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MANNA

FoodBank

Personnel Handbook

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MANNA FOOD BANK MISSION & VISION

The mission of MANNA FoodBank is to involve, educate and unite people in the work of ending hunger in western North Carolina.

The vision of MANNA FoodBank is a hunger free Western North Carolina.

WELCOME

Welcome to MANNA FoodBank! Employees are joining a dynamic and committed team of staff, Board, and volunteers who are all dedicated to our mission of ending hunger in Western North Carolina. This Handbook is designed to inform employees about MANNA. The employees should read it, keep it handy and consult it when necessary. General policies are covered. For questions relating specifically to the employee's position, the person can review his job description, talk with the supervisor, or consult with a Human Resources Department manager.

It is the objective of MANNA to provide the highest quality services to our partner agencies and to the community as efficiently as possible. MANNA wants to create an atmosphere of professionalism, integrity, and friendliness and to affirm the dignity of each person. MANNA will strive to provide a stable working environment for its entire staff.

This Handbook can answer many questions about employment with MANNA, but the employee should not hesitate to ask the Human Resources Department Manager to clarify any point. Work here will be enhanced if the employee understands the relationship of his job to the whole enterprise and to the jobs of the other employees at MANNA. MANNA sincerely hoped that the person's employment will be enjoyable and rewarding for both the employee and MANNA and will contribute to MANNA's mission of involving, educating, and uniting people in the work of a hunger-free WNC.

INTRODUCTION

People are the most important asset of any organization, particularly a service organization such as MANNA. Vital to MANNA's continuing success is that well-qualified people fill all positions. MANNA FoodBank seeks to build a diverse, committed work force.

Employees are expected to fully acquaint themselves with the content of this manual in order to establish an employment relationship based on a complete understanding of MANNA's personnel requirements, expectations, and methods of conducting personnel matters. Since it is the policy of MANNA to encourage employee participation in all matters that affect their work, employees are encouraged to offer suggestions for improvement to the policies, employment practices, or working conditions.

Upon amendment of any part of this manual, MANNA will endeavor to use normal communication channels to apprise employees of such changes and their effect, if any, but need not provide prior notice. Employees may be required to verify receipt of these changes. The most current electronic copy of this policy will be kept on the shared I-drive in the Human Resources Department folder.

Each employee covered or affected by this manual is responsible for knowledge of and compliance with all provisions contained herein. If an employee is uncertain as to the intent or meaning of a MANNA provision, it is that employee's responsibility to request clarification. In turn, MANNA will provide such clarification if so requested. In case of disagreement, the interpretation of MANNA's Executive Director will prevail.

The policies and procedures set forth in this manual are not contractual in nature and should be regarded as management guidelines only, which are subject to modification, addition or deletion at any time without notice and at the sole discretion of management.

ABOUT MANNA

Since it began operations in 1983, MANNA FoodBank has sought to involve, educate and unite people in the work of ending hunger in Western North Carolina. What began with the distribution of 42,000 pounds of food to 16 agencies in Buncombe County in one year has grown to an annual distribution of more than 11 million pounds of food to more than 200 agencies across the 16 counties of the region.

MANNA collects, stores, and distributes food. Over the years it has developed a region-wide food distribution network. Today the collected food is distributed through MANNA's partner agencies, which must maintain certified federal nonprofit status and be inspected and accredited by MANNA. These agencies include food pantries, soup kitchens, homeless and domestic violence shelters, child and adult day care facilities, group homes, and other qualified nonprofits. In addition, the [MANNA Packs for Kids](#) program provides food to school children who might not otherwise have a meal between school lunch on Friday and school breakfast on Monday. Starting in 2011, MANNA began to emphasize a critical additional strategy for addressing hunger: helping low-income families to access benefits for which they qualify through the [Food and Nutrition Services Outreach](#) program.

The growth of MANNA is the story of grass roots organizing, community involvement and indomitable spirit. Over the years, MANNA has sponsored and participated in a variety of food drives and fundraising events. Today, the major events include volunteer-led local food drives, the National Letter Carriers Food Drive, Ingles Day at the Mountain State Fair, Empty Bowls, the Ingles Giving Tree, and the Blue Jean Ball. At these and all other events, staff members, Board members and volunteers educate people about hunger in this region and promote a vision of a hunger-free Western North Carolina.

HUMAN RESOURCES DEPARTMENT MISSION

The mission of the Human Resources Department is to support the goals of MANNA by providing services which promote a work environment that is characterized by equitable treatment of staff, effective communication, mutual accountability, trust and respect.

The Human Resources Department will serve as a source of information and expertise that provides quality customer service in all personnel operations with integrity, responsiveness, and sensitivity to all employees.

Working under the direction of the MANNA Board of Directors and in collaboration with senior management, MANNA will seek to maximize the potential of MANNA's greatest asset—its employees—by:

- Promoting and recruiting the most qualified candidates while recognizing and encouraging the value of diversity in the workplace.
- Providing a competitive salary and benefit package.
- Providing a work atmosphere that is safe, healthy and secure.
- Establishing and effectively communicating sound policies and practices that treat MANNA employees with dignity and equality.

MANNA FOODBANK STATEMENT OF VALUES

In the work to end hunger in Western North Carolina, MANNA FoodBank exhibits these core values with staff and stakeholders and in the community:

SERVICE

Characterized by excellence, responsiveness, and compassion for MANNA partners and those in need.

RESPECT and INCLUSIVENESS

With a sense of justice and fairness, welcoming diverse backgrounds, lives and opinions.

STEWARDSHIP and EFFECTIVENESS

Acting with resourcefulness and living from a sense of abundance and gratitude.

INTEGRITY and ACCOUNTABILITY

Preserving a tradition of honesty and trustworthiness.

FLEXIBILITY and CREATIVITY

Meeting current changing times and anticipating the future.

COLLECTIVE POWER

Collaborating, cooperating with others, and emphasizing teamwork within.

PASSION and DEDICATION

Exemplifying the spirit of MANNA FoodBank.

1. EMPLOYMENT PRACTICES

1.01 EQUAL EMPLOYMENT OPPORTUNITY

The policy of MANNA FoodBank is to provide equal opportunity for employment to all individuals regardless of race, color, sex, religion, sexual orientation, national origin, age, disability, political beliefs, marital status, gender identity, or any other federal, state, or local protected class. Such action includes, but is not limited to, recruitment, hiring, job assignment, training, reclassification, transfer, discipline, wages, professional opportunities, recreational activities, and use of all MANNA facilities. All applicants are considered for employment and/or promotion based on their education, training, experience, skill, and aptitude for the pertinent job requirements stated in the job description.

1.02 DIVERSITY

MANNA embraces a philosophy that recognizes and values diversity. MANNA's goal is to attract, develop, retain and promote a talented and diverse workforce in a culture where all employees will contribute to their fullest potential. As the diverse workforce evolves, MANNA is dedicated to providing a respectful and dignified environment. MANNA is committed to the total inclusion and participation of all people. The celebration of diversity is an essential component in the way MANNA does business.

1.03 RELIGIOUS and POLITICAL AFFILIATIONS

MANNA has a large number of faith-based partners, and many of its donors, staff and volunteers feel a spiritual connection with its mission and work. Although a large number of MANNA's partner agencies are Christian, MANNA does not have a religious affiliation. MANNA has supporters and beneficiaries that represent many different religious and cultural perspectives. It is very important for MANNA to be respectful of all faiths and cultures, both in how MANNA relates to individuals or groups, as well as in presentations, public events and printed materials.

In a similar way, MANNA is a nonpartisan organization. In advocacy work to gain support for programs that support the nutrition safety net or other public policy issues that may be political in nature, MANNA staff and representatives will remain politically neutral, emphasizing the point that nonpartisan support and respectful dialogue are essential to achieve the mission. Staff members may participate in political activities as individuals, outside of work time, as long as they are not identified as doing so on behalf of MANNA.

