



FAYETTEVILLE
HOUSING AUTHORITY

PERSONNEL POLICY MANUAL

OCTOBER 1, 2019

Article I. INTRODUCTION

Table of Contents

Section 1.01 WELCOME.....	5
Section 1.02 ABOUT THE AGENCY.....	6
Section 1.03 MISSION	6
Section 1.04 PURPOSE OF THIS PERSONNEL POLICY MANUAL.....	6
Section 1.05 EMPLOYMENT AT WILL.....	7
Section 1.06 ORGANIZATIONAL STRUCTURE.....	8
Section 2.01 DIVERSITY	9
Section 2.02 EQUAL EMPLOYMENT OPPORTUNITY	9
Section 2.03 DISABILITY ACCOMMODATION.....	9
Section 2.04 PREGNANCY ACCOMMODATION.....	10
Section 2.05 RELIGIOUS ACCOMMODATION.....	11
Section 2.06 ANTI-DISCRIMINATION/ANTI-HARASSMENT	11
(a) Discrimination.....	11
(b) Harassment.....	11
(c) Sexual Harassment	12
(d) Reporting and Enforcement	12
Section 2.07 NON-FRATERNIZATION	13
Section 2.08 CODE OF CONDUCT AND CONFLICTS OF INTEREST	13
Section 2.09 PROPRIETARY RIGHTS AND CONFIDENTIALITY	15
Section 3.01 BACKGROUND CHECKS	17
Section 3.02 EMPLOYMENT AUTHORIZATION	17
Section 3.03 REEMPLOYMENT	17
Section 3.04 EMPLOYMENT OF RELATIVES	17
Section 3.05 INTERNAL JOB OPPORTUNITIES.....	18
Section 4.01 EMPLOYEE CLASSIFICATION.....	19
(a) Exempt.....	19
(b) Non-Exempt.....	19
(c) Regular Full-Time	19
(d) Regular Part-Time.....	19
(e) Temporary Employees	19

Article I. INTRODUCTION

Section 4.02 OVERTIME	19
Section 4.03 TIME RECORDS	20
Section 4.04 PAY DATES AND DIRECT DEPOSIT	20
Section 4.05 PAYCHECK AND DIRECT DEPOSIT ERRORS	21
Section 4.06 PAYCHECK DEDUCTIONS.....	21
Section 4.07 GARNISHMENTS AND WAGE ASSIGNMENTS	21
Section 4.08 EXEMPT PAY DEDUCTIONS	21
Section 4.09 COMPENSATION	22
Section 5.01 ATTENDANCE.....	23
Section 5.02 ABSENTEEISM AND TARDINESS	23
Section 5.03 MEAL PERIODS AND BREAKS	23
Section 5.04 NURSING MOTHER BREAKS	24
Section 6.01 INTRODUCTORY PERIOD.....	25
Section 6.02 PERFORMANCE MANAGEMENT	25
(a) Performance Planning	25
(b) Performance Feedback.....	25
(c) Performance Management	25
(d) Performance Appraisal	25
Section 6.03 STANDARDS OF BEHAVIOR	26
Section 6.04 CORRECTIVE ACTION	27
Section 7.01 BENEFITS OVERVIEW	28
Section 7.02 MEDICAL INSURANCE	28
Section 7.03 DENTAL INSURANCE	28
Section 7.04 VISION INSURANCE.....	28
Section 7.05 HEALTH CARE CONTINUATION	29
Section 7.06 BASIC LIFE/AD&D INSURANCE	29
Section 7.07 VOLUNTARY BENEFITS.....	29
Section 7.08 RETIREMENT TRUST PLAN	29
Section 7.09 CONTINUING EDUCATION/CERTIFICATIONS/INDUSTRY DESIGNATIONS/ LICENSES	30
Section 8.01 HOLIDAYS	31
Section 8.02 BIRTHDAYS.....	31
Section 8.03 PAID TIME OFF.....	32
(a) Use of PTO Time During Approved Leave of Absence	32

