 days nor more than 90 days prior to the effective date of retirement.

Terminal Leave Pay

Full-time employees who retire under the provisions of the Employee's Retirement System (excluding retirement on deferred to actuarial reduced pension) are entitled upon retirement to receive a lump sum payment from their earned and unused sick leave balance. The guidelines are as follows:

Retiring non-exempt employees are eligible for a maximum of 240 hours. Retiring exempt employees are eligible to receive 30 percent of their remaining sick leave balance. In addition, retiring exempt employees will receive payout for up to one-half of the sick leave hours (up to 48) accumulated during their last full year (26 preceding pay periods) of employment prior to normal retirement, less any sick hours used during that period. If more than 48 sick hours have been used during that period, the employee shall only receive 30 percent of their remaining full day sick leave balance.

Terminal Leave benefits are paid as soon as administratively possible following an employee's date of retirement. Terminal leave compensation does not affect an employee's pension benefits. Employees who retire on disability or duty disability are not eligible for Terminal Leave benefits.

Deferred Compensation Plan

Deferred compensation allows employees, through regular payroll deductions, to save and invest money for retirement. The money saved and interest accrued is not subject to state and federal income taxes until withdrawn. Subject to IRS regulations, participating employees may have part of their gross salaries deducted from their biweekly paycheck. Individuals aged 50 or over are allowed to contribute an additional amount. This money (“deferred compensation”) is then invested at the option of the participant in any of several investment alternatives. Upon retirement or termination of employment, the savings and interest may be withdrawn in periodic payments or in a lump sum. In the case of a serious, unexpected financial emergency, as defined by the Internal Revenue Service, funds may be withdrawn prior to retirement. The City of Milwaukee’s Deferred Compensation Board has the responsibility of reviewing or approving all emergency requests. For more information please call 286-5541.

Bus Fare Discount Program

The discounted bus fare program provides discounted bus fares to HACM employees who use public transportation to get to and from work. Employees may sign up at any time of the year to receive a commuter value pass that is validated every 3 months through the City of Milwaukee Department of Employee Relations. This pass is for unlimited use. The cost of the program is handled through payroll deduction on the first paycheck of every month.

If you wish to sign up for the program, please contact the HACM Human Resources department.

Convention/Conference/Workshop/Meeting Attendance

Staff members are encouraged to attend and participate in conventions, conferences, workshops, institutes and meetings (local organizations or professional groups) which enable them to keep current with new and changing developments in their employment field, the community, and with the materials and events which affect the needs of the Organization. Paid time off and/or partial or full expense reimbursement may be available for such participation.

Requests must be made in advance and must be approved by the employee’s immediate supervisor and the Executive Director. Following completion of the approved program,

employees must submit required receipts and a written evaluation of the program.

Worker's Compensation

It is the policy of the company to provide a workers' compensation program at no cost to employees. This program covers any injury or illness sustained in the course of employment.

Injuries must be reported promptly. Any employee who sustains a work-related injury or illness should inform the Human Resource Department or his or her supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately.

The supervisor should immediately inform Human Resources of the injury or illness so the coordinator can complete a First Report of Injury. Human Resources will help the employee and the employee's supervisor arrange for appropriate medical treatment.

Full-time employees who sustain a compensable injury while performing work within the scope of their employment may receive Worker's Compensation for the period of time they may be temporarily, totally, or partially disabled because of a work-related injury.

Eligibility for Worker's Compensation benefits is determined by a third party administrator. There is a three (3) day waiting period, which starts the first workday after the day of injury, including Saturday. If an employee is out of work for an injury, he or she may use accrued time off as compensation. If the injury goes beyond three days, and is determined to be work-related, the third party administrator will make payment as follows:

- If the employee does not use accrued time off as compensation for the three-day waiting period and/or beyond while waiting for determination from the third-party administrator, he or she will be paid at 66.6% for all lost time, including the three-day waiting period. Payment shall be made to the employee through payroll, reimbursable to HACM by the third-party administrator.
- If the employee uses accrued time off as compensation for the three-day waiting period and/or beyond while waiting for determination from the third-party administrator, all time used will be deducted from the employee's appropriate accrual balance, which will not be credited back to the employee because they have received payment for 100% of the lost time.

Worker's Compensation benefits are exempt from all taxes; however, elected benefits will continue, unless written notification of benefit termination is received prior to payroll closing. Payroll closing is the day following the last day of the pay period in which the

time was lost. All court-ordered child support and/or garnishments will continue as mandated by law.

Return-to-work program

It is the policy of HACM to support the practice of bringing injured employees back to work, as soon as they are medically able, to a position within the company that is compatible with any physical restrictions they may have. Current positions can be modified to fit an injured employee's medical restrictions. If this is not possible, temporary transitional jobs may be made available either with the employee's department or through a temporary assignment with another department.

Zero tolerance for fraud

Workers' compensation fraud is a punishable crime. Our organization and our insurer have a "zero tolerance" policy for fraud. Offenders will be referred for prosecuted. If you think you see fraud happening, tell a supervisor or manager right away. Your tip will be investigated and kept confidential.

Vacation Leave Policy

HACM provides and encourages time off, with pay, for the purpose of rest and relaxation and, when necessary, to address scheduled personal commitments or obligations.

Eligibility and Accruals

Employees hired before January 1, 2013

Full-time employees must complete twelve (12) months of actual service before being eligible for paid vacation. In some instances, employees with at least six (6) months of service may be permitted to take up to one week of vacation within the first year of employment if the employee is expected to complete a full year of service. If an employee is permitted to take vacation in advance of having earned it, the vacation pay must be repaid if the employee leaves HACM before completing one year of service. HACM reserves the right to recoup vacation from the employee's last pay check.

Vacation time is earned and accrued as follows.

<u>Service Years Completed</u>	<u>Maximum B/W Accrual</u>	<u>Vacation Earned Per Year</u>
0 up to 4	3.7 hrs.	96 hrs.
4 up to 9	5.3 hrs.	136 hrs.
9 up to 14	6.8 hrs.	176 hrs.
14 up to 21	8.4 hrs.	216 hrs.

21+ years

9.9 hrs.

256 hrs.

Employees Hired after December 31, 2012

Full time HACM employees must complete 90 days of actual service before being eligible for paid vacation; City employees are eligible for paid vacation upon hire in accordance with the Milwaukee Code of Ordinances.

Vacation time is earned and accrued as follows.

<i>Service Years Completed</i>	<i>Maximum B/W Accrual</i>	<i>Vacation Earned Per Year</i>
0 up to 4	3.08 hrs.	80 hrs.
4 up to 9	3.85 hrs.	100 hrs.
9 up to 14	5.38 hrs.	140 hrs.
14 up to 21+	6.15 hrs.	160 hrs.

Vacation Pay

Vacation pay is the employee's regular rate of pay, excluding overtime or holiday premiums.

Scheduling Vacations

Every consideration will be given to scheduling vacation at the convenience of the employee and seniority will be considered to the extent operations are not negatively affected. However, business requirements may make it necessary to limit the number of employees who may be absent from the departments at one time. Therefore, vacations must be scheduled in advance and with the prior written approval of the employee's manager or immediate supervisor. Where conflicts develop, they will be resolved as fairly as possible. Consequently, the final determinations of vacation schedules belong with the Authority based on business requirements.

All vacation requests must be made in advance and approved by the supervisor. Department managers/supervisors may determine the amount of advance notice required. Department managers/supervisors may, on occasion, deny vacation requests due to scheduling or work conflicts.

Illness During Vacation

If the employee becomes ill while on vacation, available sick time may be used, in lieu of vacation, if a physician's statement, or other proof of illness acceptable to HACM, is submitted.

Vacation Carry Over Limits

Employees may carry over up to 120 hours of vacation time into the following year.

Borrowing Vacation

Employees may be allowed to borrow up to 80 hours of vacation time at the discretion of the department head. All employees who leave employment will have the compensation for vacation time owed deducted from the employee's last pay check.

Termination and Vacation Pay

Upon termination of employment with HACM, employees will be paid for earned, unused vacation leave provided Authority property is returned and all debts to the Authority have been paid, unless termination is based on misconduct, as determined by management. Since the purpose of vacation is to allow employees time away from work, pay in lieu of time off will not be allowed in any other circumstance, unless the employee is on FMLA or WFMLA leave or unless otherwise required by applicable law.

Sick Leave Policy

Paid sick leave is to be used only to cover the necessary absence from work of an employee due to the employee's illness, injury or disability or medical appointments of the employee, or as otherwise consistent with applicable law.

Eligibility and Accruals

Employees hired before January 1, 2013

Full-time non-exempt employees earn fifteen (15) working days of sick leave annually, which can accumulate up to 120 days at full pay. Exempt employees earn twelve (12) days of sick leave annually, up to a maximum of 120 days at full pay.

Employees hired after January 1, 2013

All employees earn twelve (12) working days of sick leave annually, which can accumulate up to 60 days at full pay.

Eligibility

Sick leave is earned beginning with the date of hire and can be used after six (6) months of employment. Employees absent from work during the first six months of employment

are to consult with their immediate supervisor to determine if time is to be made up or if the employee will not be paid for lost time.

These sick leave provisions should not and will not be construed or applied in a manner that undercuts employee rights under the State and Federal FMLA laws.

Sick Leave Management

Paid sick leave is to be used to cover an employee's necessary absence from work due to illness, injury or disability or medical appointments of the employee or as otherwise allowed under the WFMLA, FMLA or the Worker's Compensation Act or other applicable law.

Notification Procedures

Employees must speak to their immediate manager/supervisor or designee, informing them of their inability to work for reasons covered by this policy. Employees must provide a valid contact telephone number at the time of the call. Calls to report absences must be made within one hour prior to their starting time, or as designated by department head. Injuries or illnesses that occur on the job are to be reported to supervisors on the day of the injury or illness before employees leave the work place.

Employees should notify their immediate supervisor of scheduled medical and dental appointments or other anticipated sick leaves such as hospitalization, as soon as practical but in no event less than 48 hours of the anticipated absence unless the employee has less than 48 hours advanced notice.

Doctor's Certificate Requirement

An employee who is unable to report to work because of an illness must notify his or her supervisor/manager at least one hour prior to the start of the work shift, or as designated by department head. If the employee's supervisor/manager is unavailable, the employee should notify Human Resources of their absence as soon as possible. (Certain exceptions to these procedures may apply if the absence qualifies for FMLA or WFMLA leave.)