1.04 AMERICANS WITH DISABILITY ACT POLICY STATEMENT

MANNA is committed to complying with all applicable provisions of the Americans with Disabilities Act (ADA). MANNA will not discriminate against any qualified employee with regard to any terms or conditions of employment because of such individual's disability or perceived disability. However, all employees are expected and required to perform the essential functions of their position, with or without a reasonable accommodation. Reasonable accommodations will be made available to any qualified individual with a disability, as defined by the ADA, in accordance with the ADA.

Employees with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should contact the Human Resources Department.

1.05 SEXUAL MISCONDUCT/ HARASSMENT and DISCRIMINATION POLICY

MANNA is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment.

Harassment of any employee based on a protected status (e.g., race, color, national origin, sex, religion, age, physical or mental disability or any other personal attribute protected by federal, state or local law) is strictly prohibited. While it is

not easy to define what constitutes harassment, examples include verbal (including improper joking or teasing) or physical conduct that denigrates or constitutes hostility or aversion toward an employee because of his or her protected status.

Sexual harassment can include all of the below actions as well as other unwelcome conduct such as unsolicited sexual advances, request for sexual favors, conversations regarding sexual activities, and other verbal or physical conduct of a sexual nature when submission to such conduct is made, either explicitly or implicitly, a term or condition of an individual's employment; or submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting such individual; and such conduct that has the purpose or effect of substantially or unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive environment.

- Unwelcome sexual advances, flirtations, advances, leering, whistling, touching, pinching, assault, blocking normal movement
- Requests for sexual favors or demands for sexual favors in exchange for favorable treatment
- Obscene or vulgar gestures, postures, or comments
- Sexual jokes and/or comments about a person's body, sexual prowess, or sexual deficiencies
- Propositions and suggestive or insulting comments of a sexual nature
- Visual harassment such as derogatory cartoons, posters, and drawings
- Sexually explicit e-mail or voice mail.
- Uninvited touching of a sexual nature
- Unwelcome sexually related comments
- Conversations about one's own or someone else's sex life
- Conduct or comments consistently targeted at only one gender, even if the content is not sexual
- Teasing or other conduct directed toward a person because of his or her gender

If the employee has been subject to or witnessed conduct prohibited by this policy, or if he otherwise believes that someone has violated this policy (whether or not that person is a co-worker, manager, vendor, client or customer), the matter should be brought to the attention of the supervisor immediately.

If the supervisor is the person toward whom the complaint is directed or if the employee doesn't feel comfortable complaining to him, then the complaint should be taken to the next higher management level. Complaints can also be brought to MANNA's Chief Financial Officer (CFO), who is also responsible for MANNA's human resources functions.

Employee concerns will be promptly investigated. All harassment complaints are kept confidential to the extent possible, consistent with the conduct of an investigation. Communications will be made to others only on a limited "need to know" basis. If a complaint is made under this policy and the employee has not received a satisfactory response, the Employee Services Center at ADP TotalSource should be contacted at 1-800-554-1802.

Upon completion of the investigation, all necessary corrective measures will be taken. These measures may include, but are not limited to training, counseling, warning, suspension, or immediate dismissal. Anyone, regardless of position, or title, found through investigation to have engaged in improper harassment will be subject to discipline up to and including discharge. If the investigation is inconclusive regarding the culpability of the alleged harasser, MANNA may still provide counseling or take other appropriate steps.

MANNA prohibits any form of discipline or retaliation for reporting incidents of harassment in violation of this policy, pursuing any such claim or cooperating with the investigation of such reports.

1.06 WHISTLEBLOWER POLICY

If any employee reasonably believes that some policy, practice, or activity of MANNA is in violation of law, or a clear mandate or public policy, that employee must call or file a written complaint with the Executive Director or the Board

President, or the Board Vice President. A copy of the whistleblower policy, with current contact names and phone numbers, is posted on bulletin boards in both buildings.

MANNA will not retaliate against an employee, who in good faith has made a protest or raised a complaint against some practice of MANNA, or an employee of MANNA, or of another individual or entity with whom MANNA has a business relationship, or on the basis of a reasonable belief that the practice is in violation of law, or a clear mandate of public policy.

MANNA also will not retaliate against employees who disclose or threaten to disclose to a supervisor or a public body, any activity, policy or practice of MANNA that the employee believes is in violation of a law, or a rule or regulation mandated pursuant to law, or is in violation of a clear mandate or public policy concerning the health, safety and welfare of employees or other individuals, or protection of the environment.

2. HIRING PRACTICES

2.01 INTRODUCTORY PERIOD

An employee's first ninety (90) days of employment are on a trial basis and are considered a continuation of the employment selection process. The ninety (90) day probationary period provides MANNA FoodBank an opportunity to observe and evaluate the capacity of the employee, which includes the employee's ability to satisfactorily perform the essential functions of his or her job; and to observe and evaluate the employee's work habits and conduct, including attendance, and the employee's relationship with co-workers and superiors. During this probationary period, MANNA may terminate employment immediately, with or without cause and with or without notice. Likewise, the employee may also terminate his or her employment with MANNA at any time, with or without notice and with or without cause. This 90-day probationary period is not a term of employment and is not intended to, nor does it, impact the at will nature of the relationship between MANNA and the employee.

2.02 EMPLOYMENT AT WILL

North Carolina is an employment-at-will state and MANNA is an employment-at will-employer. All employees are hired with the understanding that the employment relationship is at the will of either party and for no specific period of time. Employment may be altered at any time at the discretion of management, or be terminated at any time with or without advance notice by either the employee or MANNA.

3. GENERAL EMPLOYMENT

3.01 EMPLOYMENT CLASSIFICATIONS

At the time of hire, each new employee is assigned an employment classification based upon job responsibilities and work schedule. The employment classification determines an employee's eligibility for benefits and overtime payments.

- A. Full-time Employees** - Full-time employees are those employed to work at least a 30-hour work week. All full-time employees are eligible for full benefits normally accorded their group. Such employees may be exempt or nonexempt as defined by applicable wage and hour laws. Normally, hourly employees are considered non-exempt.

- B. Part-time Employees** - Part-time employees are employees who routinely work less than 30 hours per week. Such employees may be granted PTO and other benefits on a pro rata basis. Part-time employees are generally not eligible for MANNA FoodBank's medical and life insurance programs. Part-time employees may be exempt or non-exempt as defined by applicable wage and hour laws.
- C. Temporary Employees** - An employee who is hired with the understanding that the employment will be of a limited-term nature is a temporary employee. Employees hired from temporary employment agencies for specific assignments are employees of the respective agency and not of MANNA.

3.02 EMPLOYMENT RECORDS

- A. Personnel Files** - All personnel records are considered confidential. Employee records will be released to outside parties only in the following circumstances:
1. Commercial business and credit agencies will be provided with date of employment, full-time or part-time status, and job title only.
 2. Law enforcement agencies pursuing specific investigations will have supervised access to information which might have a bearing on such investigations.
 3. Subpoenas and court ordered requests for information would be honored.
 4. Government agencies will be provided with information they legitimately need. Prospective employers of former employees will be given job title and dates of service.
 5. Additional information will be provided if we received a release form signed by the employee.
 6. All medical information will be kept in a separate file. An employee shall have the right to inspect his/her personnel file.
- B. Personnel Data Changes** - The employee is responsible for ensuring that his personal data is current. It is important that personal data, such as address, telephone number, and marital status, and name change, number of dependents, beneficiaries, and tax withholding information be kept accurate and up-to-date.

3.03 PERFORMANCE MANAGEMENT

- A. Performance Evaluations** – Employees receive an evaluation within 90 days of their hire date and then annually thereafter.
1. Performance reviews are held to review performance and to plan for development as an employee. Personnel records are maintained for five years after termination or as required by federal, state, or local law. Wages and salaries are reviewed on an annual basis by MANNA as part of the annual budget process; however, there is no guarantee of an increase to wage or salary after review.
 2. Performance will be evaluated in writing by the employee's supervisor, which will be reviewed by either the Executive Director or the Human Resources Department Director. The review form will be signed by both parties, with a copy to be presented to the employee and a copy placed in the employee's personnel file.
 3. The employee will have the opportunity to complete a self-evaluation form at this time. Evaluations and wages are confidential and should not be discussed with fellow employees.
 4. Should an employee disagree with any aspect of his evaluation, he may submit his opinion in writing, to be included in his personnel file.

