



NORTH CAROLINA MOUNTAIN TOWNS OF CASHIERS,
CHEROKEE, DILLSBORO AND SYLVA

Employee Handbook

Version 1.1

August 2019

Welcome to the Jackson County Tourism Development Authority (JCTDA) team – Play On!

You are part of a capable, accomplished and dedicated team. We value teamwork, excellence and camaraderie and we believe that every individual contributes equally to a successful and pleasant work environment.

JCTDA is a leader of tourism and economic development in Jackson County by attracting and servicing visitors, generating income, jobs and tax revenues which make the community a better place to live and visit. We are fortunate to promote our vibrant communities with life enriching experiences to visitors, for the benefit of the community we love.

By joining the JCTDA team, you are joining our mission. Our continued success depends on how well you do your job. The quality and level of service we provide ultimately depends on you — your professionalism, creativity, courtesy, and dedication.

The JCTDA is an equal opportunity employer. Qualifications for employment and promotion are based upon your ability to perform the job and your dependability and reliability.

This Employee Handbook, while not an all-inclusive source of information, contains important information regarding your employment with us. Here, we have outlined policies, expectations, and employee benefits. You are responsible for familiarizing yourself with the information in this handbook, along with future updates that will be distributed periodically.

My door is always open to every employee. I encourage you to have open communications with me and the entire team – we work best when we work together.

Sincerely,

A handwritten signature in black ink that reads "Nick Breedlove". The signature is fluid and cursive, with the first name "Nick" and last name "Breedlove" clearly distinguishable.

Nick Breedlove

Executive Director

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ABOUT JACKSON COUNTY TOURISM DEVELOPMENT AUTHORITY

Our Mission

To promote the growth of year-round tourism opportunities that benefit the Jackson County economy. Our efforts put people to work, grow jobs, build community, and make our towns a vibrant place to live, play and work.

Our Vision Statement

To be the premier mountain destination providing an active lifestyle, spectacular natural assets and a friendly community for citizens and visitors alike.

About Us

The Jackson County Tourism Development Authority, hereinafter “JCTDA”, was established in 2013 by an act of the North Carolina General Assembly. The Jackson County TDA has nine board members appointed by the Jackson County Board of Commissioners and meets monthly. The Jackson County TDA is funded by a 4% room occupancy tax collected from guests of Jackson County accommodations. No property taxes are used to fund the Jackson County Tourism Development Authority. In September 2019, the Jackson County TDA separated HR and Employee Management from the county government to to better serve the interests of our community and stakeholders.

Goals

1. Bring the “Play On” brand to life through an integrated marketing strategy.
2. Create an awareness and desire to explore and fall in love with Jackson County.
3. To foster tourism development in the area by offering grants to projects, attractions, events, and services which will increase tourism to the Jackson County area.
4. To examine the range of existing visitor attractions and services, and to use the information to identify unrealized marketing opportunities.
5. To work with community organizations to achieve an effective, coordinated and comprehensive marketing program.
6. To work with local government, businesses, and non-profit organizations to identify and develop new facilities, attractions, and services to improve tourism activities.
7. To contribute to the economic development and quality of life in Jackson County.

INTRODUCTION

Employee Handbook

The contents of this handbook are provided to the employees of the JCTDA for informational purposes and to familiarize you with our policies, procedures and requirements. The policies set forth in this handbook may be modified, revoked, or supplemented at any time, at the sole discretion of the JCTDA.

Any revisions will substitute and replace prior policy or procedure statements and become a part of this handbook. All employees will become subject to the new addition, deletion, or change regardless of date of hire. Employees will be made aware of changes to the handbook at staff meetings and/or through written communication. Neither the text of this handbook, nor that of any policy or procedure statement of the JCTDA is intended to be, or should be construed as a contract of employment or as a contract guaranteeing continued employment.

This handbook supersedes any previous employee handbook or other written or verbal statement of policy which may have been previously issued or utilized by the JCTDA.

Management Rights

The JCTDA retains the exclusive right to hire, direct, promote, schedule and assign tasks as it may deem necessary from time to time to the working force; to plan, direct, and control all operations; to discontinue, reorganize or combine any department or branch of operations; to hire, terminate, and lay off employees; to announce rules and regulations; and in all respects, carry out the ordinary and customary functions of management.

It is the JCTDA's intent to grow and prosper; therefore, we recognize all policies, benefits, procedures and/or operating methods are subject to change or discontinuation at management's discretion.

Open Door Policy

The JCTDA strives to maintain a positive and nurturing environment for all our employees. To help us meet this goal, we have an open-door policy, by which employees are encouraged to report work-related concerns and have open dialogue across all levels of the JCTDA, including the board. This means each manager's door is open to any and every employee and employees are free to talk with any manager at any time about any topic. The purpose of our open-door policy is to encourage open communication, feedback, and discussion about any matter of importance to an employee.

If something about your job is bothering you, or if you have a question, concern, idea, or problem related to your work, please discuss it with your immediate supervisor as soon as possible. If for any reason you don't feel comfortable bringing the matter to your supervisor, feel free to raise the issue with any manager, including the Executive

Director or the Chair of the Board. We encourage you to come forward and make your concerns known.

EMPLOYMENT

Equal Employment

The JCTDA is committed to employment practices that do not discriminate against any qualified job applicant or qualified employee on the basis of race, color, age, gender, religion, national origin, disability, genetic information, sexual orientation, pregnancy, or other local, state, or federally-identified protected group classifications. These employment practices include: hiring, transfer, recruitment, placement, promotion, demotion, discipline, layoff, compensation, benefits, training, termination, and any other terms, conditions, and privileges of employment. To provide equal employment and advancement opportunities to all individuals, employment decisions will be based on merit, qualifications, and abilities.

Americans with Disabilities Act (ADA) and Reasonable Accommodation

To ensure equal employment opportunities to qualified individuals with a disability, JCTDA will make reasonable accommodations for the known disability of an otherwise qualified individual, unless undue hardship on the operation of the business would result.

Employees who may require a reasonable accommodation should contact the Executive Director and/or HR to begin the process or ask questions.

At-Will Employment

Unless an Employee enters into an Employment Contract with JCTDA in which case the Contract controls the terms of Employment, Employment with the JCTDA is on an “at-will” basis. This means that employment with the JCTDA is entered into voluntarily, and each employee is free to resign at will, for no reason or any reason not expressly prohibited by law at any time. Similarly, the JCTDA may terminate any employment relationship, at will, for no reason or any reason not expressly prohibited by law at any time.

The employee’s working relationship with the JCTDA is for an unspecified period of time and the employee or the JCTDA may terminate the employment relationship for no reason, or any reason not expressly prohibited by law at any time. This at-will employment relationship exists regardless of any written statements or policies contained in this Employee Handbook or any other JCTDA documents, or any verbal statement to the contrary.

The nature of the at-will employment relationship includes various administrative actions (e.g., discipline, demotion, or transfer of an employee) that may occur at any time for any reason not expressly prohibited by law. No manager, supervisor, or employee of the JCTDA has any authority to enter into an agreement for employment for any specified period of time or to make an agreement for employment other than at-will. Only the JCTDA Executive Director has the authority to make any such agreement and then only in writing.

Pre-Employment Process

All candidates for employment go through the same rigorous screening process. In addition to interviews and reference checks, employees are subject to a thorough background screening which includes pre-employment drug testing and skills assessment. Beyond the pre-employment process, the JCTDA also reserves the right to request, receive, and reevaluate the previously-mentioned personal information at any time during an employee's employment with the JCTDA. Once hired, all employees work through a 90-day probationary period (See **Introductory Period.**)

I-9 & E-Verify Compliance

In accordance with the Immigration Reform and Control Act, the JCTDA only employs those individuals legally eligible to work in the United States. In complying with the immigration laws, it is against JCTDA policy to discriminate because of an individual's national origin, citizenship, or intent to become a U.S. citizen. All employees, including transfers and rehires, are required to provide proof of work eligibility and identification and complete the employee portion of the Employment Eligibility Verification Form (I-9 Form). All offers of employment are conditionally premised on providing proof of work eligibility and identification.

The JCTDA is an E-Verify employer. In accordance with E-Verify upon hire and/or rehire, information will then be run through E-Verify, an Internet-based system that compares information from an employee's Form I-9, Employment Eligibility Verification, to data from U.S. Department of Homeland Security and Social Security Administration records to confirm employment eligibility.

Introductory Period

The first 90-days of employment are very important to both you and the JCTDA. It is during this time that you are getting to know the JCTDA, your supervisor and your team, and your manager and team are getting to know you.

It is important to note that completing the introductory period does not entitle an employee to remain employed by the JCTDA for any specified length of time. Employees may be terminated during, as well as after, the Introductory Period. Both the employee and the JCTDA are free to end the employment relationship "at-will," with or without notice or reason not expressly prohibited by law, at any time during or after the Introductory Period, unless Employee has a signed Contract with JCTDA and in that case the Contract will control the terms.