A supervisor/manager may require an employee who is absent for more than three (3) consecutive days to provide a physician's statement or other proof of illness that is acceptable to HACM. The statement is to be submitted to the immediate supervisor on the date the employee returns to work. The statement must certify that the employee was unable to work the dates of illness or injury, and the return date. If any restrictions are imposed by the medical provider, an administrative decision will be made as to whether restrictions can be accommodated See ADA policy. Supervisors may request medical

verification of an absence from an employee at any time. Employees who do not provide verification of illness when required or requested may be denied sick leave pay. Any falsification of an Application for Leave or the misrepresentation or misuse of sick leave is prohibited and will be grounds for disciplinary action, up to and including termination.

An employee who is absent three (3) consecutive days due to illness may be required to present a doctor's release prior to returning to work, unless the absence qualifies for certain leaves under the Wisconsin Family and Medical Leave Act ("WFMLA").

Unless a sick leave (or FMLA or WFMLA leave) has been previously approved, the sick employee must call his/her direct supervisor/manager every day that he/she cannot report to work.

A family member or friend may call on an employee's behalf ONLY if there is a medical life-threatening emergency (with certain exceptions if the absence qualifies for FMLA or WFMLA leave).

If an employee has not been approved for a leave (or FMLA or WFMLA leave) and does not call in to his/her direct manager for three (3) consecutive days, it will be assumed that the employee has quit his/her position with the Organization.

HACM reserves the right to contact and ask employees who are on leave to assist replacement personnel with their job responsibilities on an as-needed basis.

Medical and Dental Appointments

Medical and dental appointments are to be made during non-working time whenever possible. When it is necessary to schedule an appointment during work hours, it should be scheduled to have the least impact on the work site. Full-time employees who are eligible to use sick leave may schedule up to three medical or dental appointments for themselves per year, with supervisory approval, without charging the time to sick leave. This covers up to two (2) hours each appointment, one (1) appointment per day, for a maximum of six (6) hours per year. This is known as "069 time/Dr. Visits" and should be recorded on timecards. Employee medical and dental appointments exceeding these limits may be charged to sick leave.

Exhausting Sick Leave

When an employee exhausts all earned sick leave and is still medically unable to return to work, the following procedure will apply:

An employee can be placed immediately on earned vacation after using all of their available sick leave balance.

An employee who has no available vacation balance and is still medically unable to return to work, must request an unpaid medical leave of absence (or FMLA or WFMLA leave). The supervisor must inform the employee that a physician's statement, indicating the medical necessity for the leave and the expected or intended return to work date, must be provided.

Sick Leave Incentive Program

HACM offers a Sick Leave Incentive Program (SLIP) for full-time employees to recognize good attendance, and reward continued reductions in sick leave usage, through a special incentive of up to three days off per year with pay, or a cash payment for the equivalent amount.

For each trimester period for which an employee has not used any sick leave, Worker's Compensation leave, been absent because of disciplinary actions, or been on unpaid leave, the employee shall earn 8 hours of special incentive leave, provided that the employee has a minimum sick leave accumulation in his or her account prior to the trimester period. The minimum sick leave accumulation requirement is 15 days (120 hours) for non-exempt staff, and 12 days (96 hours) for exempt staff. SLIP days must be used by December 31st of the year they were earned or they will be forfeited. Third trimester days will be credited to the following year.

Exempt employees who earn all three (3) SLIP day incentives also earn a fourth SLIP day at the end of the year, to be used by December 31st of the following year.

Holiday Benefits

Full-time employees receive the following eleven (11) holidays with pay.

- | | |
|------------------------|---|
| New Year's Day | Thanksgiving Day |
| Martin Luther King Day | Day after Thanksgiving |
| Good Friday | Last normal working day before Christmas Day |
| Memorial Day | Christmas Day |
| Independence Day | Last normal working day before New Year's Day |
| Labor Day | |

Whenever a holiday falls on Saturday, the holiday is observed preceding Friday. Whenever a holiday falls on Sunday, the holiday is observed on the following Monday. Whenever New Year's Day or Christmas Day falls on Saturday the holiday is observed on the following Monday as a.

Optional Holidays

Employees may substitute one or two of their Holidays for one or two optional Holidays within the same calendar year: Juneteenth (June 19) or Cesar E. Chavez Day (March 31). In order for an employee to request one of these days as a holiday, the day must fall on a day when the department is open for business. Eligible employees may request March 31st and/or June 19th off as a paid holiday in lieu of one of the eleven recognized holidays. (New Year's Day-Jan1, Dr. Martin Luther King Jr.'s birthday, Good Friday, Memorial Day, Independence Day, Labor Day, Thanksgiving Day, day after Thanksgiving, Christmas Day-Dec 25, last work day before Christmas Day, and last work day before New Year's Day.) Please note, this policy does not change the total number of holidays with pay granted to employees on an annual basis. The employee will be required to reserve earned Vacation or Compensatory Time Pay to be used for the substituted Holiday. Employees cannot borrow vacation for this purpose. An employee who wishes to request an optional holiday must submit a written request, using the appropriate form, establishing which official holiday will be substituted for the optional holiday.

The supervisor will review requests for the optional holiday(s) and approve the request after determining adequate staffing levels are in place to continue services. The form is then sent to Personnel and Payroll. If the number of requests for an optional holiday exceed the maximum number of employees needed to maintain services, the supervisor will contact Personnel to establish a rotating schedule among the section employees.

Paid Holiday

All full-time employees will receive holiday pay of straight-time hours at their regular rate, provided the following conditions are satisfied:

- Employee is on the payroll for at least two days during the calendar week in which the holiday occurred.
- Should the employee be unable to work either the scheduled work day before or the scheduled work day after the holiday because of illness, proof of the illness in the form of a doctor's statement will be required in order to qualify for the paid holiday.

Holiday pay will not be paid if:

- The employee's department is not in operation because of a temporary shutdown.
- Immediately before or after a disciplinary suspension or unauthorized absence.
- The employee is on an unpaid leave of absence when the holiday occurs.

Leave of absences include, but are not limited to, Family and Medical Leave (FMLA), Personal Leave and Worker's Compensation Leave.

Paid Holidays During Vacations and Weekends

If a holiday occurs while the employee is on vacation, the employee's vacation bank will not be charged for the number of holidays falling during the vacation period.

Overtime

Holiday hours are considered time worked for purposes of calculating overtime.

Political, Cultural or Religious Holidays

HACM recognizes that there may be political, cultural or religious holidays (other than those already designated as holidays) that employees would like to observe. It may be possible to arrange these holidays as scheduled days off, or as authorized absences without pay or as vacation days/paid time off.

HACM is committed to providing reasonable accommodations for the religious needs, observances and practices of its employees. Requests for time off to observe religious holidays must be requested to and pre-approved by the employee's supervisor.

HACM prohibits discrimination against employees because of their religious beliefs or practices. Anyone who believes he or she has been discriminated against based on religion, or by the denial of a requested religious accommodation should contact Human Resources.

Family And Medical Leave

The policies and procedures in this Handbook are guidelines only. HACM represents that all employee matters with regard to leave policy or otherwise will be interpreted consistent with current and binding federal and Wisconsin law and any other applicable laws, rules and/or regulations.

POLICY

HACM provides unpaid leaves of absence to eligible employees for the following reasons, pursuant to the federal Family and Medical Leave Act and the Wisconsin Family and Medical Leave Act:

- The birth or placement of a child for adoption or, under the federal Family and Medical Leave Act (FMLA), for foster care. This family leave applies whether the employee is male or female.
- To care for your spouse, child, or parent with a serious health condition. To care (for up to two work weeks) for your domestic partner with a serious health condition or for the parent of your spouse or domestic partner with a serious health condition.
- Your own serious health condition that renders you unable to perform your job.
- For military exigencies, which are various short-term matters requiring your attention when your spouse, son, daughter, or parent has been called to active duty or is on active duty in the Armed Forces (including the National Guard or Reserves) in a foreign country. Qualifying exigencies may include matters such as:
 - childcare and a child's school activities;
 - financial or legal arrangements;
 - attending certain counseling sessions;
 - attending certain military events such as post-deployment re-integration briefings; and
 - any matters arising out of a short-term deployment (a deployment for which your spouse, son, daughter, or parent receives seven or fewer calendar days of notice).
- For care of a spouse, son, daughter, parent, or next of kin (a covered service member), who is undergoing medical treatment, recuperation, or therapy for a serious injury or illness that was incurred in or aggravated by service in the line of duty while on active duty in the Armed Forces (including the National Guard or Reserves), and who either:
 - is currently in the Armed Forces; or
 - was in the Armed Forces and was discharged under other than dishonorable conditions within five years of the date of receiving medical treatment, recuperation or therapy.

Maximum Duration of Leaves

- **Federal FMLA.** Qualified employees are entitled to a total of 12 weeks of federal FMLA leave during a calendar year for any reason other than military caregiver leave. Employees entitled to military caregiver leave are entitled up to 26 weeks of FMLA leave in a 12-month period. Under federal law, leave for birth, adoption or foster care must commence within 12 months of the birth or placement.
- **Wisconsin FMLA.** Under the Wisconsin FMLA, qualified employees are entitled to:

- Six weeks of leave for a birth, placement, or adoption, if leave begins with 16 weeks of the birth or placement of that child;
- Two weeks of leave for your own serious health condition;
- Two weeks of leave for the care of a child, spouse, domestic partner, parent, parent-in-law, or the parent of a domestic partner with a serious health condition.

Leave taken under the Wisconsin FMLA runs concurrently with leave taken under the federal FMLA for the same qualifying reason. Workers' compensation absences also run concurrently with leaves taken under both state and federal FMLA law.

Partial leave, intermittent leave, or leave on a reduced leave schedule basis may be available based on your reason for leave and the amount of leave used. However, HACM does not permit intermittent leave for birth, placement or adoption of a new child.

Application for Leave

Eligible employees requesting family or medical leave must provide leave requests to Human Resources no less than thirty (30) calendar days prior to the commencement date of the leave, if the need for leave is foreseeable. If the need for leave is not foreseeable, notice of leave must be provided as soon as possible, generally on the same day and in conformity with company policy for providing notice of an unforeseen absence.

Leave related to planned medical treatment of you or your family member should be scheduled so as not to unduly disrupt company operations.

Failure to comply with these notice standards, or to follow applicable company procedures on giving notice of an absence may result in the delay or denial of your leave request.

During Leave

If a leave is approved, you must make clear that your absence is because of the specific approved reason when you call in for any absence related to that reason. Absent unusual circumstances, failure to do so will result in a delay or in the denial of the absences as FMLA leave.