B. Guidelines for Conduct and Discipline - MANNA policies and procedures are designed to help the employee understand what is expected of them with regard to proper behavior, performance, and personal conduct. By complying with the standards contained in these policies and any other policies, directives, or rules established by MANNA, employees will help to maintain a positive, safe work environment for themselves and their colleagues.

To address those times when an employee does not live up to MANNA's standards of conduct, MANNA may provide an employee with counseling, institute progressive discipline, or terminate employment if the conduct warrants it.

Should this occur, MANNA has the discretion to decide whether counseling, progressive discipline, or termination is appropriate. Nothing in these policies should be construed as a promise of specific treatment in a given situation. The existence of this progressive discipline policy does not alter the at-will nature of the employment relationship

Counseling may begin at any step, depending on the seriousness of the offense. Depending on the circumstances and previous issues with job performance, it is not necessary for all steps to be followed in sequence. Also, offenses do not have to be of the same nature to constitute a violation serious enough to move on to the next step of the performance improvement sequence. All documentation regarding disciplinary action or complaints against an employee will be kept in the employee's personnel file.

C. Actions that are in violation of MANNA policy include, but are not limited to, the following:

1. Supplying false or misleading information when applying for employment or during employment
2. Reporting to work unfit or impaired; using, selling, possessing, distributing or being under the influence of alcohol or drugs at work
3. Conviction of a criminal offense that interferes with the individual's or the organization's ability to work effectively
4. Insubordination
5. Consumption, personal use, or removal from premises of any donated food or non-food items from MANNA intended for agencies and their beneficiaries
6. Gross misconduct (e.g., assault; theft; willful destruction of organizational property; embezzlement; possession of weapons on organizational property; using abusive, intimidating, or disrespectful language)
7. Failure to comply with company policy and/ or procedures
8. Failure to observe safety rules
9. Employee's failure to report personal injury resulting from an on-the-job accident to a volunteer or visitor under that employee's supervision
10. Excessive tardiness and absenteeism

3.04 EMPLOYEE GRIEVANCES

This Policy provides an effective means of ensuring fair treatment for staff seeking to resolve work-related problems or conditions of employment believed to be unfair, inequitable, or a hindrance to effective job performance.

MANNA encourages staff to first discuss potential grievances with their supervisors as appropriate and to seek an informal resolution of work-related problems or conditions of employment that they believe to be unfair.

When an employee has a grievance, he should put it in writing, describing the problem and a proposed solution and meet with his supervisor to discuss it. If the employee is not satisfied with the result, he should take the grievance to the next management level or to the Executive Director. If that does not provide a satisfactory result, it will be referred to the President of the Board who at his discretion can schedule a hearing of the Executive Committee. The decision of the

Executive Committee will be final. Grievance meetings with supervisors or the Executive Director should be scheduled to take place within 10 working days of the employee's submission of the grievance.

In most cases, an employee's supervisor or manager will be the best person to listen to that person's concerns. If, for some reason, the employee is uncomfortable with the procedures outlined above, the employee should feel free to contact MANNA's Chief Financial Officer (CFO) or the Employee Services Center at ADP TotalSource at 1-800-554-1802.

3.05 RESIGNATION/ TERMINATION

When an employee intends to resign employment, he is expected to give MANNA advance notice submitted to his immediate supervisor, in writing. It is customary practice to consider two weeks minimum notice.

All separating employees are responsible for returning any MANNA property (e.g., laptops, printers, business credit cards, office keys, etc.) prior to leaving.

The Human Resources Department is responsible for scheduling a meeting with the employee to discuss benefits continuation. An exit interview may be conducted.

Final pay will be provided on the next normal payday following separation. If the employee has any advance Paid Time off (PTO), outstanding payroll advances, or unreturned equipment, funds will be withheld to cover costs. Final pay may include regular earnings as well as pay for up to a maximum 200 hours of any earned, unused, but accrued Paid Time Off as defined by the Paid Time Off Policy.

In the event an employee is absent from work without approval, and without providing verbal notice to his direct supervisor regarding reason for absence, such action will be considered resignation by job abandonment. If an emergency prevents the employee from contacting his supervisor, the employee should have a family member or friend contact his supervisor on his behalf. The employee or friend should then follow-up with the supervisor as soon as he is able to do so.

4. COMPENSATION and BENEFITS

4.01 PAYROLL and TIME RECORDS

- A. Payroll Periods** - MANNA pays all employees semi-monthly on the 15th and the last day of the month, reflecting work from the 1st to the 15th and from the 16th through the last day of the month. If a scheduled payday falls on a Saturday, Sunday, or organization-observed holiday, employees will be paid on the preceding weekday. Payroll information is considered confidential. If an employee has an issue with his pay, the question should be directed to the employee's supervisor or to the Executive Director.

- B. Timesheets** - Each day, non-exempt, hourly, part-time and temporary employees must record the time they arrived/departed on his or her time sheet. The time sheets are MANNA's records, and care must be exercised in recording the hours worked and overtime hours. Lunch breaks, which are paid, should also be indicated on the time sheets.
 - 1. Time sheets must be signed by employees and their supervisors and submitted to the Human Resources Department on a semi-monthly basis.
 - 2. Non-exempt employees must calculate their overtime on a weekly basis. All overtime must be approved in advance by a supervisor.
 - 3. Falsification of a time sheet may result in appropriate disciplinary action, up to and including immediate discharge.

- C. Flextime and Overtime** – Flextime and overtime may be available contingent upon workloads and the organization’s needs.

Flextime requires employees to work an established number of hours per week but allows starting and ending times to vary. Nonexempt employees will receive overtime pay for all hours worked over 40 hours in any given work week. Compensation for overtime work is paid at a rate of 1.5 times the employee’s normal hourly rate for time worked beyond 40 hours in one week.

For non-exempt and hourly employees, any hours worked in excess of 40 hours per week must be authorized in advance by the employee’s supervisor. For purposes of overtime calculations, hours for paid time off for any reason (holiday, PTO or other causes) will not be deemed hours worked in accordance with applicable state and federal law. MANNA may make an exception to this stipulation to include holiday hours in the defined work week if additional hours are required prior to a holiday in order to meet operational demand. All hours eligible for overtime pay must be pre-approved by the employee’s supervisor.

- D. Lunch & Breaks** –Hourly and non-exempt staff are paid for ½ hour lunch and two 15 minute breaks during the workday. Timing for lunch and breaks should be coordinated with the employee’s supervisor. Employees are expected to take lunch/ meal times and breaks within the time limits set by their supervisor.

- E. Exempt Staff** - Exempt employees are employees who, because of their positional duties and responsibilities and level of decision-making authority, are exempt from the overtime provisions of the Fair Labor Standards Act (FLSA). They are expected to work the hours necessary to accomplish the goals and deliverables of their exempt position. Thus, they have more flexibility in their schedules than non-exempt or hourly employees.

The nature of the work at MANNA sometimes requires more than 40 hours in a week. However, MANNA wants to ensure that employees have a balance in their work and personal lives. Employees should operate on a set work schedule; however, MANNA recognizes that some positions include work obligations that occur outside of a set work schedule. When this occurs, exempt employees have the flexibility to adjust their schedules as long as the adjustments do not interfere with a scheduled work commitment. Work schedule adjustments should be communicated to the supervisor.

- F. Direct Deposit** - Employees may be paid by check or through direct deposit of funds to either a savings account or checking account at their bank of choice (providing the bank has direct deposit capability). To activate direct deposit, a Direct Deposit Authorization form may be obtained from the Human Resources Department.

- G. Payroll Deductions** - According to law, MANNA acts as a tax collector for Federal income tax, Social Security tax and North Carolina income tax. All required deductions such as federal, state, local taxes, and all authorized voluntary deductions, such as health insurance contributions, will be withheld from employees’ paychecks. In accordance with state and federal law, court ordered wage garnishments such as child support, alimony, and creditor debts will be withheld from an employee’s paycheck as ordered.