Employee Files

The JCTDA maintains a personnel file for each employee. The personnel file may include such information as the employee's job application, resume, documentation of performance appraisals, salary increases, and other employment records.

Personnel files are the property of the JCTDA, and access to the information they contain is restricted. Only JCTDA management personnel, with a legitimate reason to review information in a personnel file, are permitted to do so. The JCTDA restricts disclosure of employee files only to authorized individuals. If an employee requests to review the contents of their personnel file, they are to contact the Executive Director to make an appointment to do so.

It is the employee's responsibility to keep the JCTDA up to date on changes of name, address, telephone number, and marital status, number of dependents, insurance beneficiary(ies) and person(s) to contact in case of an emergency. Certain information regarding each employee must be kept current for the purposes of ensuring proper benefit coverage, complying with State and Federal law, and enabling the JCTDA to contact provided emergency contacts. Therefore, employees are expected to immediately report to the Executive Director, any of the following:

- Change of residential address;
- Change of residential phone number/cell phone number;
- Change of marital status or name change;
- Change in the number and/or status of dependents; and
- Change of name, address or phone number of a person who is expected to be notified in case of emergency.

Employment Status

Full-time Employees – After completion of a probationary period, employees who work 30 hours or more per week will be considered full-time employees. Full-time employees are eligible for all employee benefits.

Part-time Employees – Part-time employees work less than 30 hours per week and are not entitled to benefits, including paid holidays.

Fair Labor Standards Act (FLSA) Status

Based upon an employee's job duties and responsibilities, each employee is classified as either "exempt" or "non-exempt" in accordance with the FLSA. These two terms refer to whether or not an employee is exempt from the overtime provisions of applicable state and federal laws.

Exempt Employees – Employees whose positions meet the necessary legal requirements are classified as "exempt." Employees who are exempt from state and federal overtime provisions do not receive additional or overtime pay, even when they work more than 40-hours in a workweek. Exempt employees are paid on a salary basis,

unless they are performing work in an exempt classification for which hourly or commission-based compensation is appropriate.

Non-exempt Employees – Employees whose positions do not meet certain legal requirements necessary for exemption from applicable overtime laws are classified as “non-exempt.” Non-exempt employees are paid overtime rates for each hour of weekly overtime they work, as requested and approved in advance by their supervisor. Federal or state wage and hour laws govern the overtime rates (i.e., non-work days such as paid time off and holidays do not count as hours worked toward overtime calculations). The 2.5 hours worked between the 37.5 hour paid work-week and 40 hours will be paid at their regular hourly rate of pay.

Employment of Relatives and Dating Relationships

The employment of relatives or individuals involved in a dating 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 relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual “romantic” or sexual relationship. This policy applies to all employees without regard to the gender or sexual orientation of the individuals involved.

Relatives of current employees may not occupy a position that will be working directly for or supervising a relative. Individuals involved in a dating relationship with a current employee may also not occupy a position that will be working directly for or supervising the employee with whom they are involved in a dating relationship. The JCTDA 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 relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

If a relative relationship or dating relationship is established after employment between employees who are in a reporting situation described above, it is the responsibility and obligation of the employee involved in the relationship to disclose the existence of the relationship to management. The individuals concerned will be given the opportunity to decide who is to be transferred to another available position, if one exists. If that decision is not made within 30 calendar days, management will decide who is to be transferred or, if necessary, 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.

Outside Employment

Due to the sensitive nature of work done with the JCTDA, employees who are employed on a full-time basis are not permitted to work any outside jobs, including free-lance consulting work or otherwise that is similar to their role with the JCTDA, or that relates directly with tourism partners who are represented by the JCTDA.

The roles within the JCTDA intermingle with the county, cities and various community groups at large. The prohibition of outside employment is to prevent any conflicts of interest, whether it be the appearance of or actual.

Should an employee be faced with a financial hardship and find the need to consider a second job, the employee must discuss with the Executive Director and obtain written approval, and if granted, sign a disclosure form addressing the outside employment. Exceptions to this policy will only be made if there is no appearance of or an actual conflict of interest.

Conflicts of Interest

Being an employee of the JCTDA carries with it a responsibility to be constantly aware of the importance of ethical conduct and the need for strict adherence to the propriety of the information obtained while working here. The following rules are mandatory; any violation will result in disciplinary action, up to and including termination.

- Employees shall refrain from any use of their position which is motivated by the desire for private gain for themselves or other persons. They must conduct themselves in such a manner that there is no suggestion of the extracting of private advantage from their employment with the JCTDA.
- Employees shall not use their positions in any way to threaten or coerce or give the appearance of threatening or coercing another employee to provide any financial benefit to the employee or other persons.
- Employees shall avoid any action which may result in providing preferential treatment to any organization or person, losing their independence or impartiality of action, or affecting adversely the confidence of the public in the integrity of the JCTDA. This includes employees utilizing their role with JCTDA to influence the result of an election or engage in any political or partisan activity while on duty or in an official capacity.
- Employees shall not be simultaneously employed by another firm, without the written (email) authorization of the Executive Director. In adherence with the Outside Employment policy, simultaneous employment can neither be similar to their role with the JCTDA nor relate directly with tourism partners who are represented by the JCTDA, in either perception or reality. If permitted, outside

employment shall not interfere with or lessen the effectiveness of the employee's job and cannot be performed during regularly scheduled work hours. Nor may the employee use the facility, materials or equipment of the JCTDA to perform outside services.

- Employees may not transact personal business with any salesperson, vendor, or other individual who does business with or who furnishes goods or services to the JCTDA if the employee is engaged in any intimate, romantic, or dating relationship with that person.
- Employees are often in a position to learn or have access to personal facts about a co-employee, or they may learn of sensitive information about the JCTDA, management, or other employees. Such information is considered strictly confidential and the employee is both legally and morally obligated to refrain from discussing any confidential information with anyone. Integrity in preserving and protecting the rights and privacy of employees and the JCTDA is a prime consideration for continued employment and breach of confidentiality is grounds for immediate termination.

The JCTDA recognizes and respects the right of individual employees to engage in activities outside of the organization that are private in nature and do not in any way conflict with or reflect poorly on the JCTDA. The JCTDA also recognizes its right and its obligation to prohibit activities which may represent a conflict of interest, reflect in a negative way upon an employee's personal integrity, limit the ability of an employee to discharge job duties in an ethical manner, or that would otherwise bring hardship to the JCTDA.

Confidentiality and Non-disclosure

It is the policy of the JCTDA to protect the confidential client/consumer, business and private proprietary information, which is vital to the interests and the success of the JCTDA.

Such confidential information includes, but is not limited to, the following:

- Client/consumer information
- Computer programs and passwords
- Personnel/medical file information, including salaries

During and following employment with the JCTDA, employees are prohibited from disclosing or using any confidential or proprietary information of the JCTDA and/or its affiliates, or to authorize anyone else to do so, without the express written consent of the JCTDA.

Confidential and proprietary information includes, but is not limited to, procedures, protocols, contracts, agreements, data in any form, client lists, computer programs, social media sites, and/or any other materials developed by employees on behalf of the

JCTDA or any information that is learned by the employee as a result of employment with the JCTDA.

Requesting and Receiving Gifts

Employees shall neither request nor solicit, for personal reasons, any gift or gratuity, whether in the form of service, loan, item of value, or promise from any fellow employee, salesperson, vendor, tourism partner or other entity who does business with or furnishes goods or services to the JCTDA. However, due to the nature of our work, we are occasionally offered free tickets or invited to dinner or to attend an event, which is generally acceptable, but should be reported to your supervisor.

Records Retention and Disposition

The JCTDA realizes it is a public entity and as such, adheres to a Records and Communications Retention and Disposition Schedule. Employees must be aware that all forms of communication and documents created on behalf of the JCTDA or using JCTDA equipment are subject to public inspection through the North Carolina Public Records Law (NCGS §132). As required by North Carolina law, the JCTDA is prepared to release required information requested through the North Carolina Public Records Law. If a Public Records request is received, the request must immediately be forwarded to the Executive Director, and only the Executive Director or his/her designee is authorized to respond to the request.

Media Requests

Sometimes the media will go directly to an individual staff member. Before speaking to media, please consult with Executive Director to determine who should speak with the media and the message we should give. Please notify the appropriate designated media professional when you learn the media is planning to cover an event or a request is made to interview a staff person or volunteer. Anytime you are involved in media coverage, please let the Executive Director know about it as soon as you can in advance of the event or interview. Should you not be able to let them know in advance, let them know as soon thereafter as possible.

Separation of Employment

Your employment with the JCTDA may come to an end either through a voluntary resignation or an involuntary termination. Should you decide to resign your position with the JCTDA, it is requested that you provide your resignation in writing, including your last day of employment, to your direct supervisor. A two-week resignation notice is requested. The JCTDA reserves the right to release an employee without notice unless under Contract. Employees are required to return all JCTDA property prior to or on their last day of employment. This includes keys, laptops, phones, etc.