All benefits will continue throughout approved leave periods, up to the maximum leave time allowed, in the same manner as they would have had you been working, except that uncompensated time off on leave will not be considered "time worked" for purposes of accruing any benefit.

Medical insurance coverage will continue only as long as you continue to pay your portion of the premium in a timely fashion. If you do not do so, coverage may be terminated.

The Agency will continue to make available group health insurance coverage, life insurance and disability insurance on the same terms and conditions as if the employee was not on leave.

Pay During Leave/Substitution Of Paid Leave

Family and medical leaves are generally unpaid.

- **Federal FMLA.** Consistent with federal FMLA, HACM requires that eligible employees substitute paid leaves for otherwise unpaid family or medical leave. Eligible employees are required to substitute paid vacation, sick or personal leave for any family or medical leave reason (as set forth below).
- **Wisconsin FMLA.** Under Wisconsin FMLA, eligible employees may substitute any type of accrued paid leave for any type of FMLA leave.

This policy will be interpreted and applied so as to comply and be consistent with the requirements of the Wisconsin and Federal Family and Medical Leave Acts.

Return to Work

Eligible employees are expected to return to work at the planned expiration date of their leave, or if they are able to return earlier, when they are able to return. An employee must give notice of return to work as soon as practicable (at least two working days if feasible) to Human Resources.

HACM reserves the right to require eligible employees on leave to periodically report their status and intent to return to work. Similarly, eligible employees returning from medical leave may be required to obtain and present medical certification from their designated health care provider making clear that they are able to resume work and perform the essential functions of their jobs.

Reinstatement on Return from Leave

The Agency's policy is to place the employee in the position previously held by the employee if still open. If the position is no longer open or available, the Agency will, to the extent required by law, return the employee to a substantially equivalent position.

Reinstatement for certain eligible highly compensated key employees may be more restricted. If you fall within the category of highly compensated key employees, you will be advised of your status when you request leave or when leave begins.

Any questions regarding Family and Medical leave can be directed to the Manager of Human Resources.

The complete HACM FMLA policy can be accessed from the current third party payroll processing Portal. This outlines eligibility requirements, benefits, responsibilities and procedures for HACM employees under the Wisconsin Family and Medical Leave Act, (WFMLA) Section 103.10 Wisconsin Statutes, and the Federal Family and Medical Leave Act, (FMLA) 29 U.S.C. 2601 et. seq., as amended.

Medical Leave Of Absence

Employees who are ineligible for or have exhausted sick leave benefits, or are ineligible for and have exhausted FMLA may be eligible for a medical leave of absence.

Eligibility

A Medical Leave of Absence is an excused period of time away from HACM. Full-time regular employees, who have completed one year of continuous service, may request a leave of absence for a period of up to thirty (30) days, provided he or she submits a doctor's certification of why the employee needs the leave, that it is medically necessary, and the expected or intended return from leave date. Renewal will be considered depending upon the submitted supporting documentation.

Unpaid Leave

A Medical Leave is an unpaid leave from HACM. HACM will require the employee to use all accrued paid time at the start of the leave of absence.

A Medical Leave must be requested in writing in advance of the time the leave is to commence.

Benefits and Job Restoration

Unless otherwise required by applicable law, reinstatement cannot be guaranteed to employees returning from medical leaves under this policy. Reinstatement with the Organization is contingent upon existing budgetary restrictions; the critical need to fill the vacancy, and the ability of the Organization to find a suitable temporary replacement.

Employees on approved medical will be required to pay their portion of their insurance premium for all insurance benefits in place at the time of leave.

Holiday pay will not be paid during the leave period. An employee does not accrue benefits while on medical leave of absence.

Employees who do not return on the specified date will be considered to have resigned unless a written extension has been granted.

Political Office Leave

Employees are required to take a leave of absence on the filing of their nomination papers for a political office if there is a contest for the office. Reinstatement is only made to fill a vacancy and not to displace a permanently appointed successor.

Personal Leave of Absence

A Personal Leave of Absence is an excused period of time away from HACM.

Eligibility

Full-time employees who have completed one year of continuous service may request a leave of absence for a period of up to sixty (60) days.

Unpaid Leave

A Personal Leave of Absence is an unpaid leave from HACM. HACM will require the employee to use all accrued paid time at the start of the leave of absence.

Personal leaves must be requested in writing in advance of the time the leave is to commence.

A leave must be approved before it can be taken. The Personal Leave of Absence Application form, signed by the supervisor in the appropriate area, should be included in the request. The approved leave is to be forwarded to the Human Resource Department for processing.

If the personal leave is an emergency, the employee or a member of the employee's immediate family must notify the Supervisor or the Department Head, or Human Resources if unavailable, as soon as it is practical. This should be followed up with a written explanation of the nature of the leave and the expected length of absence. In such emergency situations, the written explanation must normally be submitted within three (3) days of the beginning of the leave.

Benefits and Job Restoration

Reinstatement cannot be guaranteed to employees returning from personal leaves. Reinstatement with the Organization is contingent upon existing budgetary restrictions; the critical need to fill the vacancy, and the ability of the Organization to find a suitable temporary replacement.

Employees on approved personal leave of absence will be required to pay their portion of their insurance premium for all insurance benefits in place at the time of leave.

Holiday pay will not be paid during the leave period. An employee does not accrue paid sick leave or vacation while on personal leave of absence.

Employees who do not return on the specified date will be considered to have resigned unless a written extension has been granted. The extension must be requested before the expected date of return and cannot exceed sixty (60) days from the original first day out.

Education Leave

Employees may request an unpaid leave of absence to pursue educational training. Such education must enhance your current position or relate to other employment opportunities within government. All requests are subject to approval by the Secretary-Executive Director of HACM. Leaves of absences, if granted, are approved for a maximum of one year at a time and do not guarantee or protect rights to reinstatement to the position previously held.

Bereavement Leave

In the event of a death in the immediate family, HACM provides full-time employees time off with pay up to a maximum of three (3) days for immediate family members. Immediate family is defined as a spouse, domestic partner, child, brother, sister, brother-in-law/sister-in-law (including spouse's sibling's spouse), parent, grandparent, great-grandparent, grandchildren, father-in-law and mother-in-law. Step-parents and step children by virtue of the employee's current spouse and adoptive relationships are treated the same as natural relationships for the purpose of funeral leave administration.

Guidelines

An employee requesting time off for bereavement must notify his/her direct supervisor/manager immediately upon receiving notification of the death.

Employees not requiring the full three (3) days are expected to report back to work at their earliest availability.

Written verification of the death is required and can be supplied by the obituary or deceased program, which lists the employee's name as immediate family, or a statement from the funeral home acknowledging the employee's relationship to the deceased, as well as the date of the funeral.

Military Leave

HACM complies with the State and Federal laws regarding the rights of employees who enter military service. If an employee is called into duty and meets all legal requirements, HACM will allow the needed time off to fulfill this commitment pursuant to and consistent with applicable law.

Employees must submit proof of a required military leave to their direct supervisor/manager. A Personnel Transaction Form, completed and signed by the supervisor/manager, the proof and an estimated date of return must be sent to Human Resources prior to taking the leave.

Employment Rights

The employee's employment rights will be preserved while the employee is on military leave. Pay increases, vacations, and other benefits that would have accrued had the employee not been on military leave of absence, will be given to the employee upon returning to HACM after the military leave is over.

Reinstatement

Unless circumstances at HACM change so drastically while the employee is on annual or active duty military leave that reinstatement is impossible or impractical, when the employee returns to HACM after military leave, the employee will either be reinstated to the position the employee held before taking military leave or be given a similar position with the same seniority, status, and pay, if the following conditions are met:

1. The employee gives HACM advanced notice of his/her military service;
2. The cumulative period of service does not exceed five (5) years; and
3. The employee reports to work or submits an application for re-employment as specified by the Uniformed Services Employment and Re-employment Rights Act of 1994.

Nondiscrimination

HACM makes it a policy not to discriminate in any way against employees who are members of the military.

Jury Leave

Any time taken off for jury duty is treated as a paid absence for full-time employees. HACM continues the employee's salary during the period of active jury leave less any compensation provided by the court. The monies received will be reduced from the employee's pay check, except for any reimbursements for lodging, transportation, and/or meals.

Advanced Notice

Employees must give advance notice to take time off for jury leave. Notice must be given to the employee's direct supervisor/manager as soon as the summons is received. In addition, proof of service must be submitted to the employee's direct supervisor/manager when the period of jury leave is completed.

Return to Work

If employees are dismissed from jury leave before the end of the workday, they must report to their supervisor for instructions on whether to return to work for the rest of the workday. Employees may be required to work the rest of the day where business conditions necessitate.

Witness Duty Pay

Full-time employees who are subpoenaed to appear as a witness in a legal proceeding or deposition as a direct result of a work-related incident or issue shall receive full pay based on their regular first shift work hours for the time required. No greater amount of time off than necessary is granted for appearing as a witness. Any compensation received for the appearance, other than travel time, or for appearances made on off-duty days must be repaid to HACM.

Tuition Reimbursement

At HACM we believe learning is a priority, and fundamental to our success. Through the Tuition Reimbursement Program, we are committed to supporting your continued

development, helping you reach your full potential and grow with the Organization.

After successful completion of the Introductory Period, tuition reimbursement is available to full-time employees to prepare for job-related license and certification or career advancement.

Continuing your education is important throughout life. HACM's Tuition Reimbursement Program supports your continued education and advancement. The program reimburses approved courses, up to a maximum of \$1,500 per calendar year. Funds do not roll over to the next year.

Eligibility

Eligible participants are those classified as full-time employees in good standing, who are not on a Leave of Absence at the time the course begins or when grades are submitted for reimbursement. To be reimbursed for courses, employees must pass with a letter grade of "C" or better (or, "pass" for courses taken on a pass/fail basis) and be in good standing with the educational institution attended. When grades are not given (such as for short courses or seminars), a statement of completion from the instructor verifying that the course has been satisfactorily completed is required.

Any grade less than a "C" is not eligible for reimbursement.

Courses other than those taken at the graduate level must be directly related to an employee's **present position or reasonable promotional objectives** within HACM. Graduate level courses must be directly related to an employee's **present position**.

Courses must be taken at accredited institutions or schools and must have the final approval of the Executive Director.

Employees are permitted to use tuition and textbook reimbursement to take courses during work hours with prior approval.