4.02 EMPLOYEE BENEFITS

- A. Benefits Plans** - MANNA’s full-time employees are eligible for enrollment in certain benefit plans to include healthcare, vision plan, dental care, short-term disability, long-term disability, life insurance and a 401(k) retirement plan upon meeting the prescribed criteria for eligibility and availability of the plans. Part-time employees are eligible for enrollment in MANNA’s 401(k) plan upon meeting the prescribed requirements for eligibility.

1. **Health, dental, life, and short-term and long-term disability insurance** - Application for group life, health and short-term and long-term disability insurance shall be made by MANNA on behalf of full-time employees to the current insurance carrier. Coverage will be effective 30 days after date of employment.
2. **Workers Compensation** - MANNA carries Workers Compensation Insurance as required by law for employees' protection should they be injured on the job due to an accident arising out of and in the course of employment duties for MANNA. **MANNA is required to report injuries resulting from workplace accidents to the North Carolina Industrial Commission. All injuries must be reported to an employee supervisor and Human Resources Department immediately.**
3. **401 (K) Retirement Plan** - Employees become eligible to participate in MANNA's 401(K) retirement plan following 3 months of continuous service. Eligible employees may elect to participate via a salary reduction up to the maximum allowed under the plan. This is a tax-deferred contribution as it is not included as taxable wages on form W-2. MANNA will match the employees' elective deferrals 50% on the first 6% of pay. MANNA may make a discretionary contribution on an annual basis. Participants will share in the contribution if they are employed on December 31st and are eligible to participate.

B. Paid Time Off (PTO) - The purpose of Paid Time off (PTO) is to provide employees with flexible paid time off from work that can be used for such needs as vacation, personal or family illness, doctor appointments, school, volunteerism, and other activities of the employee's choice. The following information pertains to all employees eligible to receive PTO:

1. PTO is earned on a monthly accrual basis and is available in advance to all employees. An advance equal to one year of PTO accruals is given to employees at the beginning of each work year, on the anniversary of their hire date, according to eligibility.
2. PTO must be scheduled as much in advance as possible and must be approved by the employee's immediate supervisor in advance.
3. PTO for full-time, regular employees awarded based on years of services and eligibility is as follows:
 - a. **1st year of employment** - during the first year of employment, a full-time employee is eligible for 96 hours of personal time off. MANNA provides an advance PTO accrual in the amount of 96 hours, to new employees, on their hire date. This PTO time is considered an advance, and can be used, with supervisor approval, following the successful completion of the employee's three-month probationary period.
 - b. **2nd and 3rd year of employment** - At the beginning of an employee's 2nd and 3rd year of employment, on his anniversary date, he will receive an advance of 136 hours of personal time off, representing an accrual rate of 11.33 hours per month.
 - c. **4th through 7th year of employment** - At the beginning of an employee's 4th, 5th, 6th and 7th years of employment, on his hire anniversary date, he will receive an advance of 176 hours, representing an accrual rate of 14.55 hours per month.
 - d. **8th through 11th year of employment**- At the beginning of the employee's 8th, 9th, 10th and 11th years of employment, he will receive an advance of 216 hours of paid time off, representing an accrual rate of 18 hours per month.

- e. **12th and subsequent years of employment-** At the beginning of an employee's 12th year of employment, and subsequent years thereafter, on his anniversary date, he will receive an advance of 256 hours of personal time off, which represents an accrual rate of 21.33 hours per month.
4. Part-time employees receive PTO on a pro-rata basis.
5. Annually, a maximum of 200 hours may be carried over from year to year based on the anniversary date of employment.
6. Upon termination of employment, if an employee uses his PTO in advance and leaves employment before his anniversary date, MANNA may require reimbursement of any used, unearned PTO through payroll deduction with the employee's final paycheck.
7. Earned, unused PTO time has a cash payout value of up to a maximum of 200 hours at termination of employment. In order to qualify for cash pay, an employee is required to give a minimum of two weeks' notice and work the notice.

C. Paid Holidays – The following holidays will be observed each year:

1. New Year's Day
2. Martin Luther King Day
3. Memorial Day
4. Independence Day
5. Labor Day
6. Thanksgiving Day
7. Friday following Thanksgiving
8. Christmas Eve
9. Christmas Day
10. New Year's Eve

When Independence Day, Christmas Eve, Christmas Day, New Year's Eve or New Year's Day falls on a Saturday or a Sunday, the work day closest to the holiday shall also be a paid holiday.

Accommodations may be made for employees who request religious holidays other than Christmas Eve and Christmas Day.

D. Leave Of Absence- The following is an overview of available leaves. For more information, employees should contact MANNA's Human Resources Department Manager.

1. **Bereavement Leave** - An employee will be entitled to three (3) days paid leave when there has been a death of an immediate family member (spouse, child, parent, parent-in-law, sibling, sibling-in-law, grandparent, or domestic partner). If any additional days off are desired, PTO leave or unpaid leave time may be requested. If days off are desired for any other relationship category, PTO leave or unpaid leave time may be requested.
2. **Jury Duty** - Jury duty and other court commitment leave are granted for time spent in court as a juror. When employees learn of court obligation, they must notify their supervisor immediately. Such leaves are granted so there will be no loss in pay while meeting citizenship obligations. MANNA will pay the

difference between the employee salary and the payment received as a juror. All benefits continue while a person is on jury duty. A certificate of service and a receipt of payment from the court must be presented to the Human Resources Department Manager before the following pay period. Employees are expected to report for work for any major part of the workday not occupied in jury or court service.

3. **Military Leave** - MANNA's Military Leave of Absence policy enables associates who are members of the United States Armed Forces, Reserves, National Guard or other "uniformed services" as defined by The Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA) to fulfill periodic active duty and military training responsibilities.
 - a. Military leave, including reinstatement rights, if any, will be determined in accordance with applicable federal and state law. For more information on USERRA, a copy of the Employer Resource Guide, and other news and information, visit the Department of Defense, the National Committee Employer Support of the Guard and Reserve (ESGR) internet site at www.esgr.mil.
 - b. Prior to commencing a military leave, employees must submit a leave of absence request and a copy of their active duty orders to their Immediate Supervisor and the Human Resources Department Manager unless circumstances make it unreasonable to do so before the leave begins.
 - c. Employees on temporary or extended military leave may, at their option, use any or all accrued Paid Time Off.
 - d. Benefits during military leave - If an employee is absent from work due to military service, benefits may continue as follows:
 - i. An employee on extended military leave may elect to continue group health, disability, dental and life insurance coverage for the employee and covered dependents under the same terms and conditions for a period not to exceed 31 days from the date the military leave of absence begins.
 - ii. The employee must pay, per pay period, the premium normally paid by the employee. After the initial 31-day period, the employee and covered dependents can continue group health insurance up to 24 months at 100% of the overall (both employer and employee) premium rate. Full-time employees will be eligible for MANNA's existing benefits upon reinstatement of employment.
 - iii. Employees do not accrue paid time off (PTO) while on military leave of absence status.

E. Medical Leave and Family Care Policy (MLFC) - Effective June 1, 2012, MANNA adopted a Medical Leave and Family Care Policy. This policy will be evaluated by MANNA on a yearly basis to determine the feasibility of allowing it to continue.

MANNA provides leaves of absence without pay to eligible employees for any of the following reasons: (1) the birth of a son or daughter and to care for such son or daughter; (2) the placement of a son or daughter with employee for adoption or foster care and to care for the newly placed son or daughter; (3) to care for a spouse, son, daughter or parent ("covered family member") with a serious health condition; or (4) because of the employee's own serious health condition which renders him unable to perform an essential function of his employment. Leave because of reasons (1) or (2) must be completed within the 12-month period beginning on the date of birth or placement.

For purposes of this policy, serious health conditions or disabilities include inpatient care in a hospital, hospice, or residential medical care facility; continuing treatment of a serious health condition by a health care provider; and temporary disabilities associated with pregnancy, childbirth, and related medical conditions. In the event that state or federal law provides for greater rights than provided by this policy, it is MANNA Food Bank's policy to govern its actions in accordance with those laws.