COMPENSATION AND TIMEKEEPING

Workweek

For purposes of accurate timekeeping and overtime calculations, the JCTDA work week begins at 12:01 a.m. Sunday and ends at 12:00 midnight on Saturday . The workday begins at 12:01 a.m. and ends at 12:00 a.m. that same day.

Work Schedule

Office hours for the JCTDA are 8:00 a.m. – 5:00 p.m. Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. Employees are encouraged to speak with the Executive Director should any scheduling questions or conflicts arise. Staff seeking an adjustment in their regular schedule must request this change in writing to their supervisor, such as placement on their supervisor's calendar requiring a response. Meal **breaks** are considered a *recuperative* time and as such, should only be taken around mid-day. Meal breaks are not to be used to start or end a day. If such time is needed, paid time off should be requested.

Working Hours

The JCTDA's work week is 40 hours. Hours may vary somewhat based upon position and business peaks.

Certain positions do require weekend, early morning or late evening responsibilities, as well as travel. Those employees, if in a non-exempt position, must track time accordingly and discuss any scheduling changes, especially if it involves additional work hours, with their supervisor.

The JCTDA strictly prohibits non-exempt employees from working beyond normal work hours without being paid (i.e., "working off the clock"). This prohibition includes any work performed pre- or post-work time, especially using laptops, cell phones, PDAs, tablets, or checking work e-mail and/or voicemail and sending business related text messages after hours. No JCTDA employee may instruct a non-exempt employee to work off the clock in any capacity.

Working from Home

On occasion, there will be times when the JCTDA may have a business need for you to accomplish while at home or while on paid time off. In such instances, the Executive Director will request that you consider working remotely. Otherwise, working from home is a voluntary decision that should not be requested by staff. If an employee needs to be home to cover a personal need, paid time off, as appropriate, should be utilized.

After Hours Communication

For exempt positions, working hours outside the 8:00 – 5:00 workday can be expected. In some cases, the employee may elect to undertake that work at home. That said, employees are not expected to be on-call at all hours of the evening. Supervisors may send out communication in the evening, but the staff is neither required nor expected to respond to these messages at that time. If there is an occasion where the supervisor absolutely needs your response to a matter, he or she will make that clear in the subject line of an email or opening of a text and if necessary, will call you to reinforce and confirm the request of a response.

Pay Period

All employees are paid bi-weekly. Each payday will include earnings for all time worked through the end of the payroll period. In the event that a regularly scheduled payday falls on a day off such as a weekend or holiday, employees will receive pay on the last day of the week before the regularly scheduled payday.

Timekeeping

Accurately recording time worked is the responsibility of every non-exempt employee. Time is recorded on an electronic time card. Federal and state laws require the JCTDA to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

- Employees should accurately record the time they begin and end their work,
- They should also record the beginning and ending time of any departure from work for personal reasons,
- Overtime work must always be approved in writing from your direct supervisor before it is performed,
- Employees working longer than his or her regular schedule must notify the supervisor if the additional work hours will result in overtime,
- Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment,
- It is the employee's responsibility to sign his or her time records to certify the accuracy of all time recorded,
- The Supervisor will review and then initial the time record before submitting it for payroll processing,
- If corrections or modifications are made to the time record, both the employee and the supervisor must verify the accuracy of the changes by initialing the time record.

For exempt employees, no time card is required. Exempt employees may work longer hours in a week than the standard 40-hour work week dependent upon business need. No overtime pay or compensatory time is accrued or available to exempt employees.

Overtime

Exempt employees are not entitled to overtime pay. Non-exempt employees are paid time and a half for any hours worked over 40 hours per week. Overtime is based on the employee's hourly rate plus half of their hourly rate for the week in which the overtime is worked.. No overtime should be worked without your supervisor's written approval.

Family-Friendly Workplace

The JCTDA supports parents. There are times when regular childcare options are unavailable. Children are welcome in the JCTDA offices so long as the work environment is not disrupted and parents can continue to be productive. Parents may also use paid time off to occasionally accommodate interruptions in regular childcare, or to be present at school when needed.

Performance Evaluation

Performance reviews are conducted annually for all JCTDA employees by their direct supervisor. The Executive Director's performance review is conducted by the JCTDA's Executive Committee. These reviews are typically done in writing and are an opportunity to discuss strengths, growth areas and goals for the upcoming fiscal year. Completion of performance reviews does not guarantee that a wage/salary adjustment will occur.

Salary Reviews

Wage/salary rates are based upon an employee's job duties and responsibilities, work performance, potential for promotion, pay practices in the area, and the economic conditions of the JCTDA. Pay increases are not automatic and will be granted on the basis of progress in either meeting or surpassing performance standards since the last performance review and pay increase.

Attendance and Punctuality

Being on time and present is among the highest expectations of our employees. You cannot make an impact when you are not at work and your absence affects others when you are not on time. It is important that every employee understands the importance of being on time and present for work.

When calling in to report that you will be absent or late for work you must report to your supervisor, or you must leave a message and a number where you may be reached.

Any employee who demonstrates a pattern of excessive unscheduled time out of the office will be subject to disciplinary action up to and including termination of employment.

Recording Time Off

Employees are responsible for accurate time keeping. Employees must record time off on their own calendar and submit a request for time off at least two weeks in advance and in writing.

Inclement Weather

The Executive Director is the only person who may authorize closing or delaying the opening of the JCTDA office. In the absence of the Executive Director, the board chairperson shall determine whether to adjust the working hours. Should the decision be made to not open, open late or close early, employees will receive pay for the day. Employees who wish to go home before the offices are officially closed or not come in on delayed opening days may do so provided they notify their supervisors and understand that interim time before the offices are officially closed will be charged to paid time off.

In the event of inclement weather conditions present before the opening of business, staff members will be contacted by the use of text messaging if they are not to come to work or if JCTDA will be closed or observe a delayed opening. If not advised by text, report to work as usual. If a staff person elects not to come to work or will be arriving late, appropriate notification to their supervisor must be made and paid time off must be used for each incremental hour taken. If work may be accomplished from home during an inclement weather day so as to not place that employee behind schedule when returning to work the next day, working from home during inclement weather is encouraged.

Staff is responsible for notifying their external task force or committee members of any closing or delays that impact the meeting's occurrence. Language to this effect should be included in prior communications so the committee or task force members know to look for a text or email alerting them to potential changes.

Travel and Entertainment

Travel Time - Certain jobs with JCTDA require travel from time-to-time. Travel may be during the customary working hours, or the business needs may require the travel to be outside of customary office hours. In both cases, JCTDA complies with the Department of Labor's guidance on compensable travel time. If you have a question regarding whether time spent traveling should be compensable, speak with the Executive Director.

In addition, while travelling for business, the JCTDA expects that employees will engage in safe driving practices and obey any-and-all applicable federal, state and local laws. This includes obtaining and maintaining proper insurance, for example, having at least the minimum state requirement for personal automobile insurance (regardless if the vehicle used is owned, borrowed or rented by the employee). Any traffic violation/accident or incident that occurs while travelling for JCTDA business must be reported as soon as possible, but no later than 48-hours, to the Executive Director.

When applicable, if multiple staff are traveling to the same event, efforts should be made to use one personal or rental vehicle.

Airfare – Employees required to travel because of job responsibilities, training, professional development, etc., shall consider airfare when the driving distance is greater than five driving hours or 300 miles. When multiple staff are attending the same event, consideration can be given to a shared rental car versus purchasing multiple airfares. Airfare can be purchased using the company issued credit card. Purchases from OTA's require advance approval of your supervisor. Baggage is limited to one checked bag per trip for personal items. Employees are to cost out trips using various carriers and airports, selecting the option that offers the best overall pricing/scheduling. Acceptable seating classes include premium economy or economy class. The purchase of a seat assignment (not a class upgrade) for flights in excess of 1.5 hours can be acceptable, if justified to and approved by your supervisor. Never purchase flight insurance. However, if you feel flight insurance is a prudent choice, discuss this with your supervisor who can approve it if s/he agrees with your rationale.

Car Rental – The JCTDA will generally not provide a rental car when combined roundtrip driving is less than 200 miles. Exceptions can be made, such as the need for a large occupancy or cargo van or when a personal car is unavailable. Exceptions must be approved in advance by your supervisor. When traveling out of town, staff should consider the expense of renting a car against the prevailing mileage reimbursement rate and include that comparison in the travel request. Staff are to cost out trips using multiple agencies, selecting the agency that offers the best overall pricing.

Car Rental Policy for Staff – When staff is renting a vehicle, they should only use their JCTDA credit card to reserve the vehicle. If the transaction is completed by phone or online, ensure you decline the auto rental company's collision damage waiver (CDW/LDW) option or similar provision if offered to you.