How to Apply

1. Meet with your immediate supervisor to discuss your eligibility and how the courses will develop your skills.
2. Prepare Tuition Reimbursement Program application; forward your completed application to askhr@hacm.org (Keep a copy for your records).
3. The Immediate Supervisor, Department Head, Human Resource Director,

and the Executive Director must all approve the application.

4. To be eligible for reimbursement under this program, your application must be received and approved no later than four weeks following the starting date of a course.
5. If your application is approved, you'll receive a notice of approval. If your application is not approved, you will be advised in writing. Expect a response from the Human Resource Department within seven to 10 business days.

Reimbursement

Within eight weeks of the date you complete your classes, submit the following to the Human Resources Department:

- A copy of your Approval Letter
- A copy of your official transcript showing the grades you received
- An itemized tuition bill from the institution showing the tuition and fees charged per credit hour or per class

After these items have been received and reviewed by Human Resources, if you pre-qualified for reimbursement, a separate check will be mailed to your home within four – six weeks.

Employees must remain in the service of HACM for six months after receiving tuition reimbursement or the amount reimbursed will be deducted from the employee's final paycheck.

HACM has the right to alter, discontinue, or vary the tuition reimbursement program at any time. Acceptance into the tuition reimbursement program does not constitute an employment contract with HACM.

Membership Dues Reimbursement

Full-time employees may apply a portion of their annual tuition reimbursement allowance to defray membership fees in job-related professional organizations, to be approved by their immediate supervisor. In a calendar year, full-time exempt employees may use up to \$125 of available tuition reimbursement funds. Non-exempt employees may use up to \$75 of available tuition reimbursement funds.

HACM has the right to alter, discontinue, or vary this program at any time. Acceptance into the program does not constitute an employment contract with HACM.

Volunteer Organizations

The same talents and knowledge that make you a valuable HACM employee may make you a valuable member of volunteer organizations. Such organizations include professional and trade organizations, not-for-profit organizations, educational organizations, religious organizations and boards, committees and commissions sponsored by government agencies. HACM employees are encouraged to join such organizations as long as their participation does not violate HACM conflict of interest and ethics standards.

All full-time and part-time employees may be allowed up to eight hours of paid time off from regularly scheduled work hours each calendar year to perform such volunteer services, subject to the discretion of their immediate supervisor. Approval will be based on whether reasonable advance notice was provided, the business and operational needs of the organization, as well as the employee's disciplinary and attendance records. Employees will be expected to provide verification of the volunteer service hours to be eligible for the paid time off pursuant to this policy.

Any unused paid volunteer time is not paid out to the employee and does not carry over to the following calendar year.

Blood Drives

In an effort to encourage employees to donate blood to meet the needs of people in our community, the department allows two one-hour occurrences during a calendar year to donate blood for City sponsored blood drives only. This is known as "070" time and should be recorded on the time card.

Job Posting Program

It is the position of HACM that promoting employees from within often benefits both the Organization and its employees. Therefore, HACM has established an official internal posting format to notify employees of many job vacancies so that qualified employees with an interest in the posted position may apply. HACM reserves the right to post open vacant positions internally only, externally only, or in conjunction, at its discretion, with the goal to hire the best qualified candidate to further HACM's mission.

In order for a current employee to be considered for a new position, you must:

- Be in good standing, i.e., not currently involved in any formal disciplinary actions.
- Have at least six months service in your current position in good standing.
- Maintain satisfactory attendance criteria.
- Meet the minimum eligibility requirements for the posted position.

It is your responsibility to periodically check the specified job posting area and to fully complete and timely return applications for jobs that you wish to be considered for. Neither HACM nor any of its supervisors have any obligation to notify employees when jobs are posted.

You are not required to request permission from your supervisor when you apply for a posted position. However, HACM reserves the right to notify and consult with your supervisor before offering you any posted position for which you have applied.

After you have submitted your application, Human Resources will keep you advised regarding its status. In the event that you are hired for an internally posted position, they will work with you and your supervisor to ensure a smooth transition.

When a position has been posted, the Organization will review the credentials of all qualified applicants and choose the most qualified candidate, without regard to that person's status as an employee or outside applicant. This posting program does not create an obligation on the part of the Organization to fill any posted position with a current employee.

Transfer Policy

It is the policy of HACM to allow employees, where appropriate, to transfer between organizational units after one year of service. Transfers will be subject to approval from the current supervisor, the availability of an appropriate position in the unit to which the employee would like to transfer, and the approval of the receiving supervisor. It is understood that a "transfer" is an action that will not result in a change in salary or benefits for the affected employee.

Attendance Control Policy

HACM (HACM) expects that every employee come to work every day, as assigned, on time, fully prepared, for the full duration of the scheduled workday. Attendance is an

essential function of every job at HACM. Employee absenteeism negatively affects the ability of HACM to provide high-quality services to its customers on a consistent basis. While absenteeism has many causes, it creates additional burdens for employees who report to work as assigned and increases the potential for poor service to our clients.

Absenteeism includes not only absences from work, but late reporting for a scheduled shift, unauthorized extensions of a lunch period, leaving early, or improper use of other employee-paid time off. Corrective measures utilized by this policy are designed to improve employees' attendance habits by using the least severe penalty possible to remedy the problem. However, in the event that attendance issues are not resolved voluntarily by the employee, more severe penalties may be applied. All corrective measures will be recorded in the employee's personnel file.

Nothing in this policy is intended to create a legally binding contract or to change the at-will nature of employment for direct HACM employees. Employment with HACM is voluntarily entered into and employees are free to resign at any time with or without cause. Similarly, HACM may terminate the employment relationship at will at any time with or without cause.

HACM may also modify this Attendance Control Policy at any time.

Our ATTENDANCE CONTROL POLICY will treat all employees equally and will ensure that each employee is aware, at each step of the procedure, of the measures that must be taken to avoid further discipline.

This attendance control policy applies to all Non-Exempt employees. However, all employees are expected to adhere to an acceptable attendance record. HACM reserves the right to speak to unacceptable attendance for all employee classes.

Definitions

Approved Absence: Absence requested and approved in accordance with Department and HACM policies.

Unapproved Absence: Absences not approved in accordance with Department and HACM policies, including but not limited to: failing to provide the requisite one-hour notice pursuant to the Sick Leave Policy (or other notice requirements as designated by Department Head); or otherwise failing to follow agency or Department policy.

No-Call/No-Show: An absence from work without any notice to the agency within the scheduled workday.

Tardy: Failure to report to an employee's assigned work area and be prepared to start

work at his or her scheduled start time, including returning from breaks and meal periods.

Unscheduled Early Departure: Failure to work a complete workday due to an early departure without an approved time off request (or supervisor approval).

No Call No Show

An absence from work without any notice to the agency within the scheduled workday is considered a no-call/no-show. HACM reserves the right to interpret a “no call/no show,” or other failure to report to work, as job abandonment, and issue discipline or discharge accordingly. As a guide,

- ✓ One (1) “no call/no show” without any or reasonable explanation (as determined by the supervisor and Human Resources) may result in suspension without pay for three (3) days. Depending on the circumstances and the nature of the reason for the “no call no show,” the absence may be treated as an approved or unapproved absence.
- ✓ Two (2) “no call/no shows” at any time during the employment without any or reasonable explanation (as determined by the supervisor and Human Resources) may result in immediate termination.

Point Assessments

- ✓ One-half (1/2) occurrence for each incident of being tardy by more than 7 minutes.
- ✓ One-half (1/2) occurrence for each incident of unapproved early departure.

One (1) occurrence for each day of unapproved absence. Points will not be assessed for:

- Approved absences (including approved vacation, approved sick days, and Absences approved in advance for educational programs, conferences and meetings)
- Disciplinary Suspensions
- Time that an employee is excused from work by his/her supervisor due to Lack of Work
- Holidays
- Subpoena to appear in a judicial or administrative proceeding or otherwise required by law
- Jury duty, Bereavement, Military Leave
- Designated inclement weather emergencies
- Absences caused by work-related injuries when substantiated by written

- doctor's excuse for the specific period of time absent
- Leave covered by the state and/or federal Family and Medical Leave Act
- Significant and unforeseen (emergency) medical problems

Compliance Actions

The compliance action to be taken for attendance problems will be based on the following occurrence accumulations:

1. **Attendance Violation Initial Warning Letter**

Attendance violation initial warning letter is issued after a total of three documented occurrences.

2. **Attendance Written Violation Letter #1**

The first attendance violation letter will be issued to an employee after six documented occurrences.

3. **Attendance Violation Letter #2**

Employees who have ten documented occurrences of attendance violations will be issued an Attendance Violation Letter #2.

4. **Final Written Warning**

Employees with twelve occurrences of attendance violations will be issued a final warning.

5. **Suspension**

The supervisor, division head and HR representative will review the employee's attendance record after receiving a final written warning to determine the appropriate action. The HR representative, the supervisor and the division head will determine whether a suspension is warranted when the employee has reached fifteen attendance violations.

6. **Termination**

Normally, at least two suspensions will be issued prior to termination; however HACM reserves the right to terminate at any time. If the employee is issued a suspension, employees will be warned that if improvement is not made, additional disciplinary action up to and including termination may be taken. If the employee does not exhibit an effort to improve his/her attendance, a last chance agreement may be issued as part of the progressive disciplinary process, or termination may be recommended.

The occurrences will be accumulated in a rolling 12 month period for violation tracking.

Occurrences will expire or drop off one year from the date of incident.

Travaux will not necessarily notify employees of accrual of points, except as it relates to the above formal compliance actions.

Doctor's Certification Requirement

1. Employees who have three (3) consecutive days of approved absences because of illness or injury may be required to provide HACM with proof of illness or physician's care.
2. If an illness or injury prevents an employee from performing his or her regularly scheduled duties, the employee must provide a physician's statement:
 - a. identifying the dates of the absence
 - b. certifying that the absence was medically necessary and that the employee was unable to perform the job duties during the absence
 - c. identifying when the employee may resume job duties and if there are any restrictions

Recording Work Hours

Employees who fail to follow the procedure for recording work hours will be subject to disciplinary action, up to and including termination, in accordance with HACM policies and procedures. The Human Resource (HR) Department will monitor compliance and issue appropriate warnings for failure to adhere to the Recording Work Hours Policy.

Calculation Method

Data used to report tardiness and absenteeism will be gathered from current third party time and attendance module. Supervisors are responsible for entering employee schedules and making appropriate changes to schedules in the designated area in the current third party time and attendance system. Reports generated from this data will be utilized for determining absenteeism and tardiness.