- 1. How to Request Leave** - Employees may request leave only after having been employed for one year. Exceptions to the service requirement will be considered to accommodate protected disabilities. Eligible employees should make requests for leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.
- 2. Documentation Requirements** - Employees must provide written documentation from their health care provider supporting the need for leave including a detailed explanation of the medical reason why the employee requires a leave of absence, any accommodations that might enable the employee to return to work, and the health care provider's opinion (supported by medical reasoning) as to the likely date the employee will return to work, if known. In the case of leave to care for a covered family member, the employee must also provide documentation substantiating the need for leave. This would include, for example, a statement from the family member's healthcare provider indicating that the family member is unable to care for his or her own basic medical, hygienic, or nutritional needs or safety.

Any changes in this information should be promptly reported to MANNA

- 3. Amount of Leave Available** - Eligible employees are normally granted leave up to a maximum of 12 weeks within a 12-month rolling period measured backward from the date of any leave usage. For purposes of this policy, leave usage includes leave previously granted under state or federal leave laws (i.e., FMLA) for the same reasons provided by this policy or leave previously provided pursuant to this policy.
- 4. Usage** - Leave must be used in one-week increments. Exceptions to this minimum increment requirement will be considered to accommodate protected disabilities. Employees will also be required to exhaust any accrued paid leave time while taking unpaid leave.
- 5. Extension of leave** - If the initial period of approved absence proves insufficient, consideration will be given to a request for an extension. Extensions will be provided based on operational requirements and business needs. However, benefits continuation will only be provided for the initial maximum of 12 weeks, after which time the employee may apply for benefits continuation under COBRA.
- 6. Continuation of Health Insurance Benefits while on Leave** - Health insurance benefits will be provided by MANNA for a maximum of 12 weeks under the same terms that would have applied had the employee not taken leave. Employees remain responsible for payment of the employee contribution while on leave. Payment must be received by the 1st of each month. Failure to make timely payments may result in a termination of health insurance benefits.

Employees who exceed the 12-week maximum period of leave will become responsible for the full costs of these benefits and may apply for benefits continuation under COBRA. When the employee

returns from leave, benefits will again be reinstated on the first of the month following the employee's return to work.

- 7. Returning from Leave / Job Restoration** - An employee on leave is requested to provide MANNA with advance notice of the date the employee intends to return to work so that an employee's return to work can be properly scheduled.

An employee returning from leave for that employee's own serious health condition must submit a health care provider's verification of fitness to return to work.

Job restoration is not guaranteed. However, when a leave ends, MANNA will make reasonable efforts to reinstate the employee to the same position previously held by the employee if it is available. If it is not available, MANNA will make reasonable efforts to reinstate the employee to an equivalent position for which the employee is qualified and if an equivalent position is not available, then to a lower level position.

If an employee fails to return to work on the agreed-upon return date, MANNA may assume that the employee has resigned.

- F. Workers Compensation-** Work related injuries or illnesses may be covered under MANNA's Workers Compensation Insurance. Specific benefits are prescribed by law and MANNA's insurance policy.

All incidences of work related accidents, illnesses or injury must be reported immediately to the employee's manager or to Human Resources Department if the employee's manager is unavailable. Failure to report injuries immediately may result in the loss of coverage.

- G. Employee Assistance Program (EAP)** - MANNA offers an Employee Assistance Program through ADP TotalSource. EAP is an employee resource designed to help employees and their dependents resolve personal and work-related problems. The following services are available at no charge:

1. Phone calls to the EAP Hotline
2. Initial assessment by an EAP counselor
3. Up to three sessions with a professional counselor
4. Referrals to service providers within the EAP network or to a community program

For direct assistance, employees can call (888) 231-7015. When calling, employee identifies himself as an ADP Total Source Client. EAP Life Solutions adhere strictly to all federal and state privacy guidelines and all services are completely confidential.

5. ORGANIZATIONAL PRACTICES

5. 01 ATTENDANCE and PUNCTUALITY

To maintain a safe and productive work environment, employees are expected to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on MANNA FoodBank. Attendance and reliability are important factors in evaluating individual performance and continued employment. Frequent tardiness and unexcused absence may lead to disciplinary action up to and including termination.

If an employee is unable to report to work or unable to report to work on time, he is required to contact his supervisor or department head immediately.

MANNA may require written documentation from a medical provider supporting the need for the time off, when an employee misses three or more days of work due to illness or injury. If medical documentation for absence is requested by MANNA, it must be turned in to the employee's supervisor and Human Resources Department before the employee can be scheduled to return to work.

5.02 ALCOHOL and DRUG FREE WORKPLACE POLICY

MANNA's policy is to maintain an alcohol- and drug-free workplace, and employee drug and alcohol screening will be performed in the following circumstances: pre-employment, reasonable suspicion, post-accident, and Department of Transportation CDL driver random drug and alcohol screening. MANNA is committed to providing a safe, healthy, productive and efficient work environment for its employees with a vital interest in preventing accidents and injuries resulting from the misuse of alcohol or drugs. The unlawful or improper presence or use of drugs or alcohol presents a danger to everyone. While working on MANNA premises and while conducting business-related activities off premises, employees may not use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescription drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner. The prohibition against consuming alcohol during the workday does not include the authorized and reasonable consumption of alcohol by an employee of legal drinking age at functions or activities sponsored by MANNA. An employee's illegal conduct involving drugs or alcohol during non-working times may also result in discipline, up to and including discharges.

TESTING

- **Pre-employment** - New candidates for hire are required to undergo testing for commonly-abused controlled substances.
- **Reasonable Suspicion** - MANNA FoodBank may ask an employee to submit to a drug and/or alcohol test at any time it feels that the employee may be under the influence of drugs or alcohol, including, but not limited to, the following circumstances: evidence of drugs or alcohol on or about the employee's person or in the employee's vicinity, or unusual conduct on the employee's part that suggests impairment or influence of drugs or alcohol.
- **Post -accident Testing** - Any employee involved in an on-the-job accident or injury under circumstances that suggest possible use or influence of drugs or alcohol in the accident or injury event will be asked to submit to a drug and/or alcohol test. "Involved in an on-the-job accident or injury" means not only the one who was or could have been injured, but also any employee who potentially contributed to the accident or injury event in any way.
- **Department of Transportation Requirements for CDL drivers** – The Department of Transportation requires drug and alcohol testing for all CDL drivers. These requirements include post-accident, reasonable suspicion and random testing. Random testing must be conducted just before, during, or just after a driver's performance of safety-sensitive duties. The driver is randomly selected for testing from a pool of subject drivers. The testing dates and times are unannounced and are reasonably spread throughout the year. Employees selected for random testing are notified by MANNA's Human Resources Department and will be sent for testing on the day that their names are selected. For more information about these requirements, please refer to the Department of Transportation Federal Motor Carrier Safety Administration website: www.fmcsa.dot.gov/safety-security/safety-initiatives/drugs/engtesting.htm

MANNA encourages employees to seek assistance before their substance abuse or alcohol misuse renders them unable to perform the essential functions of their jobs, or jeopardizes the safety of any MANNA employee, including themselves. Employees seeking help prior to being required to submit to a drug screen will not be disciplined.

Confidentiality Requirements: All records concerning test results will be kept in medical files which are maintained separately from MANNA personnel files.

5.03 WORKPLACE VIOLENCE

MANNA is committed to preventing workplace violence and to maintaining a safe work environment. The following guidelines have been adopted to deal with intimidation or other threats of (or actual) violence that may occur during business hours or on MANNA premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, “horseplay,” or other conduct that may be dangerous to others. Firearms, weapons and other dangerous or hazardous devices or substances are prohibited from the premises of MANNA or in MANNA vehicles unless contrary to state law. Staff cannot carry weapons on their person or in a MANNA or personal vehicle during work hours or while conducting any off-site business on behalf of MANNA.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public will not be tolerated. This prohibition includes intimidating conduct or threats made even in jest.

All threats of (or actual) violence, both direct and indirect, should be reported using the procedures described in the Harassment policy. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, an employee should be as specific and detailed as possible. All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Employees should not place themselves in peril. If an employee sees or hears a commotion or disturbance near his workstation, the employee should not try to intercede or see what is happening. Instead, the disturbance should be reported immediately. If the threat appears life-threatening, 9-1-1 should be called.