When used for business purposes, the JCTDA corporate credit card covers the following losses:

- Physical damage and/or theft of the covered rental vehicle.
- Valid loss-of-use charges from the auto rental company; i.e., it covers the rental company's loss for down-time while the car is being repaired.
- Reasonable and customary charges to tow the vehicle to the nearest qualified repair facility.
- Rental Company administrative fees.

The JCTDA card does not cover the following and the car rental agency does not offer insurance for these claims. Your personal insurance will be the primary coverage for these areas.

- Injury of anyone or damage to anything inside or outside the rental vehicle
- Loss or theft of personal belongings

- Personal liability

Transportation Expenses – When traveling on JCTDA business, staff should use complimentary transportation when provided by the conference (e.g. organized shuttle to/from host accommodations, etc.). When making sales calls/media visits, staff should use public transportation when it makes sense to do so. When using taxis, Lyft or Uber, an itemized receipt is required indicating the beginning and ending destination(s), date and time

Lodging – The JCTDA covers costs of overnight accommodations related to sanctioned travel. Included with the cost of lodging, would be applicable taxes and fees, parking and other ancillary lodging charges. It is the employee's responsibility to cover costs associated with incidentals such as gym services, movies, in-room bars, etc. An itemized receipt is required for any meals charged to the room. The company issued credit card is to be used for all out of town lodging expenses.

Staff should be judicious in the selection of accommodations when traveling on behalf of JCTDA. When attending an event or training where multiple housing locations are offered, staff should choose the mid-price range accommodation. Accommodations exceeding a base cost of \$250 per night require advance authorization.

Per Diem – With all travel resulting in an overnight stay, the JCTDA will reimburse the employee a per diem based on current 'Meals & Incidentals' rates for the state traveled to, listed on www.gsa.gov. Receipts are not required for per diem. Employee is required to complete a travel reimbursement request after their trip.

Industry Partner Entertaining - We recognize the importance of maintaining good industry relationships with our JCTDA and national partners. Periodic breakfasts, lunches and after-hour meals and entertaining with various industry partners are expected and encouraged.

At the discretion of the Executive Director, meals with vendors, partners and clients while conducting and discussing JCTDA business may be charged to the JCTDA inclusive of staff meals.

BENEFITS

General Information

This section of the Employee Handbook is intended to provide a general overview of the benefits available to benefit eligible employees. Should there be a discrepancy between the contents of this Employee Handbook and a provision of an applicable law, benefit plan, or contract, then the law, plan document, or contract will supersede.

New benefit eligible employees are provided folders containing information about the various benefit plans. Benefit eligible employees are to meet with the Executive Director or HR within 30 days of employment to discuss the various benefit plans and options and answer any employee questions. The JCTDA reserves the right to change, suspend, or eliminate any benefit at its sole discretion. Notifications regarding any benefits changes will be conveyed at the sole discretion of management.

Health and Welfare Insurance

Benefit eligible employees are presented with health, dental, vision and disability insurance options. The benefits go into effect the 1st of the month after a thirty (30) day waiting period. Information regarding enrollment will be provided by the Executive Director or HR. Failure to enroll during the initial enrollment process will result in the inability to participate in benefit programs until the next annual enrollment period.

Costs of insurance premiums are paid by the JCTDA for the employee.

If dependents are enrolled in medical and/or dental coverage during open enrollment, the employee will be responsible for paying the dependent premiums as long as the dependent is covered. Open enrollment is conducted once a year unless a qualifying event occurs.

Part-time employees are not eligible for coverage under the plan.

Benefits Continuation

For employees terminating employment with JCTDA, benefits continuation is offered through the state. If a terminated employee would like to elect coverage, they have 60 days to elect coverage by submitting a new Enrollment/Change Form to JCTDA.

Paid Time Off

The JCTDA believes that paid time off is important to the health and well-being of our employees and encourages all employees to utilize their paid time off days. All benefit eligible employees will qualify for paid time off, which is accrued per pay period on a pro-rated basis, by calendar year. The JCTDA has one category for time off, and has combined the traditional sick leave and vacation time into the singular 'paid time off' offering.

All full-time employees, entitled to full benefits, will accrue additional paid time off upon reaching key anniversary dates as follows:

Years of Service	Paid Time Off Days	Paid Time Off Hours
Less than 2 years	14	112
2 years to 5 years	21	168
5 or more years	28	224

An employee is entitled to take paid time off days after working at JCTDA for at least 90 days. The Executive Director has the right to approve earlier paid time off. Paid time off leave is accrued during that 90-day period. Paid Time off days cannot be carried over to the another year..

Employees are allowed to use paid time off prior to accrual for the current fiscal year up to the accrual limit for the fiscal year.

Requests for paid time off must be submitted by each employee as far in advance as possible to the supervisor (to be shared with the department head), and the supervisor must approve all paid time off requests. Paid time off must also be recorded on the employee's timesheet.

When a staff member resigns or is terminated from JCTDA, the unused paid time off accrued for that calendar year is prorated, based on the monthly accrual amount. If an employee has taken paid time off in excess of what has been earned, the hours will be deducted from his/her final pay.

Holidays

Full-time employees are immediately eligible to receive pay for the following holidays.

1. New Year's Day
2. Labor Day
3. Martin Luther King Jr.'s Birthday
4. Veteran's Day
5. Good Friday
6. Thanksgiving (2 days)
7. Memorial Day
8. Independence Day
9. Christmas (3 days)

Part-time employees are not eligible to receive holiday pay.

In general, when a holiday falls on a Saturday, it is typically observed on the preceding Friday; when a holiday falls on a Sunday, it is generally observed on the following Monday. JCTDA may remove, change, or designate additional holidays at its sole discretion.

Employees who are on an unpaid leave of absence as of the date the JCTDA observes a holiday are eligible for holiday pay. Furthermore, paid Holiday hours are not considered to be hours worked for or applied to overtime hours.

Religious Accommodations

JCTDA deeply respects the religious beliefs and practices of all employees and will make, upon request, an accommodation for such observances when a reasonable accommodation is available that does not create an undue hardship on the JCTDA's business.

The Executive Director and/or HR will evaluate the request considering whether a work conflict exists due to a sincerely held religious belief or practice and whether an accommodation is available that is reasonable and that would not create an undue hardship on the JCTDA's business. An accommodation may be a change in job, using paid leave or leave without pay, allowing an exception to the employee presentation code that does not affect safety or uniform requirements, or for other aspects of employment.

The Executive Director and/or HR, and employee will meet to discuss the request and decision on an accommodation.

Discover Jackson County

Employees are permitted, as part of their work day, to take one day every four months to explore and get to know Jackson County. The intent of this day is to strengthen each employee's knowledge of our great county. This day should inspire employees to hike, explore waterfalls, or visit an attraction. Each employee is required to document their experience utilizing photos, written text or other forms of media for the purpose of sharing their experiences with others.

Healthy & Well Workplace

The JCTDA promotes a healthy and active workplace. Employees may take up to half an hour a day for wellness-related activities, although this time cannot be saved or accrued on a day to day basis. Wellness related activities include walks, meditation, yoga, exercise, or other activities to benefit the employee's well-being. Time is counted as hours worked and will need to be noted on a timesheet for non-exempt employees as regular hours. Any employee can utilize this benefit as one 30-minute period or two 15-minute breaks during the day.

Workers Compensation

The JCTDA maintains Workers' Compensation insurance for all eligible employees. We strive to maintain a safe and healthy working environment for our employees. Even in the most ideal situations, accidents may occur. It is important that no incident involving an employee occurring on JCTDA property or JCTDA time go unreported, no matter how minor. Employees that experience a work-related injury (on JCTDA property or time) must immediately report the incident to their direct supervisor.

JCTDA will take every measure to ensure that the injured employee receives the medical care needed immediately. If an employee is injured at work, the JCTDA will ensure the employee meets with an approved healthcare provider. Employees who experience a work-related injury are required to see the workers' compensation physician for the first 30 days following the injury, unless the JCTDA has written notice on record that the employee wants treatment by a physician of his/her choice if and when he/she suffers a work-related injury.

It is imperative that no incident, involving personal injury or property damage related to the JCTDA be overlooked. It is very important that you report any injury immediately as any delay may make it more difficult for the JCTDA to process a claim for workers' compensation, if you have one. JCTDA cannot stress enough how important it is to follow these procedures set forth by the insurance JCTDA.

LEAVES OF ABSENCE

Personal Leave of Absence

A leave of absence of up to 90 calendar days may be granted upon request to regular full-time employees for important and pressing personal needs, at the approval of the department head and the Executive Director. This 90 day period may consist of any combination of unpaid leave and accrued paid time off.

The employee and his or her supervisor should have an open and honest discussion pertaining to the JCTDA's ability to effectively operate while the employee is in an unpaid leave status. Ultimately, this discussion would guide the Executive Director's final approval of the request and the term of unpaid leave granted.