Disciplinary Procedures

The Human Resource (HR) Department will maintain attendance records for all employees, and will prepare the appropriate notice(s) to be issued to the employee.

Supervisory Review And Action

The supervisor should check to make sure the records of the HR Department are correct. It is important to review the occurrences of attendance violations, against the calendar, with the employee. Verify any discrepancies with Human Resources. Listen to any problems or reasons the employee presents and try to jointly look at solutions to improve his or her attendance. After this investigation, the proper disciplinary action step designated, must be taken.

Record Correction Procedure

HACM uses a calendar year when determining an excessive amount of absences.

Inclement Weather Policy

It is the policy of HACM to remain open for business during all regularly scheduled work hours.

On rare occasions, if certain weather conditions or emergency situations cause the office to be closed for the entire workday, employees will receive as much advance notice as possible. Only the Executive Director or his/her designee has the authority to officially close the office under these circumstances.

When the Executive Director determines that the workday is to be discontinued, employees who are at work and leave for the balance of the day will be paid for the entire workday. If the office is closed prior to the start of the normal workday, non-exempt and hourly employees will not be paid for the workday, however, at the employee's request, the day may be charged against his/her accrued vacation or comp time. If no vacation or comp time is available, this time shall be charged as leave without pay or, at the manager's discretion, may be made up throughout the remainder of the work week. Exempt employees will be paid for the day according to the Fair Labor Standards Act, assuming they were scheduled to work.

You are expected to report for work in inclement weather if it is at all possible to do so safely. Non-essential employees are not expected to report to work if the Organization has been officially closed by the Executive Director. Any employee who is absent or tardy, and the office has not been officially closed by the Executive Director due to the weather, may have the infraction count as part of their attendance record.

Dress Guidelines

It is important for all employees to project a professional image of HACM to customers, visitors, and guests.

Please be considerate of co-workers, customers, and guests. Good personal hygiene is a must.

Extremes in dress and appearance are strongly discouraged. Common sense must be used at all times. It is the policy of this Organization to project a professional image and culture. In making this determination consider: a) contact with others b) setting and c) duties.

If an employee violates the dress code policy, the employee may be sent home to change into acceptable attire. During this absence, non-exempt employees must use vacation time or comp-time. If the employee has no vacation time or comp-time available, he or she will not be paid for the time away from work. If an employee is warned and/or sent home, a written warning will be issued and placed in the employee's personnel file. If the dress code policy is violated after the written warning, further disciplinary action may occur, up to and including termination.

Since different jobs involve different types of activities in a variety of settings, a uniform "dress code" would be impractical. Some staff members of HACM will have more freedom with dress attire, due to the nature of their duties, either on a daily basis, or as an assessment may arise. In addition, some departments may enforce more strict dress attire guidelines since some jobs may require more formal, or professional business attire.

Maintenance staff should be in full uniform at ALL times, including safety shoes.

Public Safety staff is required to wear the approved uniform during all scheduled shifts.

HACM reserves the right to amend this dress code at any time.

Driving for Agency Purposes

Some HACM employees may need to use motor vehicles in order to execute their assigned duties. HACM maintains a fleet of agency vehicles, but some employees may need to use a personal vehicle for work-related activities.

Agency vehicles may only be used to conduct agency-directed business.

Employees should report all agency vehicle maintenance concerns to their direct supervisor, who will then be responsible for ensuring that a formal maintenance check is completed. This includes, but is not limited to reporting of issues related to: “check engine” or other indicator lights, hazardous tire conditions, braking difficulty, steering trouble, battery condition and uncommon noises or sounds. Likewise, employees should inspect the agency vehicle prior to driving and immediately report any missing plates, stickers or other required documents.

All agency vehicles should be locked when unattended. Vehicles should never be left running without the driver in the driver’s seat. Employees are prohibited from giving keys for agency vehicles to non-agency employees and/or non-approved drivers. Lost keys must be reported immediately to the employee’s direct supervisor.

There is no eating, drinking or smoking allowed in agency vehicles. Cleanliness of the vehicles is the responsibility of the staff using the vehicles. You must insure the vehicle is clean and in good repair when you are finished using it.

Employees are only authorized to transport passengers in agency vehicles as necessary for agency purposes. Persons not affiliated with the agency or business task are not authorized to operate or ride as a passenger in the agency vehicle.

Driver’s License Requirement

Every employee who drives a vehicle for agency purposes must have a valid Wisconsin driver’s license and must maintain state-mandated minimum liability coverage amounts. In addition, such employees must have the driver’s license and proof of insurance in their possession at all times when driving for agency purposes.

If you are required to have a valid Wisconsin Driver’s license as a condition of employment you must immediately, upon the suspension or revocation of your license, report that fact to your immediate supervisor. Failure to report a loss of license may be grounds for disciplinary action, up to and including termination. Suspension or revocation of your driver’s license may subject you to reassignment, an involuntary leave of absence or disciplinary action, up to and including termination. Employees must notify their insurance company of the use of their personal vehicle for business purposes.

Traffic Violations/Accidents

All citations for traffic violations, parking or moving, while on HACM business will be the sole responsibility of the driver of the vehicle, not HACM. Employees must nonetheless immediately inform their direct supervisor of any citations received while driving in the

course and scope of employment for the agency.

Any employee involved in an auto accident while in the course and scope of conducting agency business, regardless of the severity, must notify the police and the immediate supervisor immediately or as soon as circumstances make it safe to do so. This includes accidents involving an agency vehicle or a personal vehicle while conducting agency business.

All damage to agency vehicles must be immediately reported to the employee's direct supervisor, regardless of severity or extent of damage.

Improper use of vehicles while on agency business (including but not limited to improper use that results in a citation or accident) may be cause for disciplinary action, up to and including termination.

Safe Travel Practice

Employees are required to obey all traffic laws (including but not limited to: speeding limits, obeying traffic signs, yielding to traffic as necessary and making illegal turns) and to follow safe driving/riding practices while traveling on HACM business:

1. No texting while driving
2. No drinking alcoholic beverages while driving (or while otherwise in the course and scope of employment)
3. No cell phone usage when driving, including hands-free cell phone usage
4. Wear a helmet when biking
5. ALWAYS fasten safety belt when driving or riding as a passenger. Drivers must ensure that all passengers are able to utilize a working seatbelt in the vehicle.

Mileage Reimbursement

Employees whose essential job functions include driving, or who otherwise regularly operate their own motor vehicles in the course and scope of employment are eligible for mileage reimbursement. To be eligible for reimbursement under this policy, employees must record all miles traveled while on HACM business. Mileage reimbursement reports are to be turned in to their manager/supervisor for approval at the end of each month. The manager/supervisor will forward them to accounting.

The reimbursement rate is intended to compensate employees for all costs related to the operation of their personal vehicle on Organization business. The Organization assumes

no liability for employee vehicles used for work-related travel.

Travel expenses between home and the workplace are generally not reimbursable. Most Organization-related travel will originate from our office. In those cases where it is advantageous to leave directly from the employee's home, reimbursement should be based upon total miles traveled for the Organization less normal daily mileage to and from the office.

Employees whose essential job functions include driving, or who otherwise operate motor vehicles in the course and scope of employment must furnish HACM with proof of insurance and a valid driver's license yearly, by providing this information to their manager/supervisor. Whenever there is a change to their insurance, employees must furnish this information to their manager/supervisor as well. Mileage will be reimbursed based upon actual miles driven.

Employee Conduct And Work Rules

As a member of HACM team, employees are expected to accept certain responsibilities, adhere to acceptable business principles in matters of personal conduct, and exhibit a high degree of personal integrity at all times. These standards apply to all staff members and supervisors regardless of the location or nature of the business. This involves sincere respect for the rights and feelings of others. Employees are expected to refrain from any behavior that might be harmful to HACM, or that might be viewed unfavorably by current or potential customers or by the public at large. Employees are encouraged to observe the highest standards of professionalism at all times.

Definition

The following is a sample listing of behaviors and situations that are considered unacceptable. This list is provided as a sample, only, and does not represent a complete list of reasons for which misconduct and subsequent discipline/termination is applicable.

- Falsifying employment or other Organization records
- Violating HACM's nondiscrimination and/or sexual harassment policies or other policies within this Handbook
- Soliciting or accepting gratuities from customers or clients
- Having excessive tardiness or absenteeism
- Using HACM supplies for personal purposes without authorization
- Reporting to work intoxicated or under the influence of a non-prescribed drug, except over the counter medications taken for their intended purposes

assuming that the over-the-counter medication does not interfere with the employees' ability to perform the essential functions of the job safely

- illegal manufacture, possession, use, sale, distribution, or transportation of drugs on Organization premises or while in the course or scope of employment
- Bringing or using alcoholic beverages on HACM property or while engaged in Organization business off HACM premises, except where authorized
- Fighting or using obscene, abusive, or threatening language or gestures
- Theft of property from co-workers, customers, or HACM
- Violation of HACM's Firearms and Dangerous Weapons Policy
- Disregarding safety or security regulations
- Insubordination
- Failing to maintain the confidentiality of Organization, customer, or client information
- Vandalism of Organization, fellow employee, or client property
- Showing discourtesy to, or being impatient with, customers, clients, or fellow employees
- Dressing inappropriately for office or scheduled activities
- Conviction of a job-related criminal offense or being unavailable for work because of incarceration
- Any other behavior that is contrary to Organization policy

Should an employee's performance, work habits, overall attitude, conduct, or demeanor become unsatisfactory in the judgment of HACM or violation of any other HACM policies occur, he or she will be subject to disciplinary action, up to and including termination.

Disciplinary Steps

Should there be a problem regarding the employee's adherence to HACM's policies, the employee may be given up to four (4) opportunities to change the unwanted behavior.

1. The employee may be given a **VERBAL EXPLANATION** of the errant behavior, including a reiteration of what HACM's rule regarding that behavior is. In addition, the employee may be advised of the consequences of further infractions of the rule in question. If no further problems occur with regard to the issue raised at the verbal warning stage, no further disciplinary action will be taken.

2. If the problem persists, the employee may be given a **WRITTEN WARNING** with an explanation of the errant behavior, including a reiteration of what HACM's rule regarding that behavior is. As before, the employee may be given an opportunity to change the unwanted behavior and, if the behavior does not recur, no further disciplinary action will be taken.
3. If the problem persists, the employee may be given a **SECOND WRITTEN WARNING** with an explanation of the errant behavior, including a reiteration of what HACM's rule regarding that behavior is. As before, the employee may be given an opportunity to change the unwanted behavior and, if the behavior does not recur, no further disciplinary action will be taken.
4. If verbal and written warnings fail to bring about a change in the undesired conduct, pending results of a pre-disciplinary hearing, the employee may be given a **FINAL WARNING/SUSPENSION**. As before, the employee may be given an opportunity to change the unwanted behavior and, if the behavior does not recur, no further disciplinary action will be taken.
5. If all the above listed warnings fail to bring about a change in the undesired conduct, pending results of a pre-discharge hearing, the employee may be **TERMINATED**, without additional warnings.