MANNA will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making the report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, employees may be suspended with or without pay, pending investigation. Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action, up to and including suspension or termination of employment.

5.04 CONFLICT OF INTEREST

MANNA staff members are obligated to always act in the best interest of the organization. This obligation requires that all employees in the performance of MANNA duties seek only the furtherance of the MANNA mission. At all times, they are prohibited from using their job title, the organization's name, or property for private profit or benefit.

The officers, employees, board members, or agents of MANNA should neither solicit nor accept gratuities, favors, or anything of monetary value from contractors/vendors intended for their personal benefit. This is not intended to preclude bona-fide MANNA fundraising activities.

No officer, employee, or agent of MANNA shall participate in the selection, award, or administration of a purchase, contract, or relationship with a vendor or donor where, to his knowledge, any of the following has a financial interest in that purchase or contract:

- The officer, employee, or agent;
- Any member of his immediate family;
- His partner, or personal friends;

- An organization in which any of the above is an officer, director, or employee;
- A person or organization with which any of the above individuals is negotiating or has any arrangement concerning prospective employment.

Disclosure - Any possible conflict of interest shall be disclosed by the person or persons concerned.

5.05 PERSONAL RELATIONSHIPS IN THE WORKPLACE

The employment of relatives or individuals involved in a dating or intimate relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. A dating or intimate relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual romantic or sexual relationship.

Relatives of current employees may not occupy a position that will be working directly for or supervising their relative. Individuals involved in a dating or intimate relationship with a current employee also may not occupy a position that will be working directly for or supervising the employee with whom they are involved in a dating relationship.

MANNA also reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating or intimate relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect employment decisions.

If a relative relationship or dating relationship between employees who are in a reporting situation described above is established after employment, it is the responsibility and obligation of the supervisor involved in the relationship to disclose the existence of the relationship to management, who will then determine if there needs to be a change in supervisor responsibility, reassignment or the potential of one of the parties being terminated from employment. In other cases where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment.

Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

5.06 DRESS CODE and PERSONAL APPEARANCE POLICY

MANNA is proud of its public image and strives to maintain the high standards of customer service for which it is known. The appearance of employees is one of the factors making a positive contribution to this image, and MANNA hopes that employees will share in this pride.

MANNA maintains a business casual dress standard for all of its office staff, coordinators, and managers and expects employees to dress in a way that is consistent with a productive workplace and the professional standards of their function.

Since dress is a matter of individual taste, strict guidelines are not set; however, because the nature of our organization is people-oriented, some attire is considered inappropriate in the workplace. Examples of inappropriate attire include:

- Sweat-pants, sweat suits, short shorts or skirts, spandex or other form fitting pants; shorts and skirts length should fall no more than 2 inches above the knee.
- Midriff tops and halter tops. Midriffs—either front or back—should not be exposed.
- Tops that are low-cut or have spaghetti straps
- T-shirts with offensive or inappropriate slogans or pictures
- See-through or mesh clothing
- Ragged, torn, excessively wrinkled, or dirty clothing
- Thongs, flip-flops, and slippers
- Hats and head-coverings in the office (exception for warehouse, or for cancer patients)

The above list of unacceptable attire is not intended to be all-inclusive. Rather, those items should help set the general parameters for proper casual attire. A good rule of thumb is that if the employee is not sure if something is acceptable, the employees should inquire first, or choose a different item of clothing.

Employees who work in the warehouse should wear work clothes and shoes that provide adequate protection. Closed toed shoes are required in the warehouse with the exception of use of main walkways or thru traffic areas. Office staff that may be required to work in the warehouse should keep a pair of closed toed shoes at their desks. Warehouse staff is permitted to wear winter hats during cooler temperatures or hats bearing the MANNA logo. Warehouse employees may be required to wear specific clothing or safety equipment. Supervisors will inform staff of additional requirements regarding acceptable attire.

5.07 SMOKING POLICY

No smoking is allowed in the MANNA building or in MANNA vehicles. MANNA staff may smoke outside at designated locations during regularly scheduled breaks.

5.08 CELL PHONE and ELECTRONIC DEVICE USE

MANNA has very specific guidelines and restrictions concerning the use of cell phones, Blackberries, PDAs, or other electronic devices for either phone calls or personal music.

During business hours, staff may use cell phones, Blackberries, PDAs, and other electronic devices only for company business or urgent phone calls, except during authorized breaks. Employees who operate fleet vehicles or machinery such as forklifts, order pickers, or other heavy machinery, or who drive a company vehicle are prohibited from using a cell phone, Blackberry, PDA, headset, ear buds, hands-free or other electronic device for personal or MANNA business while the vehicle or machinery is in operation. The use of such electronic devices is restricted to times when the vehicle is parked safely. Cell phone usage on the warehouse floor is prohibited at all times.

Employees who operate their personal vehicle for business reasons during business hours are prohibited from using cell phones, Blackberries, PDAs, headsets, hands-free or electronic devices while operating their vehicle. Employees should pull off the road and park safely to initiate or answer a call or use an electronic device. The only exception to this standard is when it is necessary to make an emergency call to a public safety agency and pulling off the road first is not possible.

Liabilities for traffic violations resulting from the use of cell phones, Blackberries, PDAs, and other electronic devices are the sole responsibility of the employee driver. Federal and state guidelines that are more restrictive should always take precedence over this policy.

MANNA may issue business cell phones to employees for work-related communications. MANNA-issued phones are to be used for business purposes only. Employees in possession of MANNA equipment are expected to protect the equipment from loss, damage, or theft. Upon resignation or termination of employment, or at any time on request, the employee may be asked to produce the phone for return or inspection.

5.09 VEHICLE USE POLICY and AGREEMENT

MANNA is committed to promoting safety and responsible driving for all of its employees. To ensure that this commitment is followed through, MANNA has adopted a vehicle policy that requires all employees who operate MANNA-owned, leased/rented vehicles or drive personal vehicles on MANNA business during the performance of their jobs, to do so in a lawful and safe manner.

It is the policy of MANNA that MANNA vehicles be used only for MANNA business and are driven by the assigned employee of MANNA only. The exception is a MANNA volunteer or board member who is a licensed driver and who accompanies a MANNA staff member on a trip can drive the vehicle for a portion of the trip. Non-employees including spouses, children, other relatives, or friends are not authorized to drive the MANNA vehicle at any time. No unauthorized individuals are allowed in the vehicle at any time. Authorized individuals include other MANNA employees, volunteers, board members and members of the public who are part of the business purpose of the trip.

Under special circumstances that are pre-approved in writing by a member of the leadership team, volunteers can be allowed to drive a MANNA vehicle. Request for approval should be submitted to the Human Resources Department Manager for sign off indicating that all required documentation for the proposed driver has been turned in and approved. Volunteers approved to drive MANNA vehicles must sign this policy and agreement. All documentation, including approval, will be kept on file in the Human Resources Department.

Since MANNA FoodBank has the sole discretion in determining who may operate MANNA vehicles or personal vehicle driven on MANNA business, MANNA has the right to review any appropriate documents including driving records, proof of a valid license, automobile insurance information, etc., and must be made aware of any driving violations, changes to driver information, and driver status immediately. Employees are not authorized to drive a MANNA vehicle until the Human Resources Department has received and reviewed all required documents.

Employees are expected to take all steps necessary to avoid endangering themselves and others while operating MANNA or personal vehicles driven on MANNA. To ensure this, employees authorized to operate MANNA or personal vehicles driven on MANNA business are expected to adhere to the following guidelines:

- Employee will ensure that all authorized occupants of a MANNA-owned vehicle or personal vehicle driven on MANNA business are properly wearing safety belts while the vehicle is in motion. Employee must conform to all traffic laws, signals, and markings and make proper allowance for adverse weather and traffic conditions.
- Employee must maintain a proper and current driver's license for the type of vehicle operated.
- Employees who drive their own vehicles on MANNA business must carry personal insurance coverage (\$100,000 bodily injury—each driver, \$300,000 bodily injury—each accident, and \$25,000 property damage); and must provide a certificate of insurance coverage to MANNA.
- Employee will immediately notify MANNA of any citations received while operating a MANNA vehicle or driving his own vehicle on MANNA business.
- Employee is financially responsible for any parking or traffic violations incurred while operating a MANNA-owned vehicle or driving his own vehicle on MANNA business.
- Employees must report all accidents, if reasonably possible, within two hours of the occurrence to the Human Resources Department Manager or Director. Any employee involved in an accident while driving on MANNA business will be required to be tested for alcohol and controlled substances as soon as possible, if applicable (see Section 5.02), following an incident.