The following are provisions under the Personal Leave of Absence Policy:

- All requests for leave will be considered on a case by case basis for full-time employees only (employees who work 30 or more hours per week).
- Employee health benefits will be continued in the same manner as received prior to the leave. During this period, the employee is responsible for their portion of their insurance premiums. Their payment must be received in our office on or before the first of each month or paid through payroll deductions if using paid time off, in order to remain active in the plan. Before taking leave, the employee should meet with the Executive Director and/or HR to review their monthly expense.
- Paid time off benefits will not accrue during a period of leave
- Employees will receive paid holidays while on leave
- Employees may choose to utilize some or all their paid time off as part of their total leave package. Such paid leave may be used to offset the cost of employee's benefit premiums.

Process for Requesting a Personal Leave of Absence:

- Requests for leave should be submitted as soon as the employee is aware of the need, ideally 30-days or more prior to the date of leave.
- Requests for unpaid personal leave must be submitted in writing to the Executive Director. The request should indicate the reason for the leave, the length of leave requested and how much paid time off will be used and when.
- The employee's leave request should include the following details:
 - The purpose for which the leave is requested.
 - The length of time the employee will be away, including paid time off and unpaid leave, should be provided. A return date can be determined once the start date is realized.
 - A plan for covering the employee's duties while on approved leave should be included in the submission.

Process for Returning from or Increasing a Personal Leave of Absence:

- An employee who has been granted an unpaid personal leave of absence shall give his or her department head or the Executive Director if that is the employee's supervisor, at least two weeks' notice of his/her intent to return to work, prior to the return date.
- When the unpaid leave exceeds ninety (90) calendar days and the employee has not returned to work, the employee will be considered to have resigned. The employee's termination will be processed per standard procedure.
- In the case an employee needs additional leave, beyond ninety (90) calendar days, the employee may request an extension by following the request process outlined above.

Bereavement Leave

In the event of a death in the immediate family, e.g., spouse, child, brother, sister, parent, grandparent, aunt, uncle, grandchild, spouse's or child's parents or legal guardian, up to four days leave with pay will be granted per occurrence, unless an exception is approved by the Executive Director. Bereavement leave may be requested through the direct supervisor and recorded on the non-exempt employee's timesheet

Jury & Witness Duty

An employee will be given time off without loss of pay when performing jury duty during regular working hours. Employees excused for jury duty will be expected to work during normal working hours when not actually engaged in jury work. Compensation for jury duty shall be computed on a straight time basis and is not to be considered hours worked in regard to calculating overtime.

Time Off for Voting

JCTDA recognizes that voting is a right and privilege of being a citizen of the United States and encourages employees to exercise their right to vote. In almost all cases, you will have sufficient time outside working hours to vote. If for any reason you think this will not be the case, contact the Executive Director to discuss scheduling accommodations.

School Leave for Parents – Leaves of Absence Section

In compliance with North Carolina law, the JCTDA grants four hours per year leave to any employee who is a parent, guardian, or person standing in loco parentis of a school-aged child so that the employee may attend or otherwise be involved at that child's school. However, any leave under this section is subject to the following conditions:

- The leave shall be at a mutually agreed upon time between the employer and the employee.
- The employer may require an employee to provide a written request for the leave at least 48 hours before the time desired for the leave.

- The employer may require that the employee furnish written verification from the child's school that the employee attended or was otherwise involved at that school during the time of the leave.

For the purpose of this section, "school" means any (i) public school, (ii) private church school, church of religious charter, or nonpublic school described in Parts 1 and 2 of Article 39 of Chapter 115C of the General Statutes that regularly provides a course of grade school instruction, (iii) preschool, and (iv) child care facility as defined in G.S. 110-86(3).

Employers shall not discharge, demote, or otherwise take an adverse employment action against an employee who requests or takes leave under this section. Please be aware that this time away from the office is unpaid, unless otherwise agreed upon through JCTDA's paid time off offering.

Military Leave

JCTDA is committed to protecting the employment rights of employees absent on military leave. In accordance with federal and state law, it is the JCTDA's policy that no employee or prospective employee will be subjected to any form of discrimination on the basis of that person's membership in or obligation to perform service for any of the Uniformed Services of the United States.

Eligibility - Employees taking part in a variety of military duties are eligible for benefits under this policy. Such military duties include leaves of absence taken by members of the uniformed services, including Reservists, National Guard members for training, periods of active military service, and funeral honors duty, as well as time spent being examined to determine fitness to perform such service. Subject to certain exceptions under the applicable laws, these benefits are generally limited to five years of leave of absence.

Procedures for Military Leave:

- Unless military necessity prevents it, or is otherwise impossible or unreasonable, an employee should provide the JCTDA with notice of the need for leave as far in advance as is reasonable under the circumstances. Written notice is preferred, but not required under the law or this policy.
- To request a temporary or extended military leave of absence, the employee should request leave in writing from the Executive Director. However, a written application is not required under the law or this policy.
- Management will review and sign the Request for Leave of Absence Form, collect any applicable insurance premiums from the employee, generate other applicable documents, and process accordingly.
- Employees on temporary or extended military leave may, at their option, use any or all accrued paid time off during their absence.
- When the employee intends to return to work, he or she must make application for reemployment to Administration within the application period set forth below.

- If the employee does not return to work, the Executive Director will take appropriate action.

Reemployment Following Military Leave - Upon an employee's prompt application for reemployment, an employee will be reinstated to employment as defined in the Uniformed Services Employment and Reemployment Rights Act of 1994 (USERRA), depending upon the employee's period of military service.

EMPLOYEE RELATIONS AND CONDUCT

Communication

We strive to maintain an open communication policy at JCTDA, which spans all levels of the organization. Our hope is that you have an open and effective working relationship within our team. The Executive Director should be your first line for issues or questions. Should that approach not be satisfactory to you, you may contact the board chairperson or any board member.

Employee Presentation

“Dress for your day.” Where will your day take you and with whom will you be interacting? We expect employees to dress professionally at all times, given the unpredictable nature of our business interactions with the public and stakeholders. Our professional appearance is part of the equation to our overall success. This initial perception is an important element in conveying our readiness to help our partners with their tourism needs.

While our goal is to provide an inclusive workplace where all employees can do their best work and contribute their skills and talent, we require employees make tasteful professional choices. As an example, tattoos and jewelry clearly visible while at work must be consistent with our standards around professionalism.

These requirements are in effect during business hours and anytime you are representing JCTDA. Other’s decisions about the quality of our products and services begin with their interaction with you.

Consequently, business casual attire includes suits, pants, jackets, shirts, skirts and dresses that, while not formal, are appropriate for a business environment.

Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

- Shoes must provide safe and secure footing. Flip-flops, sneakers and casual sandals are not appropriate.
- Facial hair must be clean, well-trimmed, and neat.
- Unnaturally colored hair and extreme hairstyles, such as spiked hair, do not present an appropriate professional appearance.

- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Jewelry should not be functionally restrictive, dangerous to job performance or excessive.
- Skirts, pants and shorts must be of a professionally appropriate length and material.
- Jeans and t-shirts are generally inappropriate.
- Clothing should never convey messages of a political or offensive nature.

Appropriate dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image JCTDA presents to customers and visitors alike. If your supervisor feels your personal appearance is inappropriate, you may be asked to leave the workplace until you present a proper appearance. We will work with employees who wear business attire that is deemed inappropriate while representing JCTDA on an individual basis rather than subjecting all employees to a more stringent dress code for appropriate business attire.

Casual Fridays and other dress-down days are incorporated into the work weeks and year. These days are clearly shared and defined with staff so there are no misunderstandings.

Always consult your supervisor if you have questions as to what constitutes appropriate or inappropriate appearance.

Employee Conduct at Business Events

JCTDA team members are often in business-related environments where alcohol is being served. Employees are reminded that in those settings, you are representing JCTDA and are expected to act responsibly and conservatively. Employees who choose to drink alcoholic beverages at JCTDA affiliated functions are expected to behave in accordance with usual business standards and abide by all JCTDA policies.

Employees of JCTDA are adults and it is not the organization's intention to infringe upon people's activities. However, when representing JCTDA with clients and/or at networking events, employees are expected to adhere to a two-drink maximum, provided that reasonable, appropriate and professional behavior can be maintained. The intention of this policy is to ensure safe self-passage from events and to maintain a level of professionalism on behalf of JCTDA. When attending an event hosted by JCTDA, as one of the hosts, you are expected to remain at the event until it is over, and all staff are leaving together. Exceptions are possible, which should be discussed in advance of the event with your supervisor.

Progressive Disciplinary Process

Where appropriate, the JCTDA supports the use of progressive discipline to address conduct issues such as poor work performance or misbehavior to encourage employees to become more productive workers and to adapt their behavior to JCTDA standards and expectations. The supervisor will clarify expectations and under some circumstances, offer coaching or a performance improvement plan.