HACM reserves the right, however, to bypass the disciplinary steps and base its disciplinary action on the severity, frequency, or combination of infractions when circumstances warrant immediate action.

These are suggested guidelines; not all these steps must be taken prior to disciplining or terminating an employee. The interpretation and application of the policy described here are ultimately within the discretion of the Organization. The Organization reserves the rights to alter, add, reduce, or eliminate any policy, in whole or in part, without notice. This guide is not a contract and should not be construed to impose any contractual obligation, expressed or implied, or to affect the employee's "at-will" status. This means that the employee or HACM can terminate the employment relationship at any time, with or without notice.

Drug Free Workplace Policy

HACM is committed to positive, safe and secure workplace for its employees. Central to these goals is providing an environment which is free from the harmful effects of drug and alcohol abuse.

Employees are expected to be physically and mentally fit to perform their duties when reporting to work and when performing duties in the course and scope of their

employment. In addition, no employee shall report to work or perform work-related duties while impaired by or under the influence of alcohol, illegal drugs or other substances (including prescription or over-the-counter medication) that would affect his/her ability to perform the job in a safe and efficient manner.

It is HACM's policy that the unlawful manufacture, distribution, sale, dispensing, possession, or use of controlled substances by employees is prohibited in all workplaces and/or while the employee is in the course and scope of employment. As a condition of employment, all employees are required to pass a pre-employment drug test and abide by the terms of this policy.

Employees engaged in the performance of a federal grant shall be required to notify the Executive Director of any criminal drug statute conviction occurring in the workplace within five days of the conviction. The Executive Director shall notify the appropriate federal agency.

Any employee who violates this policy shall be disciplined, up to and including termination.

Any employee convicted of a criminal drug statute violation occurring in the workplace and not dismissed by HACM shall be required to satisfactorily participate in HACM's Employee Assistance Program. Failure to satisfactorily participate in such program shall result in disciplinary action, up to and including termination, in accordance with HACM's policies and procedures.

Substance Abuse And Drug Testing

HACM is a drug free workplace. Managers/Supervisors are responsible for taking appropriate action whenever an employee's observed behavior or performance raises any question about the employee's physical or psychological condition and fitness to perform the job safely.

The performance of each employee is important to HACM. Supervisors should be aware that ignoring or avoiding a performance problem may be contrary to the best interests of the employee and the Organization.

Appropriate situations for drug testing are as follows:

Pre-employment: HACM requires pre-employment testing; however, no prospective employee will be asked to submit to testing unless a conditional offer of employment has been made. An offer of employment by HACM; however, is conditioned on the prospective employee testing negative for drugs.

Post-Accident: Testing may be required to take place following motor vehicle accidents or other job-related accidents or injuries, or as otherwise required by applicable laws/rules/regulations

Suspicion-Based: Testing may occur in situations where an employee demonstrates behavior that is indicative of potential drug and/or alcohol use. If HACM has a reasonable belief that an employee is impaired on the job, is under the influence of illegal drugs and/or alcohol or has been using illegal drugs and/or alcohol during the course and duties of employment, the employee may be relieved from his/her duties and may be asked to submit to a drug and alcohol test.

Alcohol and Controlled Substances

The consumption or possession of alcoholic beverages and/or the use of non-prescribed controlled substances on Organization premises or in vehicles is prohibited. Reporting to work under the influence of alcohol or drugs is also prohibited. Also prohibited is the unlawful manufacture, distribution or dispensing of controlled substances by employees in all HACM workplaces.

Employees who drive their own vehicle, a HACM-assigned vehicle, or operate power equipment to do HACM business are prohibited from drinking alcoholic beverages or using non-prescribed controlled substances during working hours, including any lunch periods or breaks.

Violation of this rule will result in disciplinary action, up to and including termination. This rule reflects the Organization's concern for a safe work place and a productive work force.

The Human Resource Director, in appropriate situations, may order that testing for the presence of drugs, alcohol, or other substances be undertaken and request that the results of such tests be released to the Human Resource Director and executive management. Before such testing may be undertaken, the testing facility must have obtained written consent from the employee for the tests and for the release of the results to HACM. However, refusal to submit may result in appropriate disciplinary action, including but not limited to immediate removal from service and/or immediate termination. Supervisors should contact the Human Resource Director who will take appropriate action depending upon the situation.

Lockers, computers, and other HACM property may be searched without consent. Personal belongings, including vehicles, may be searched, with consent (and without consent only as allowed under applicable law).

Supervisors should consult the Human Resource Director if they have any questions, or

if a situation arises where they believe it would not be appropriate to follow recommended procedures.

Pre-Employment Medical Examinations

All positions at HACM require, as part of the hiring process, that applicants offered a position pass a pre-employment medical examination as a condition of employment. Others who meet the following criteria will also require a pre-employment medical examination:

- Any employee who is re-employed after one or more years of separation from HACM.
- Anyone re-employed after resignation to a physically demanding position, if the reinstatement occurs three or more months after separation or if the employee worked, before his or her resignation, in a physically undemanding position.
- When an employee is transferred or promoted from a less physically demanding job to a more physically demanding job.

Safe Work Guidelines

HACM is committed to providing a safe work environment for employees by promoting employee readiness for situations that may threaten their welfare and supporting employees in identifying and reducing at-risk behaviors that may contribute to unsafe work practices. We strive to provide a work environment that is free of unreasonable hazards and that meets federal and state safety and health standards and regulations. This commitment relies on the expectation that it is the responsibility of all personnel to create and maintain a safe work environment and follow safe work procedures.

Every reasonable effort must be made by employees and supervisors to resolve workplace safety concerns. It is the responsibility of all employees to immediately report to their supervisor or Human Resource Director all safety hazards or accidents. It is the responsibility of all supervisors to respond accordingly and without delay. It is not the employee's responsibility to attempt a job which is unsafe.

Security Awareness in the Field

HACM asks you to perform your job in a safe manner by being aware of potential sources of danger and responding appropriately. If you are ever in doubt about the safety of a given task, always discuss it with your supervisor or the Human Resources Director before performing the task. HACM's objective is to maximize safety by reducing risks. A

safe working environment can be achieved most effectively through early identification and understanding of safety issues; compliance with federal and state laws and regulations; close interaction among managers, employees, and safety specialists; and adherence to the following guidelines:

- Do not enter unsecured vacant buildings
- Call the police for any suspicious activity
- Wear protective equipment if in an environment with asbestos or other hazardous materials
- Operate equipment safely, and only use equipment you have been trained to safely use

Safety/Accident Reporting

HACM is committed to ensuring a safe work environment. As such, the Organization is continually concerned about providing safe working conditions and keeping employees informed about safety issues. To assist us in meeting overall safety standards in the workplace, you should immediately report any unsafe conditions to your manager or to the Human Resource Department.

In the unfortunate event that any job-related injuries or disabilities should occur, you must report them immediately to your manager and/or the Human Resource Department and complete an Incident Report. A delay of giving notice of a job-related injury or illness before the end of your shift is against HACM policy and could negatively affect your right to compensation under state and Federal Worker's Compensation laws.

HACM will not knowingly permit unsafe conditions to exist, nor will it permit employees to indulge in unsafe acts. Violation of Organization policy will result in disciplinary action, up to and including termination.

Smoking Policy

Smoking is prohibited at all times in all areas within the facilities; around main doors that are accessible to the public and in common work areas generally accessible to employees.

Workplace Violence Prevention Policy

HACM has a "zero tolerance for violence" policy. If an employee displays any violence in

the workplace or threatens violence in the workplace, the employee will be subject to discipline, up to and including immediate termination. No talk of violence or “joking” about violence will be tolerated. HACM defines “violence” to include physically harming another, threatening, shoving, pushing, harassment, intimidation, coercion, brandishing weapons and threats or talk of violence.

It is everyone’s business to prevent violence in the workplace. The employee can help by reporting any suspicious activity or conduct. Many times an employee is in a better position than management to know what is happening with those employees he or she works with.

Employees are encouraged to report any incident that may involve a violation of any of HACM’s policies that are designed to provide a comfortable workplace environment. Concerns may be presented to the employee’s manager or through HACM’s Human Resource Department.

All reports will be investigated and information will be kept confidential, except where there is a need to know in order to effectuate a solution to the problem.

Weapons Policy

HACM has a zero tolerance policy for firearms and dangerous weapons in the workplace. Accordingly, HACM prohibits employees from carrying or possessing a firearm or dangerous weapon while acting in the courses of their employment for, and on behalf of HACM. This policy applies to all HACM employees, including students, volunteers, staffing agency workers, or contractors working in the course of their employment with HACM.

Definitions

Firearm or dangerous weapon: For purposes of this policy, a firearm or dangerous weapon includes, but is not limited to the following:

1. A firearm, whether loaded or unloaded, from which a shot may be discharged, including but not limited to a handgun, pistol, revolver, shotgun, rifle, or bb gun;
2. A gun that can discharge a shot or a projectile by means of an explosive, gas, or compressed air;
3. A device designed to be used as a weapon, from which can be expelled a projectile by the force of any explosion or force of combustion;
4. Any weapon (including a starter gun) which will, is designed, or may readily be converted to expel a projectile by the action of an explosive;

5. Any destructive device;
6. Any device designed as a weapon and capable of producing great bodily harm, including but not limited to stun guns or stun batons;
7. An electric weapon such as a taser gun;
8. Any combustible or flammable liquid or other substance, device, or instrumentality that, in the manner it is used or intended to be used, is calculated or likely to produce death or great bodily harm, or any fire that is used to produce death or great bodily harm; and
9. A knife.

Prohibitions

Regardless of whether a HACM employee possesses a concealed weapons license or is allowed by law to possess a weapon, all employees are prohibited from possessing, transferring, carrying, selling, or storing firearms or dangerous weapons:

- On HACM property, including but not limited to all buildings, offices and residences owned, leased, controlled and/or occupied by HACM;
- While acting within the course of their employment or on behalf of the Organization.