- Employees are required to complete the vehicle mileage log, recording the following: destinations, beginning and ending miles, purpose of trip, gallons of gas purchased, and names of any passengers.
- Drivers should promptly alert MANNA to any mechanical problems and ensure the vehicle is brought to MANNA for scheduled, routine maintenance. No major repairs should be done without prior approval.

The following are strictly prohibited:

- Use of cellular telephones or personal listening devices and conducting any other activities which may impede the driver's ability to focus on safely operating the vehicle while it is in motion.
- Personal use of a MANNA vehicle.
- Smoking in the vehicle.
- Making modifications or adding equipment (CD players, stereos, cellular phones, etc.).
- Towing of mobile homes, travel trailers, or any type of recreational or utility vehicle/equipment.
- The use of alcohol and/or controlled substances prior to and during operation of the vehicle
- Storing or carrying any hazardous substances, chemicals or dangerous goods (as defined by law) in the vehicle.

5.10 INTERNET USAGE POLICY

Since access to the internet is provided as a work-related information resource, user participation is a privilege, not a right. Users are expected to use common sense for time spent online. Certain materials available on the internet are inherently inappropriate for staff use. Examples include material that is of a sexually explicit nature or that advocates violence or discrimination; offensive or sexually explicit humor; and pirated commercial software. Administrative personnel have the right to monitor user activity on the Internet and deny access to these materials or revoke Internet privileges as appropriate.

Users should not expect confidentiality on the Internet System. Administrators have the legal right to read files and e-mail on MANNA-provided systems and Internet access. Whenever electronic mail is sent, your name and user ID are included with the message. The user is responsible for all electronic mail originating from his/her computer. Since most of the Internet access for users will be at their desks, staff will prioritize work needs and in all cases, MANNA needs shall take priority over personal use of the Internet.

The following are guidelines for internet usage while at work:

- Personal shopping during working hours will be limited to lunch and break time. If an employee or employees are suspected of excessive personal use, this will be dealt with on an individual basis.
- Commercial use of these computer facilities and/or services provided by MANNA is prohibited.
- Unauthorized home pages and FTP sites are prohibited. Users may not create personal home pages for access/storage on the MANNA Internet server.
- The user shall not install any unauthorized software on any MANNA-owned computer.
- The user shall not use the network in any manner that violates any federal, state, or local law or institutional policies or procedures. Since the Internet links MANNA to many other networks worldwide, users must observe the acceptable use policies of any remote network accessed through the MANNA Internet connection.
- The user will not attempt to spread computer viruses, Trojan horses, worms, or any program designed to violate security, interfere with the proper operation of any computer system or destroy another person's data.

Violation of Internet policies and procedures may result in loss of Internet access and/or may be cause for disciplinary measures up to and including termination of employment.

5.11 INCLEMENT WEATHER PROCEDURES and POLICY

The purpose of this policy is to ensure that the best-informed decision is made in regards to closing the MANNA facility due to weather conditions. This policy will outline the definition of the different closings, how it will be communicated, and the record keeping required.

MANNA will make a decision on whether to close for inclement weather on a case-by-case basis. Every effort will be made to make an informed decision taking the safety of all staff and equipment into consideration. A joint decision will be made between the Executive Director, Chief Operations Officer, and the Facilities and Safety Manager. The following options will be decided based on the weather conditions: open late, close for the day, close early, or open for business as usual.

Staff will be given instructions on the number to call for a recorded message on closings. If MANNA is open and a staff member is not able to make it to work, he must call his immediate Supervisor to let him know within 1 hour of the start time or sooner.

If MANNA has made the decision to close, then staff members will be paid for any time they would have normally worked. If MANNA is open for business but an employee is not able to make it in to work, he must turn in the appropriate paperwork to take PTO for any time missed.

All staff operating MANNA vehicles - All drivers should take current road conditions into consideration while running routes. At no time should a driver feel pressured to stay on the road if he feels it is not safe.

Safety is most important - If road conditions worsen while drivers are out, each driver has the authority to turn around or stop if conditions are not safe. All decisions to do so should be communicated to the driver's Supervisor. Truck drivers should notify the Warehouse Manager so agencies can be notified.

5.12 SECURITY & SAFETY GUIDELINES

In addition to the safety guidelines set forth in this manual, MANNA staff are required to follow all safety and security guidelines as outlined by the safety committee and included in MANNA's separate safety policies & procedures.

5.13 EXPENSE REIMBURSEMENT POLICY

The purpose of this policy is to provide a uniform and consistent approach for the timely reimbursement of authorized expenses incurred by Personnel, to ensure that adequate cost controls are in place and travel and other expenditures are appropriate. It is the policy of MANNA to reimburse reasonable and necessary expenses actually incurred by personnel.

A. Incurring Business Expenses - When incurring business expenses, MANNA expects personnel to:

1. Exercise discretion and good business judgment with respect to those expenses.
2. Be cost conscious and spend money as carefully and judiciously as the individual would spend his or her own funds.
3. Report expenses, supported by required documentation, as they were actually spent.

B. Expense Report Procedure - All reimbursement of expenses must be submitted in writing, using MANNA's expense reimbursement form. The reimbursement request should be submitted within two weeks of travel and the request must include:

1. The individual's name
2. The date, origin, destination and purpose of the trip, including a description of each organization-related activity during the trip.

3. The name and affiliation of all people for whom expenses are claimed (i.e., people on whom money is spent [e.g., gifts, meals] in order to conduct MANNA's business).
4. An itemized list of all expenses for which reimbursement is requested.

- C. Receipts** - Receipts are required for all expenditures billed to MANNA, such as airfare and hotel charges. No expense will be reimbursed unless the individual requesting reimbursement submits receipts from each vendor showing the vendor's name, a description of the services provided (if not otherwise obvious), the date, and the itemized expenses, including tips (if applicable). A credit card receipt or statement may be used to document the vendor and date of an expense, provided other required details of the expenditure are fully documented.
- D. Organization Credit Cards** - If a corporate credit card is issued to personnel for travel (and other) organization-related expenses, the requirements for regular expense reports, explaining charges, as described above under "Expenses Reports" must still be met, and charges may not be made for "Non-Reimbursable Expenditures" as described below. Failure to meet the Expense Report requirements, or making of inappropriate charges will result in loss of the credit card.
- E. Personal and Spousal Travel Expenses** - With advance approval, individuals traveling on behalf of MANNA may incorporate personal travel or business with their business-related trips; however, Personnel shall not arrange travel at a time that is less advantageous to MANNA and/or involving greater expenses to MANNA in order to accommodate personal travel plans. Any additional expenses incurred as a result of personal travel, including but not limited to extra hotel nights, additional stopovers, meals or transportation, are the sole responsibility of the individual and will not be reimbursed by MANNA. Expenses associated with travel of an individual's spouse, family or friends will not be reimbursed by MANNA.
- F. Air Travel** - Air travel reservations should be made as far in advance as possible in order to take advantage of reduced fares.
- G. Frequent Flyer Miles and Compensation for Denied Boarding** - Personnel traveling on behalf of MANNA may accept and retain frequent flyer miles and compensation for denied boarding for their personal use. Individuals may not deliberately patronize a single airline to accumulate frequent flyer miles if less expensive comparable tickets are available on another airline.
- H. Lodging** - Personnel traveling may be reimbursed at the single room rate for the reasonable cost of hotel accommodations. Convenience, the cost of staying in the city in which the hotel is located, and proximity to other venues on the individual's itinerary shall be considered in determining reasonableness. Personnel shall make use of available corporate and discount rates for hotels.