JCTDA reserves the right to administer appropriate disciplinary action for all forms of disruptive or inappropriate behavior, including immediate dismissal. Each situation will be dealt with on an individual basis.

As North Carolina is an at-will employment State, employees should not expect a warning prior to termination in all cases.

JCTDA Property

Employees are entrusted with being a good steward of JCTDA's mission and treating JCTDA property with the same respect as if it were their own. Equipment essential in accomplishing job duties is expensive and may be difficult to replace. When using JCTDA equipment, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines.

Keep issued equipment and materials safe and secure. Organization property is only to be used for JCTDA business for which it was issued, assigned and intended.

Please notify the Executive Director if any equipment, machines, or tools appear to be damaged, defective, or need repair. Prompt reporting of damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The Executive Director can answer any questions about an employee's responsibility for maintenance and care of equipment used on the job.

The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment.

Search of JCTDA Property

JCTDA retains the right and authority to search any property owned by the JCTDA, property provided to an employee by JCTDA for JCTDA use, or any property used by an employee for the purpose of benefiting JCTDA.

An employee should not maintain any reasonable expectation of privacy in property owned by, property provided by, or property used in furtherance of JCTDA business. Such items may include but are not limited to desks, file cabinets, closets, information contained on any computer used for business or an JCTDA network and any other item that is provided by JCTDA or used on JCTDA premises in order to carry out our business.

Employee Expectations of Privacy

JCTDA makes every effort to respect the privacy of our employees. We do have an obligation to protect the organization's resources and as such always reserve the right to review any information received or transmitted along the JCTDA network or data systems. This means employees should have no expectations of privacy with regards to emails, phone calls, instant messages, faxes, or any method of communication that is transmitted using JCTDA property.

All JCTDA computers, cell phones and other electronic devices, and the data stored on them are, and remain at all times, the property of the JCTDA. As such, all messages created, sent or retrieved over the internet or the JCTDA's email systems are the property of the JCTDA and should be considered company information. The JCTDA reserves the right to monitor, retrieve and read any message composed, sent or received using the JCTDA's electronic resources, including communications to and from a personal account, for any business reason. Employees who use the JCTDA's electronic resources for personal use consent to any monitoring by the JCTDA and have waived any right of privacy with respect to personal use.

Personal Calls and Mail

Employment at JCTDA parallels the hours of other businesses our employees rely on for most personal needs. Therefore, the use of business telephones, personal cell phones and JCTDA email is accepted as necessary to handle those tasks. Such usage is not anticipated to disrupt your duties at work.

By accepting employment with JCTDA, you are giving your consent that management may listen to or read any telephone and email conversations that originate from JCTDA-owned equipment or that are received on any JCTDA-owned equipment.

We expect you to maintain focus on your role here, and minimize external distractions including the use of personal cell phones. Personal use of cell phones, to include phone calls, texting, or browsing the internet, should be minimized during working hours. Unless cell phones are being used for JCTDA business, they are to be limited to uses outlined above, under paragraph one (1) of this section.

We recognize there are times that you will need to engage in communication while traveling. While driving, employees are expected to either utilize a hands-free device or pull over to take a phone call. In accordance with North Carolina law, texting while driving is expressly prohibited, and we expect our employees to comply with that law. Safety is our priority.

Company Credit Card

The JCTDA utilizes a purchase card/Visa card from Jackson County Government for purchasing. Not all staff members may receive a purchase card.

Any charges in excess of \$300 must be approved in advance by submitting a purchase order to Jackson County Finance at least seven days in advance of anticipated expenditure.

The purchase order must be approved before the charge is made. Company credit cards require itemized receipts for every purchase. For travel, only lodging may be paid for on the company credit card. For authorization of travel fees, a travel authorization must be completed prior to booking travel and authorized by the JCTDA Board Chair and turned into County Finance.

Business Receipts

Quite often and for various reasons, employees place charges on their company issued credit card. All such charges must be accounted for and coded on a monthly credit card statement signed by the employee and supervisor or Board Chair for the Executive Director position. You should always include both the detail receipt(s) summarizing the expense(s) and the signature copy. Qualified receipts should include the purpose and when appropriate, the names of additional persons in the group. It is fine to use first initial and last name when identifying others involved in the expense. That information can be written on the receipt or if the receipt is taped to a sheet of paper, the paper itself.

Employee Reimbursement

On rare occasions, employees must use their own cash or credit card to purchase an item or service while doing business for JCTDA. This should be avoided when possible and discussed with management in advance. In such cases, to receive reimbursement for a qualified expense, a reimbursement is processed on the expense report and must include an itemized receipt. You should always include both the detail receipt(s) summarizing the expense(s) and the signature copy. Qualified receipts should include the purpose and when appropriate, the names of additional persons in the group. It is fine to use first initial and last name when identifying others involved in the expense. That information can be written on the receipt or if the receipt is taped to a sheet of paper, the paper itself. This information should also be included in the expense report. If reimbursing a taxi/Uber/Lyft, etc. expense, include the point-to-point origin and destination and the reason for the ride. If you are out of town, reimbursable taxi/Uber/Lyft rides must be for business purposes only.

Tobacco Use

JCTDA has chosen to be a tobacco free zone. This means anywhere within our building, on the front sidewalk and in the parking lot, the use of tobacco products of any kind is strictly prohibited. This tobacco free zone also includes the use of smokeless tobacco, e-cigarettes or vaping mechanisms, cigarettes, cigars.

Information Technology

JCTDA provides employees access to computers, printers and other equipment. Except for occasional small copies or scans, this equipment is to be used exclusively for the business activities of the JCTDA. Employees found to be excessively using the JCTDA's computer equipment for personal use may be subject to appropriate disciplinary action, up to and including termination. When using JCTDA equipment or other property, employees are expected to exercise care, maintain the property in safe working order, and follow all operating instructions, safety standards and guidelines.

- Employees shall not use the JCTDA'S systems to knowingly violate any city, state or federal laws.

- Computer games and personal software may not be installed on JCTDA equipment.
- JCTDA equipment shall not be used to create or store personal information or projects.
- JCTDA equipment shall not be used to store or display images depicting violence, sexually explicit material or racially offensive material.
- Employees are not permitted to download any software (free or otherwise) without express permission of JCTDA.
- Websites should be established in collaboration with JCTDA's existing sites.
- Use of JCTDA computers, email, telecommunications, and office equipment can be monitored at any time.
- Do not expect privacy on JCTDA equipment and email.

JCTDA's computer systems are connected to the Internet for business purposes. Accessing the internet for personal use should be kept to a minimum and follow the policies outlined under Personal Calls and Mail section of this handbook.

- Conducting JCTDA business on the internet must be done following all guidelines and policies for conducting business in conventional settings.
- The JCTDA maintains the right to limit internet access.
- JCTDA will comply with any reasonable requests from law enforcement to review internet activities of any employee.
- For protection of the Organization's network and proprietary information, security measures have been installed on the system. No employee shall, under any circumstances, attempt to disable or circumvent these security measures.

Social Media

As a part of our comprehensive approach to information security, this guideline has been created to address issues that may arise from your creation, participation or use of blogs, Facebook, Twitter, SnapChat or other social networking opportunities on the internet. These personal web pages, online diaries and other means of communicating online are open to anyone to read and will exist in cyberspace indefinitely.

- First and foremost, keep in mind that all of the policies and procedures that are in place also apply to conduct and behavior online;
- You should not use JCTDA time, equipment or materials to create, update, maintain or in any other way support a personal blog or other social networking sites not related to JCTDA business;
- Confidentiality is important in order to protect our business happenings and strategies. As such, we request that you refrain from disclosing any information pertaining to our approach/strategies/happenings that is confidential or proprietary to JCTDA. Ask your supervisor if you have any questions about what is or is not appropriate to include in your JCTDA blog or to discuss on a social networking site;

- You may not discuss or identify other employees, customers, clients, or anyone with JCTDA in a negative manner or context;
- These prohibitions regarding the disclosure of JCTDA information apply even after your employment relationship with JCTDA has ended;
- Since a personal site or blog is a public space, we expect that you will be respectful to JCTDA, our employees, our clients, our partners and affiliates, and others (including our competitors).
- Be mindful of any personal posts that may reflect poorly on the JCTDA or may be construed to be stating an opinion from the JCTDA.
- JCTDA logos, trademarks or reproduction of any JCTDA material on your personal site is **STRICTLY PROHIBITED**.

Violations of these policies may result in disciplinary action, up to and including termination. If you have any questions about these guidelines or any matter related to your site that these guidelines do not address, please direct them to your supervisor.

Sites related to any JCTDA-related activity should have the website manager, or another designated technical employee, named as the administrator of the site.

These policies are not intended to and should not prohibit employees from exercising their rights under Section 7 of the National Labor Relations Act.