This prohibition applies anywhere HACM business is conducted as summarized below:

- Working on property owned, leased, or controlled by HACM;
- Performing work for HACM at any location, including private residences, commercial establishments, or other customer or client locations;
- Driving or riding as a passenger in a HACM vehicle;
- Attending trade shows, conferences, or training on behalf of HACM;
- Attending HACM directed or sponsored activities or events (intended for HACM employees only and not the general public) independent of venue;
- Riding any type of mass transit while on HACM business;
- Working off-site on behalf of HACM (excluding the employee's residence);
- Performing emergency or on-call work for HACM after normal business hours and on weekends;
- Attending training or conferences on behalf of HACM.

HACM employees may possess, carry, and store a firearm or dangerous weapon in their own motor vehicles if they have obtained the appropriate license as required by the applicable state and federal laws. Employees who use a personal vehicle in the course of their employment are required to keep the permitted firearm or dangerous weapon stored out of sight and in a secure location.

Violation of this policy is considered a serious offense that endangers the safety of employees and others. Therefore, any offense may result in severe disciplinary action, up to and including termination of employment. When appropriate, a referral to law enforcement may be made which may result in criminal charges.

Safety First

In applying this policy, no employee shall take any action that will risk his or her own safety or the safety of other individuals. No attempt should ever be made by an employee to restrain or forcibly evict an armed person from HACM premises. Employees in facilities without a designated Police or security force may inform individuals carrying weapons of the law and ask for their compliance. This should be done in an informative, calm, and non-confrontational manner. An individual's continue non-compliance after being properly informed of the law should result in notification to the Police Department. Employees in facilities with a designated Police or security force should make all attempts to defer intervention in concealed or open carry situations to those groups by contacting designated security personnel via established reporting mechanisms.

An employee who feels an immediate risk to his or her own safety or the safety or security of others should avoid any interaction with the individual. Steps should be taken to secure their area and immediately contact the Police Department by calling 9-911 and their assigned building security (where applicable).

Report of Violations

Employee Violations: Employees are required to report violations of this policy without regard to the relationship between the individual who initiates the prohibited behavior and the individual reporting it.

An employee who believes that another employee may be in violation of this policy should report the alleged violation to the employee's manager or supervisor, the department head, or the appropriate departmental Human Resources representative.

HACM will promptly investigate allegations of violations of this policy. Supervisors and managers are responsible for establishing and modifying procedures as necessary to carry out and comply with this policy in accordance with applicable laws. Departments are responsible for implementing protocols for handling a prohibited weapon upon discover.

HACM reserves the right to authorize searches for prohibited weapons on its property consistent with law. Employees should be aware that there is no reasonable expectation of privacy with respect to weapons in the workplace. HACM's right to conduct searches includes, but is not limited to, such areas and items as lockers, desks, workstations, bags, and toolboxes. Searches of the employee's work area and belongings, as described above, may be conducted by the employee's supervisor and another member of management. Searches of all types, including surrounding HACM property, personal property and the employee may be conducted by law enforcement in accordance with law. Any weapon found in violation of this Policy may be confiscated. Refusal to permit a search may result in discipline up to an including discharge.

Visitor Violations: Visitors to posted no-carry HACM facilities are not allowed to carry a weapon on the premises. If a visitor does bring a weapon into a HACM facility a determination will need to be made as to the level of risk the visitor carries.

Any visitor carrying a weapon into a posted no-carry HACM facility is creating an elevated risk to security and safety that warrants a response leading to compliance with the law. If the visitor poses an immediate risk to security or safety the Police Department should be notified immediately by calling 9-911. The visitor should be considered an immediate risk to safety and security if he/she is acting in an aggressive, belligerent, confrontational, suspicious or in an otherwise questionable manner while carrying a weapon.

Anti-Retaliation Provision

No employee or HACM official may retaliate against an employee who has reported a possible violation of this policy.

Roles and Responsibilities

Employees are responsible for understanding and complying with the Policy Prohibiting Firearms and Dangerous Weapons in the Workplace. Whenever there is a question as to whether an instrument, article or substance is considered a weapon in violation of this policy, it is the employee's responsibility to seek clarification. Employees seeking clarification should direct their questions to their Department Head or HACM's Public Safety Chief at 286-5100 prior to bringing the item(s) to HACM work sites and events, as well as HACM-owned or leased facilities or vehicles.

HACM departments shall ensure that employees complete a statement acknowledging receipt and understanding of this policy.

Employee Grievance Procedure

Consistent with Section 66.0509(1m), Wis. Stats., HACM provides a means for employees to bring problems concerning their well-being at work to the attention of HACM management. HACM declares that consistent with this Grievance Procedure, it is the policy of the Organization to treat employees fairly and equitably and to seek to provide employees with a process through which to seek internal administrative redress for alleged violations, misinterpretations or inequitable applications of HACM policies, rules and expectations of conduct relative to employee discipline and termination; and, in good faith, workplace safety. An employee has a right to use this Grievance Procedure reasonably and without retaliation.

Nothing in this policy is intended to create a legally binding contract or to change the at-will nature of employment with HACM. Employment with HACM is voluntarily entered into and employees are free to resign at any time with or without cause. Similarly, HACM may terminate the employment relationship at will at any time with or without cause. HACM may also modify this Grievance Procedure at any time, with or without notice.

This Grievance Procedure is applicable to HACM staff employees (non-probationary), excluding Executive Staff. Applicable employees may grieve a discharge, a disciplinary demotion, a disciplinary suspension without pay exceeding 15 working days, or a second disciplinary suspension without pay occurring within six months of a previous unpaid disciplinary suspension. An employee may also put forward a grievance regarding a workplace safety issue, which must include an allegation of a violation of an applicable work place safety standard established under state or federal law or regulation.

In addition to the terms above, the following matters are specifically excluded from this procedure:

- a. if an employee is placed on paid or unpaid administrative leave pending an internal investigation or a fitness for duty examination;
- b. involuntary reassignments; non-disciplinary wage, benefit, or salary adjustments;
- c. warning notices; written reprimands; performance improvement plans; performance evaluations or reviews; documentation of employee acts or omissions in an employment file;
- d. layoffs or workforce reductions;
- e. voluntary separations, including retirement, quitting, or resignation;
- f. job abandonment, "no call no-show", or other failure to report to work;
- g. the termination of employment due to an inability to perform the work

because of a medical condition, lack of qualification or licensure, or other factors that preclude an employee from performing job duties;

- h. Separation of an employee during a probationary period.

Steps

1. Every reasonable effort should be made by employees and supervisors to resolve any concerns, questions, or misunderstandings that have arisen from the imposition of discipline, as defined by this policy, or workplace safety issues, before raising a grievance. Accordingly, employees should first discuss complaints or questions with their immediate supervisor.
2. If the problem is not resolved after discussion with the supervisor, or if the employee thinks a discussion with his or her supervisor is inappropriate, the employee may file a grievance in writing with the Human Resource Department within five (5) working days from the date that the employee first became aware, or should have reasonably been aware, of the conditions or circumstances giving rise to the grievance. The written grievance must include a summary of the pertinent facts, the date(s) the event occurred, the step taken to informally resolve the grievance, and the remedy requested. The Department of Human Resources will confer with the employee and other department personnel as necessary and will provide a written response as soon as administratively practicable.
3. If the grievance is not resolved by Step 2, the employee may appeal in writing within five (5) working days of the receipt of the disposition from the Department of Human Resources, to the Executive Director (or official designee), who will refer the matter to an impartial hearing officer. The officer shall be chosen by the Executive Director (or official designee). The officer shall conduct a review as soon as administratively practicable. The officer may allow for the presentation of information in person or in writing. The officer shall determine whether the discipline was reasonable under the circumstances and shall issue a decision in writing as soon as practicable either affirming, reducing, or overturning the discipline, disciplinary demotion, or discharge, upon conditions the officer deems appropriate for the circumstances. If the issue is a complaint of workplace safety, the officer shall issue a disposition instructing the parties of recommended steps to resolve the grievance.
4. The decision of the officer shall be final unless the grievant files with the Executive Director (or official designee), a request for the decision to be reviewed by the HACM Board no later than five (5) working days of the date of the decision issued by the officer, or unless the Executive Director, within five (5) working days from the date of the decision, requests review by the HACM Board of a disposition by the officer with which the Executive Director disagrees. The HACM Board with thereafter review the matter as soon as practicable. The review by the Board will be an examination of the records

presented to the officer, if any, and the officer's written decision. The Board shall not conduct a de novo hearing, only a "paper review" of the grievance file to determine whether a rational basis exists for the officer's written decision. Findings of fact shall be upheld unless they are clearly erroneous. A simple majority vote of the Board shall decide the appeal and shall be final. All efforts will be made to have a determination from the Board as soon as administratively practicable.

Documentation And Time Line

A grievant may not file or advance a grievance outside of the designated timeframes. Any grievance having been answered and not appealed to the next step within the allotted time shall be considered resolved or waived as of the previous disposition. Failure to process a grievance by an employee within the time limits set forth under this procedure, or agreed upon extensions, shall constitute termination of the grievance. Time limits may be extended by agreement in writing of the parties at any step of the procedure.

Internet and Email Use Policy

The Organization encourages the use of the Internet and e-mail as a means to make business and communication more effective. However, Internet service and e-mail are valuable and costly Organization resources and their purpose is to facilitate the business of the Organization. Irresponsible use of these resources reduces their availability for critical business operations, compromises Organization security and network integrity, and leaves the Organization open to potentially damaging litigation.

Any improper or excessive non-work usage of the Internet or e-mail will not be tolerated. To ensure that all employees understand their responsibilities, the following guidelines have been established for using Organization e-mail and Internet access.

Employees should recognize that Internet and e-mail use is not private. HACM has the right, but not the duty, to monitor all communications and downloads that pass through its facilities, at its sole discretion. Any information retained on HACM's facilities may be disclosed to outside parties or to law enforcement authorities.

Acceptable uses of Organization e-mail and Internet access

The Organization provides Internet and e-mail access for business usage. Every staff member has the responsibility to maintain and enhance the Organization's public image and to use Organization e-mail and access to the Internet in a responsible and productive manner that reflects well on the Organization. The Organization recognizes

that there will be occasional personal use on lunch breaks and during non-working hours (with the approval of management), but this shall not be excessive or unreasonable.