When lodging accommodations have been arranged by MANNA, or group rates are available, and the individual elects to stay elsewhere, reimbursement is made at the amount no higher than the rate negotiated by MANNA. Reimbursement shall not be made for transportation between the alternate lodging and the meeting location. Receipts are required for all lodging.

- I. Out-Of-Town Meals** - Personnel traveling on behalf of MANNA are reimbursed on a per meal basis at the following rates when they actually incur expenses, up to the following maximums, for the cost of a meal. They will not be reimbursed for meals provided with conference/ seminar package or paid for by others. Itemized receipts detailing what was ordered are required for reimbursement.

1. Breakfast: \$ 12.00
2. Lunch: \$ 18.00
3. Dinner: \$ 30.00

J. Ground Transportation - Employees are expected to use the most economical ground transportation appropriate under the circumstances and should generally use the following, in this order of desirability:

1. **Courtesy Cars:** Many hotels have courtesy cars, which will take people to and from the airport at no charge. Employees should take advantage of this free service whenever possible. Another alternative may be a shuttle or bus.
2. **Taxis:** When courtesy cars and airport shuttles are not available, a taxi is often the next most economical and convenient form of transportation when the trip is for a limited time and minimal mileage is involved.
3. **Rental Cars:** Car rentals are expensive, so other forms of transportation should be considered when practical. Employees may be allowed to rent a car while out of town, with prior approval of supervisor, provided that the cost is less than alternative methods of transportation.
4. **Personal Cars** - Personnel are compensated for use of their personal cars when used for MANNA business. When individuals use their personal car for such travel, including travel to and from the airport, mileage will be allowed at the current MANNA approved rate per mile.

In the case of individuals using their personal cars to take a trip that would normally be made by air, mileage may be allowed in accordance with MANNA's mileage reimbursement policy; however, the total mileage reimbursement will not exceed the sum of the lowest available round-trip coach airfare.

K. Parking/Tolls - Parking and toll expenses, including charges for hotel parking, incurred by personnel traveling on organization business will be reimbursed. The costs of parking tickets, fines, car washes, valet service, etc., are the responsibility of the employee and will not be reimbursed. On-airport parking is permitted for short business trips. For extended trips, Personnel should use off-airport facilities.

L. Entertainment and Business Meetings - Reasonable expenses incurred for business meetings or other types of business-related entertainment will be reimbursed only if the expenditures are approved in advance. Detailed documentation for any such expense must be provided, including:

1. Date and place of entertainment
2. Nature of expense
3. Name, titles, and corporate affiliation of those entertained
4. A complete description of the business purpose for the activity including the specific business matter discussed
5. Vendor receipts (not credit card receipts or statements) showing the vendor's name, a description of the services provided, the date, and the total expenses, including tips (if applicable)

M. Other - Reasonable MANNA-related telephone, internet and fax charges due to absence of personnel from MANNA are reimbursable. In addition, reasonable and necessary gratuities that are not covered under meals may be reimbursed.

N. Non-reimbursable Expenditures - MANNA maintains a strict policy that expenses in any category that could be perceived as lavish or excessive will not be reimbursed, as such expenses are inappropriate for reimbursement by a nonprofit organization. Expenses that are not reimbursable include, but are not limited to:

1. First class tickets or travel insurance taken while traveling
2. Snacks
3. Alcoholic beverages
4. Entertainment (e.g., movies)

5. Parking fines or fees for traffic violations
6. Automobile rentals, without prior approval
7. Expenses incurred in traveling by indirect routes for personal reasons
8. Use of taxis to obtain meals
9. Valet service
10. Expenses submitted without receipt

O. Travel Compensatory Time - Attendance at conferences and workshops are important to MANNA both for the information gained, and the opportunity it provides to staff for professional development. It often includes evening meetings and weekend travel. The time spent at evening meetings or social event to network with participants is considered part of the professional and personal development experience, and is not eligible for comp time.

5.14 STAFF MILEAGE REIMBURSEMENT POLICY

The purpose of this policy is to ensure that MANNA employees are fairly reimbursed for business mileage. MANNA will reimburse its staff for use of their personal automobile on official MANNA business that is properly authorized, reasonable and appropriately documented.

- A. Use of Personal Vehicles** - MANNA will provide full reimbursement to staff for use of personal vehicles for MANNA business only if a MANNA vehicle is unavailable.
- B. Reserving a MANNA vehicle** - If the trip is outside of the Asheville area and MANNA vehicles are reserved for that time, staff should first review the vehicle calendar. If one of the vehicles is reserved for an Asheville-area purpose, the staff member with the longer trip has priority. Vehicles should be reserved 2 days in advance of use. Vehicles should be reserved using the Vehicle Reservation calendar on the shared server. For Asheville-area use, vehicles cannot be reserved more than one week in advance in order to facilitate the reservation process for longer trips.
- C. Reimbursement for use of personal vehicle when a MANNA vehicle is not available** - Reimbursement will be made in accordance with the current IRS mileage rate per mile. This rate may be revised from time to time. Travel should be limited to regular business hours unless approved in advance by a supervisor. Travel from home to work and from work to home, even if the employee is called to come to work on a non-scheduled work day, is not eligible for mileage reimbursement.
- D. Reimbursement for use of personal vehicle when a MANNA vehicle is available** - If a staff member prefers to use his personal vehicle for a business-related trip even though a MANNA vehicle is available, reimbursement will be at a rate determined to cover gas, oil and routine maintenance costs. Reimbursement is only for business use and travel should be limited to regular business hours, unless approved in advance by a supervisor.
- E. Requesting Mileage Reimbursement** - The driver must submit a request for reimbursement form that includes the date, beginning and ending mileage, destination and purpose of the trip, and must sign at the bottom of the form to acknowledge that the Vehicle Reservation calendar was consulted and no car was available. The department head or an authorized designee must confirm that the trip was for MANNA business by initialing and coding the reimbursement request.

5.15 FOOD USE POLICY STATEMENT

Under no circumstances may a MANNA employee consume or take for personal use any food or non-food items from MANNA intended for beneficiaries. Violation of the policy will result in immediate termination of employment. For more information on this policy, employees should ask a supervisor or Human Resources Department for a copy of the complete MANNA Food Use Policy.

In event of hardship the following are recommendations of actions that can be taken:

- If an employee has a personal or family hardship, he should see the Chief of Programs and Agency Relations for a confidential consultation.
- To register for food stamps, an employee should see the FNS Program Manager or an FNS Outreach Coordinator for confidential assistance with the application process.
- Employees may call 2-1-1 for referrals to various agencies for food and emergency assistance

5.16 MANNA FOODBANK DISCLAIMER

The office and personnel policies and benefits (herein sometimes referred to as the "Personnel Handbook" or "Handbook") shall apply to and be observed by all employees (herein referred to as the "staff," "employee," or "employees") of MANNA FoodBank (herein referred to as "MANNA"). This Personnel Handbook does not, and is not intended to, constitute a contract of employment or create any contractual rights in favor of an employee or MANNA. MANNA reserves the right to modify or eliminate office and personnel policies, procedures and/or benefits as it deems appropriate from time to time and these changes will be communicated to the staff in writing. Such changes are to be made part of this Personnel Handbook and should be kept with this Handbook for easy reference. If an employee has any questions concerning present or future policies, procedures or benefits, he or she should contact the Executive Director or Chief Financial Officer. A current copy of this handbook will be kept on the shared I-drive in the Human Resources Department folder.

MANNA EMPLOYEE RECEIPT & ACCEPTANCE

I hereby acknowledge receipt of MANNA's personnel handbook. I understand that it is my continuing responsibility to read and know its contents. I also understand and agree that the personnel handbook is not an employment contract for any specific period of employment or for continuing or long-term employment. Therefore, I acknowledge and understand that unless I have a written agreement with MANNA FoodBank that provides otherwise, I have the right to resign from my employment from MANNA at any time with or without notice and with or without cause, and that MANNA has the right to terminate my employment at any time with or without notice and with or without cause.

I have read, understand, and agree to all of the above. I have also read and understand the MANNA personnel handbook. I agree to return the personnel handbook upon termination of my employment.

Signature: _____

Print name: _____

Date: _____