Incorporating New Technology into the Workplace

New software and hardware technology are constantly being released into the marketplace. As with any progressive company, JCTDA is always open to the consideration of technology that can increase productivity, efficiency and performance. However, while new technologies are essential in running a successful company; why, when and how these new technologies are introduced or rolled-out can make or break their success.

If you or a team feel a new software or hardware technology is important for the growth and success of JCTDA and/or your position, request a meeting to discuss this with the Executive Director. The Executive Director will review information and evaluate the technology, and decide to move forward or not.

Requirement: Prior to approaching the Executive Director, complete the Request to Incorporate New Technology into the Workplace form located as Addendum 1.

EMPLOYEE HEALTH AND SAFETY

Employee Safety Standards

The JCTDA is committed to providing a safe and productive working environment. To assist in providing a safe and healthful work environment for employees, customers, and visitors, JCTDA would like any employee who has ideas, concerns or suggestions

for improved safety to voice them to the Executive Director and/or the Board Chairperson.

Each employee is expected to do his or her part by obeying safety rules and exercising caution in all work activities.

Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the Executive Director. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

Customer Injury

If a customer is injured in JCTDA's building, call 911 immediately, report the incident to the manager or supervisor, and obtain and fill out an incident report as soon as possible.

When reporting to the manager, provide a complete description of what happened. The report should contain a record of witness names and phone numbers. If possible, take pictures of the accident and of the area where the accident occurred.

Tell the injured party that we will report the incident to our insurance carrier and a representative will contact them. Report the occurrence to your supervisor. Please do not make any comments regarding fault or liability.

Accidents that occur in our parking lot between two customers/visitors require no administrative support or action. However, you are encouraged to make sure those involved are safe and if necessary, contact 911.

Substance Abuse Policy

As part of its commitment to safeguard the health of its employees, to provide a safe place for its employees to work, and to promote a drug-free community, JCTDA establishes this policy on the use or abuse of alcohol and illegal drugs by its employees. Substance abuse, while at work or otherwise, seriously endangers the safety of employees, as well as the general public, and creates a variety of additional workplace problems, including increased injuries on the job, increased absenteeism, decreased morale, decreased productivity and a decline in the quality of care and services provided by JCTDA. JCTDA has established this policy to detect and remove abusers of alcohol and illegal drugs from the workplace and will comply with North Carolina General Statute § 95-230 et seq. ("Controlled Substance Regulation").

All employees are covered by this policy. As a condition of employment, employees are required to abide by the terms of this policy. This policy is not considered a contract between the employer and the employee.

“Illegal drugs” are drugs or controlled substances which are (1) not legally obtainable or (2) are legal drugs legally obtainable but not obtained or used in a lawful manner.

“Legal drugs” are those prescribed or over-the-counter drugs which are legally obtained by the employee and used for the purpose for which they were prescribed or sold.

The use, sale, purchase, possession, manufacture, distribution or dispensing of illegal drugs on JCTDA property or during working hours is against this policy and is cause for immediate discharge.

It is also against this policy for any employee to report to work with the presence of illegal drugs in or on the employee’s body. Employees who violate this policy are subject to disciplinary action, up to and including immediate discharge.

Legal drugs may also affect the safety of the employee or fellow employees or residents. Therefore, any employee who is taking a legal drug which might impair safety, performance, or any motor function must advise the Executive Director or HR before reporting to work under such medication. A failure to do so may result in disciplinary action. Improper use of legal drugs is prohibited and may result in disciplinary action.

Refusal to submit to, efforts to tamper with, or failure to pass a drug test will result in disciplinary action, up to and including discharge.

For Cause Testing - Employees may be asked to submit to a drug test if cause exists, to ensure their ability to perform work safely and/or effectively. Testing for cause will be based on specific objective facts and reasonable inferences drawn from these facts in the light of experience. Factors which could establish cause include, but are not limited to, the following:

- Direct observation of an individual engaged in drug-related activity;
- A pattern of abnormal conduct;
- Unusual, irrational, or erratic behavior;
- Unexplained, increased or excessive absenteeism or tardiness;
- Sudden changes in work performance;
- Repeated failure to follow instructions or operating procedures;
- Violation of JCTDA safety policies or failure to follow safe work procedures;
- Unexplained negligence or carelessness;
- Discovery or presence of drugs in an employee’s possession or near an employee’s workplace;
- Arrest or conviction for a drug-related crime;
- Information provided either by reliable and credible sources or independently corroborated; or

- Evidence that an employee has tampered with a prior drug test.

Post-Accident Testing - Employees may be tested for the presence of drugs following an accident or other occurrence that involves one or more of the following events: a fatality, an injury to an employee or other individual, substantial damage to vehicles and/or substantial damage to other property.

Testing Procedures - Any employee who refuses to consent to testing, fails to appear for testing, tampers with the test, or fails to cooperate with the testing procedures will be terminated.

JCTDA will utilize an approved laboratory certified by the U.S. Department of Health and Human Services or the College of American Pathologists.

Urine collection procedures shall provide for reasonable individual dignity based upon the circumstances.

All test results remain the property of JCTDA.

Retesting - Any employee whose test is positive may, at the employee's expense, obtain a retest of the same sample at the same or another approved laboratory. JCTDA reserves the right to assess an administrative fee for retest.

Investigation - To ensure that illegal drugs and alcohol do not enter or affect the workplace, JCTDA reserves the right to search all vehicles, containers, lockers, or other items on JCTDA property in furtherance of this policy. Individuals may be requested to display personal property for visual inspection upon the JCTDA's request. Searches will be conducted under this policy only where JCTDA has reason to believe that the employee has violated this substance abuse policy.

Failure to consent to a search or to display personal property for visual inspection will be grounds for discharge or denial of access to JCTDA premises.

Confidentiality and Notices - Prior to administering a drug test, the applicant or employee will be provided with the requisite statutory notices. Results of a test for the use of illegal drugs or alcohol shall be transmitted to the Executive Director, HR and/or the Board Chairperson. In order to effectively address the employees with drug or alcohol problems, it will be necessary for JCTDA to consult with other persons in the process. However, such results will be disseminated only on a need-to-know basis. An employee or applicant that tests positive will be provided with the requisite post-testing notices.

Workplace Violence – Zero Tolerance

Threats, threatening or intimidating behavior, harassment, acts of violence or any related conduct which disrupts another's work performance or the ability of JCTDA to execute its mission will not be tolerated. No person may, while on property owned by or

under the control of JCTDA, display violent, threatening, intimidating, harassing or disruptive behavior for any reason. JCTDA's zero tolerance extends to jokes, jests, horseplay and any act of intimidation. Any threat will be presumed to reflect the employee's intent to physically harm another employee or property and will be treated seriously, regardless of whether the employee later claims that he/she had no intention of action on the threat.

JCTDA employees are specifically prohibited from engaging in any violent behavior toward another person while in the performance of their duties or at any time while on property owned by or under the control of JCTDA.

This policy applies regardless of the means of transmission and includes, without limitation, oral or written statements, telephone, facsimile, email, mail, texting, social media or transmission by any other communication medium.

Any employee found to be in violation of this policy will be terminated immediately. Any person found to be in violation of this policy will be instructed not to return to JCTDA property and in some instances the matter may be referred to the appropriate law enforcement agency for criminal prosecution.

Any employee knowing of, or suspecting a violation of this policy must immediately report such knowledge or suspicion to the Executive Director. Failure to report known or suspected violations of this policy is grounds for immediate termination.

Weapons – Zero Tolerance

Weapons present a safety hazard and are both inappropriate and inconsistent with the mission of JCTDA. Weapons are strictly prohibited on all property owned by or under the control of JCTDA. No employee, vendor, visitor or other person may, while on property owned by or under the control of JCTDA, shall possess, carry, use or display a weapon for any reason. This policy excludes law enforcement officers while on JCTDA property in the discharge of their law enforcement related duties.

Definitions – a weapon is:

- any device capable of projecting a ball, pellet, arrow, bullet, missile, shell, shot, or other material or propellant; or
- any incendiary device, poison gas or biological agent; or
- any incendiary or explosive materials, liquid, solid or mixture equipped with a fuse, wick or other detonating device; or
- any replica, reproduction, counterfeit, fake or toy weapon.

This definition includes, without limitation:

- firearms, bows, rockets, slingshots;
- knives (other than kitchen or small pocket knives), razor blades (other than for shaving), stilettos, daggers, swords;
- clubs, metal knuckles, martial arts weapons;
- air guns, spear guns, dart guns; and

- flare guns, tranquilizer guns, and stun guns.

The prohibition against weapons applies regardless of whether the weapon is unloaded or incapable of being fired.

Any employee found to be in violation of this policy can be terminated immediately. Any person found to be in violation of this policy may be instructed not to return to JCTDA property and in some instances the matter may be referred to the appropriate law enforcement agency for criminal prosecution.