Unacceptable uses of Organization e-mail and Internet access

The Organization e-mail and Internet access may not be used for transmitting, retrieving or storage of any communications of a discriminatory or harassing nature or materials that are obscene or "X-rated". Harassment of any kind is prohibited. No messages with derogatory or inflammatory remarks about an individual's race, age, disability, religion, national origin, physical attributes or sexual preference shall be transmitted. No abusive, profane or offensive language is to be transmitted through the Organization's e-mail or Internet system. Electronic media may also not be used for any other purpose that is illegal or against Organization policy or contrary to the Organization's best interests. Solicitation of non-Organization business, or any use of the Organization e-mail or Internet for personal gain, is prohibited.

Given that there is a limited amount of bandwidth available for use in the Organization, certain activities should not occur. Unless approved by management, employees should not use HACM Internet connections, except as necessary for Organization business, for any of the following activities:

- Internet Radio or other streaming audio or video
- Peer to Peer file sharing networks
- Instant Messaging
- Downloading of audio, video or other large multimedia files

Communications

Each employee is responsible for the content of all text, audio or images that they place or send over the Organization's e-mail and Internet system. No e-mail or other electronic communications may be sent that hides the identity of the sender or represents the sender as someone else or someone from another Organization. All messages communicated on the Organization's e-mail and Internet system should contain the employee's name. We require that all communications sent by employees via the Organization's e-mail and Internet system comply with all Organization policies and not disclose any confidential or proprietary Organization information.

Under normal circumstances email and the Internet should not be used to transmit protected patient information as defined by HIPAA. Such confidential information can be transmitted only when the appropriated safeguards have been established and approved by management and the MIS department.

Copyright Issues

Employees on the Organization's e-mail and Internet system may not transmit copyrighted materials belonging to entities other than this Organization. Please note, that non-adherence to this policy puts the Organization in serious legal jeopardy and opens the Organization up to significant lawsuits and public embarrassment. All employees obtaining access to other companies' or individuals' materials must respect all copyrights and may not copy, retrieve, modify or forward copyrighted materials, except with permission. Failure to observe copyright or license agreements may result in disciplinary action up to and including termination. If you have questions about any of these legal issues, please speak with your manager or MIS before proceeding.

Software

To prevent computer viruses from being transmitted through the Organization's e-mail and Internet system, and to ensure that the software is properly licensed so as not to place HACM in jeopardy of copyright infringement laws, there will be no downloading of any unauthorized software. All software downloaded must be registered to the Organization. Employees should contact MIS if they have any questions.

Security

All messages created, sent, or retrieved over the Organization's e-mail and Internet is the property of the Organization and should be considered public information. While we do not presently monitor employees internet or e-mail traffic, the Organization reserves the right to access and monitor the content of all messages and files on the Organization's e-mail and internet system at any time in the future with or without notice. Employees should not assume electronic communications are private and should transmit highly confidential data in other ways. E-mail messages regarding sensitive matters should warn that such communications are not secure or confidential.

Electronic Communications Policy

HACM recognizes the importance of the Internet and all forms of electronic communications.

Electronic communications include all forms of internet activity such as blogging, social media websites, personal web sites, postings on wikis and other interactive sites, postings on video or picture sharing sites, comments on the public Internet, and/or email.

Examples include but are not limited to:

- Social Networking Sites (LinkedIn, Facebook);
- Micro-blogging Sites (Twitter);
- Blogs (including company and personal blogs);
- Online Encyclopedias (Wikipedia); and
- Video and photo-sharing websites (YouTube; Flickr)

The purpose of the guidelines in this policy is to promote a respectful, knowledgeable interaction among employees with persons utilizing social media. These guidelines are also to protect the privacy, confidentiality, and interests of HACM, employees, programs, partners, and customers.

In general, employees should think carefully before posting online, because most online social platforms are open for all to see. Despite privacy policies, employees cannot always be sure who will view, share or archive the information that is posted.

Before posting anything, employees should remember that they are responsible for what is posted online.

Employees should carefully consider the risks and rewards with respect to each posting. Employees should remember that any conduct, online or otherwise, that negatively or adversely impacts the employee's job performance or conduct; the job performance or conduct of other co-workers; or adversely affects clients, customers, colleagues or associates of HACM or HACM's legitimate business interests, may result in disciplinary action, up to and including termination.

Employees should refrain from use of social media during working hours or on equipment provided by HACM unless such use is work-related or authorized by a supervisor.

Employees are prohibited from using HACM provided email addresses to register on social networks, blogs or other websites for personal use.

Employees should express only personal opinions online and, unless expressly authorized to do so by the Executive Director, an employee should never represent himself or herself as a spokesperson for HACM or other co-workers, clients, customers, colleagues or other individuals who work on behalf of or who are associated with HACM.

If an employee chooses to post online content relating to HACM, the employee should make it clear that he or she is not speaking on behalf of HACM by a disclaimer stating that "the posting on this website are my own and do not necessarily reflect the views of HACM." This disclaimer should be visible and easy to understand.

Employees should make sure that online postings do not violate any non-disclosure or confidentiality obligations and disclose HACM's trade secrets and confidential and proprietary information.

Under no circumstances should any applicant, tenant, resident, or client information ever be communicated.

Note that the use of copyrighted materials, unfounded or derogatory statements, or misrepresentation is prohibited by HACM and can result in disciplinary action up to and including employment termination.

Honor the privacy rights of our current employees by seeking their permission before writing about or displaying any happenings that might be considered to be a breach of their privacy and confidentiality.

Legal Liability of Employees and the Internet

Where applicable law permits, the employer reserves the right to monitor the employee use of any social media, and take appropriate action with respect to inappropriate or unlawful postings.

Retaliation

HACM prohibits taking negative action against any employee for reporting a possible violation of this social media policy or cooperating in any investigation with respect to a potential social media policy violation. Any employee who retaliates against any employee for reporting a possible deviation from this policy or for cooperating in any investigation will be subject to disciplinary action, up to and including termination.

Employees can be disciplined by HACM for commentary, content, or images that are defamatory, pornographic, proprietary, harassing; libelous, discriminatory, or that can create a hostile work environment.

Note that these policies and guidelines apply only to work-related issues and are not meant to infringe upon your privacy, personal interaction or commentary online.

Employees are to use this policy in conjunction with our internal Internet and E-mail Policy which remains in effect.

Electronic Equipment Use Policy

HACM understands that, from time to time, employees may need to make telephone calls during business hours. However, it is important that employees keep personal phone calls as brief and infrequent as possible in order to provide excellent service to our customers and/or clients, as well as fulfill their work obligations to the Organization. Restrict personal phone calls to break times whenever possible. Abuse of personal phone calls may result in disciplinary action up to and including termination of employment. Personal usage of cell phones is included within this policy, as it reduces daily productivity in servicing our customers. Please be aware that Organization telephones are the property of HACM, and personal communications are not secure or confidential.

All equipment is assigned primarily for use of official business. Equipment is not to be modified for personal use. HACM retains the right to all information transmitted through electronic communications and employees should not have privacy expectations for such communications. While employees may use personal cell phones, personal calls during work hours should be limited.

HACM assigned cell phones may be used on a limited basis for personal business, however the employee will be expected to reimburse HACM the actual cost of each call, if any. Use of office telephones and cell phones for long distance should be limited to business calls only. Two-way radio communication should utilize professional language appropriate to the nature of each transmission.

No personal business should be conducted using two-way radios.

Personnel Files

A HACM employee may wish to review information found in his or her personnel file. It is the policy of HACM to allow employees access to their personnel files as required by Wisconsin law. If the employee would like to access his or her personnel file, a seven-day notice request is required.

HACM will make the employee's personnel file available to the employee at the Human Resource Department during regular business hours. HACM requires that employees view their personnel files in the presence of a manager or a representative of the Human Resource Department. The employee is permitted to copy all or part of the information from his/her personnel file. Employees may be charged a standard fee for copies.

If, after reviewing the employee's personnel file, there is a disagreement about any information found in that file, removal or correction of the information may be agreed

upon by HACM and the employee. If HACM and the employee cannot agree upon removal or correction, the employee may submit a written statement explaining the employee's position. The statement will become part of the employee's permanent file and will be disclosed along with the disputed information should disclosure from the employee's personnel file be made to a third party.

Voluntary Resignation

Should an employee seriously consider resignation, he or she should be encouraged to discuss the reasons with his or her supervisor or a member of the Human Resource Department prior to resignation. We urge the employee to notify his or her supervisor at least two weeks in advance of his or her departure and provide HACM with proper notice. This will provide time for the Organization to prepare for a replacement, prepare the final paycheck, and will put the employee in a favorable position to be considered by HACM for future employment. (HACM does recognize that all employment relationships with HACM are on an at-will basis, unless there is an employment contract that stipulates otherwise, and reserves the right to terminate employment relationships at any time.) All notices of resignation will be followed up with an exit interview.

Exit Survey Policy

HACM strives to survey each exiting employee who is resigning or otherwise separating from the Organization. Such exit surveys are essential to provide an opportunity for the departing employee to return any Organization property in his or her possession and to review details of benefit program termination. However, an equally important purpose is to obtain the reactions of an employee to his or her employment experience with HACM. An employee who has decided to leave the Organization may have constructive suggestions to offer management. Such an employee might not have felt ready to make the suggestions earlier.

Exit interviews are kept in a separate, confidential file under the supervision of the Human Resource Director. The comments expressed during the exit interview will be received in a constructive manner and will not affect the terminating employee's eligibility for rehire.

Exit Interviews may reveal the need for increased training, new programs, changes in policies, and/or supervisory problems. They will also provide insight as to where HACM is perceived to be most successful. It is the responsibility of the Human Resource Department to report trends indicative of problem areas to the appropriate manager for review and discussion.

Contact Numbers

Human Resource Staff

Crystal Reed-Hardy, Human Resources: (414) 286-5586

Your Supervisor:

Name	Number	Development
------	--------	-------------

Notes:

EMPLOYEE HANDBOOK ACKNOWLEDGMENT AND RECEIPT

I acknowledge that I have reviewed a copy of the Employee Handbook.

I understand that other than _____, no one has any authority to enter into any agreement for employment which changes the at-will employment relationship.

I understand that the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding Organization policies.

I understand that, except for employment-at-will status, unless otherwise specified in a written contract, any and all policies and practices may be changed at any time by HACM, and HACM reserves the right to change my hours, wages and working conditions at any time, unless prohibited by applicable law. I understand that revised information may supersede, modify or eliminate existing policies.

Furthermore, I acknowledge that this handbook is not a contract of employment. I understand and agree that, absent a written contract, employment may be terminated with or without cause and with or without notice at any time.

Employee's Signature

Employee's Name (Print)

Date

To Be Placed in Employee's Personnel File