Any employee knowing of, or suspecting a violation of this policy must immediately report such knowledge or suspicion to the Executive Director. Failure to report known or suspected violations of this policy is grounds for immediate termination.

Workplace Harassment

JCTDA maintains a work environment in which all people, not just employees, are treated with dignity, decency and respect. The environment of the JCTDA should be characterized by mutual trust and the absence of intimidation, oppression and exploitation. Employees should be able to work and learn in a safe yet stimulating atmosphere. The commitment is essential to the mission of the JCTDA. For that reason, JCTDA will not tolerate unlawful discrimination or harassment of any kind. Through enforcement of this policy and by education of employees, the JCTDA will seek to prevent, correct and discipline behavior that violates this policy.

All employees, regardless of their positions, are covered by and are expected to comply with this policy and to take appropriate measures to ensure that prohibited conduct does not occur. Appropriate disciplinary action will be taken against any employee who violates this policy. Based on the seriousness of the offense, disciplinary action may include verbal or written reprimand, suspension or termination of employment.

Prohibited Conduct Under This Policy - JCTDA, in compliance with all applicable federal, state and local anti-discrimination and harassment laws and regulations, enforces this policy in accordance with the following definitions and guidelines:

Discrimination - It is a violation of JCTDA's policy to discriminate in the provision of employment opportunities, benefits or privileges; to create discriminatory work conditions; or to use discriminatory evaluative standards in employment if the basis of that discriminatory treatment is, in whole or in part, the person's race, color, national origin, age, religion, disability status, gender, sexual orientation, gender identity, genetic information or marital status.

Discrimination of this kind may also be strictly prohibited by a variety of federal, state and local laws, including Title VII of the Civil Rights Act 1964, the Age Discrimination Act of 1975, and the Americans with Disabilities Act of 1990. This policy is intended to comply with the prohibitions stated in these anti-discrimination laws.

Discrimination in violation of this policy will be subject to disciplinary measures up to and including termination.

Harassment - JCTDA prohibits harassment of any kind, including sexual harassment, and will take appropriate and immediate action in response to complaints or knowledge of violations of this policy. For purposes of this policy, harassment is any verbal or physical conduct designed to threaten, intimidate or coerce an employee, co-worker or any person working for or on behalf of the JCTDA. Verbal taunting (including racial and ethnic slurs) that, in the employee's opinion, impair his or her ability to perform his or her job is included in the definition of harassment.

The following examples of harassment are intended to be guidelines and are not exclusive when determining whether there has been a violation of this policy:

- Verbal harassment includes comments that are offensive or unwelcome regarding a person's nationality, origin, race, color, religion, gender, sexual orientation, age, body, disability or appearance, including epithets, slurs and negative stereotyping.
- Nonverbal harassment includes distribution, display or discussion of any written or graphic material that ridicules, denigrates, insults, belittles or shows hostility, aversion or disrespect toward an individual or group because of national origin, race, color, religion, age, gender, sexual orientation, pregnancy, appearance, disability, sexual identity, marital or other protected status.

Sexual Harassment - Sexual harassment is a form of unlawful employment discrimination under Title VII of the Civil Rights Act of 1964 and is prohibited under JCTDA's anti-harassment policy. According to the Equal Employment Opportunity Commission (EEOC), sexual harassment is defined as "unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature . . . when . . . submission to or rejection of such conduct is used as the basis for employment decisions . . . or such conduct has the purpose or effect of . . . creating an intimidating, hostile or offensive working environment."

There are two types of sexual harassment:

- "Quid pro quo" harassment, where submission to harassment is used as the basis for employment decisions. Employee benefits such as raises, promotions and better working hours are directly linked to compliance with sexual advances. Therefore, only someone in a supervisory capacity (with the authority to grant such benefits) can engage in quid pro quo harassment. Examples: A supervisor promising an employee a raise if she goes on a date with him; a manager telling an employee she will fire him if he does not have sex with her.
- "Hostile work environment," where the harassment creates an offensive and unpleasant working environment. A hostile work environment can be created by anyone in the work environment, whether it be supervisors, other employees or customers. Hostile environment harassment consists of verbiage of a sexual

nature, unwelcome sexual materials or even unwelcome physical contact as a regular part of the work environment. Texts, e-mails, cartoons or posters of a sexual nature; vulgar or lewd comments or jokes; or unwanted touching or fondling all fall into this category.

Sexual harassment occurs when unsolicited and unwelcome sexual advances, requests for sexual favors, or other verbal or physical conduct of a sexual nature:

- Is made explicitly or implicitly a term or condition of employment.
- Is used as a basis for an employment decision.
- Unreasonably interferes with an employee's work performance or creates an intimidating, hostile or otherwise offensive environment.

Sexual harassment may take different forms. The following examples of sexual harassment are intended to be guidelines and are not exclusive when determining whether there has been a violation of this policy:

- Verbal sexual harassment includes innuendoes, suggestive comments, jokes of a sexual nature, sexual propositions, lewd remarks and threats; requests for any type of sexual favor (this includes repeated, unwelcome requests for dates); and verbal abuse or "kidding" that is oriented toward a prohibitive form of harassment, including that which is sexual in nature and unwelcome.
- Nonverbal sexual harassment includes the distribution, display or discussion of any written or graphic material, including calendars, posters and cartoons that are sexually suggestive or show hostility toward an individual or group because of sex; suggestive or insulting sounds; leering; staring; whistling; obscene gestures; content in letters and notes, facsimiles, e-mail, photos, text messages, tweets and Internet postings; or other form of communication that is sexual in nature and offensive.
- Physical sexual harassment includes unwelcome, unwanted physical contact, including touching, tickling, pinching, patting, brushing up against, hugging, cornering, kissing and fondling and forced sexual intercourse or assault.

Courteous, mutually respectful, pleasant, non-coercive interactions between employees, including men and women, that are appropriate in the workplace and acceptable to and welcomed by both parties are not considered to be harassment, including sexual harassment.

Reporting Harassment - Employees who feel that they have been discriminated against or who have been subject to harassment, including sexual harassment (or any employee with direct knowledge of such incidents) must immediately report such incidents to the Executive Director, HR, or any member of the board. If reporting an issue involving the Executive Director, it should be taken directly to the Chair of the JCTDA. If you submit a written report, mark your envelope or the Subject Line of an email, "Personal and Confidential".

All information will be held in strict confidence and will be disclosed only on a need-to-know basis if necessary, for the investigation and resolution of the matter. JCTDA does not tolerate retaliation against any employee who reports discrimination or harassment.

In determining whether the alleged conduct constitutes harassment, including sexual harassment, the totality of the circumstances, the nature of the harassment and the context in which the alleged incident or incidents occurred will be investigated promptly and thoroughly. Any employee found to be in violation of this policy will be subject to disciplinary action which may include reprimand and education, suspension or termination.

Retaliation - No hardship, loss, benefit or penalty may be imposed on an employee in response to:

- Filing or responding to a bona fide complaint of discrimination or harassment.
- Appearing as a witness in the investigation of a complaint.
- Serving as an investigator of a complaint.

Retaliation or attempted retaliation in response to lodging a complaint or invoking the complaint process is a violation of this policy. Any person who is found to have violated this aspect of the policy will be subject to sanctions up to and including termination of employment.

JACKSON COUNTY TOURISM DEVELOPMENT AUTHORITY (JCTDA)

EMPLOYEE HANDBOOK

ACKNOWLEDGMENT FORM

By signing below, I acknowledge receipt of the Employee Handbook. I understand and have had the opportunity to ask questions about policies, expectations and procedures outlined in this handbook. Furthermore, I recognize that I am responsible for reviewing and understanding any further supplements and/or amendments as they are published. Therefore, I agree to comply with the guidelines set forth therein.

Printed or Typed Employee Name

Employee Signature

Date

When ready to do so, sign and date this page, scan it and email it to the Executive Director for inclusion into your personnel file.

ADDENDUM 1

Request to Incorporate New Technology into the Workplace

(Note: Begin answer on the right side of each “_” mark.)

Date: _

Staff Requesting this: _

Has the initial recommendation been approved by the Executive Director? _

What is the technology being requested?

- Name: _
- Website: _
- What does it do and how does that transfer to JCTDA's needs? _
- Why is this technology needed? What problem or issue is it solving? _

What will it cost to integrate this technology into our workplace?

- Initial Cost: _
- Installation Cost: _
- Implementation/Training Cost: _
- Recurring Annual Cost: _

Who will be using this technology? Staff (all or in-part), tourism partners, other? _

Is this new technology to JCTDA or is it replacing outdated technology? _

What is the direct value to the users and the organization at-large? _

Why is this need a priority? _

How long will it take to train staff, so the technology performs at its fullest potential? _

Are you or the requesting team willing to accept responsibility for managing the technology's implementation, and for a designated period of time, monitoring its success and ongoing usage? _ If not, what is the plan for this? _

Do you have anything else you'd like to provide that is not discussed above? _