Article I. INTRODUCTION

Section 8.04	JURY AND CIVIC DUTY/WITNESS LEAVE	33
Section 8.05	BEREAVEMENT LEAVE	33
Section 8.06	VOTING LEAVE	33
Section 8.07	CRIME VICTIM LEAVE.....	34
Section 8.08	ORGAN/BONE MARROW DONOR LEAVE	34
Section 8.09	MEDICAL LEAVE OF ABSENCE WITHOUT JOB PROTECTION	34
Section 8.10	MILITARY LEAVE	35
Section 9.01	HEALTH AND SAFETY	36
Section 9.02	WORKERS' COMPENSATION	36
Section 9.03	WORK RELATED INJURY OR ILLNESS	36
Section 9.04	RIGHT TO KNOW.....	37
Section 9.05	TEMPORARY TRANSITIONAL WORK ASSIGNMENT	37
Section 9.06	WORKPLACE VIOLENCE.....	37
Section 9.07	SUBSTANCE ABUSE	38
Section 9.08	DRUG/ALCOHOL TESTING.....	39
(a)	Testing	40
(b)	Rehabilitation/Follow-Up	40
(c)	Enforcement	41
Section 9.09	VEHICLE USE FOR AGENCY BUSINESS	41
Section 9.10	AGENCY VEHICLE USE	42
Section 9.11	DRIVING UNDER THE INFLUENCE OR WHILE INTOXICATED	42
Section 9.12	SPACE HEATERS AND OPEN FLAME RESTRICTIONS.....	43
Section 9.13	ERGONOMIC PROGRAM.....	43
Section 10.01	PROFESSIONAL APPEARANCE	44
Section 10.02	GROOMING	44
Section 10.03	INCLEMENT WEATHER OR EMERGENCY CLOSINGS	45
(a)	Inclement Weather Rules	46

Article I. INTRODUCTION

Section 10.04 CELL PHONE/MOBILE DEVICE USE	46
Section 10.05 BRING YOUR OWN DEVICE	47
Section 10.06 PERSONAL MAIL	48
Section 10.07 VISITORS	49
Section 10.08 BULLETIN BOARDS	49
Section 10.09 TOBACCO USE	49
Section 10.10 EXPENSE REPORTS	49
Section 10.11 AGENCY CREDIT CARDS	50
Section 10.12 PERSONNEL RECORDS	50
Section 10.13 OUTSIDE INQUIRIES	50
Section 10.14 DAMAGE TO RESIDENT OR CLIENT PROPERTY	51
Section 10.15 NON-SOLICITATION/NON-DISTRIBUTION	51
Section 10.16 PROBLEM-SOLVING PROCEDURE	51
Section 10.17 COMMUNITY SERVICE	52
Section 10.18 OTHER POLICIES AND PROCEDURES	52
Section 11.01 NOTICE OF RESIGNATION	53
Section 11.02 RETURN OF AGENCY PROPERTY	53
Section 11.03 EXIT MEETINGS	53
Section 11.04 UNEMPLOYMENT	53
Section 12.01 USE OF AGENCY EQUIPMENT AND FACILITIES	54
(a) Telephone Use	54
(b) Workspace Care and Maintenance	54
(c) Agency Property and Facility Use	54
Section 12.02 WORKPLACE MONITORING	54
Section 12.03 GENERAL COMPUTER USAGE	55
Section 12.04 SOCIAL MEDIA	56
(a) Guidelines	56
(b) Know and follow the rules	57
(c) Be respectful	57
(d) Be honest and accurate	57
(e) Post only appropriate and respectful content	57
(f) Using social media at work	58
(g) Retaliation is prohibited	58
(h) Media contacts	58

Article I. INTRODUCTION

Section 1.01 WELCOME

Welcome to Fayetteville Housing Authority. We are honored that you chose to join our team and hope that your employment with our Agency is enjoyable and rewarding.

Our employees have a genuine interest in helping others and are dedicated to providing the best services possible for our residents and clients. You were selected because we believe your personal values align with Fayetteville Housing Authority's core values. We feel your expertise and contributions will not only add to the success of our team but will enhance the lives of our residents and clients.

To help you learn more about our Agency, please read this Personnel Policy Manual in its entirety. If you have any questions regarding the following information, please feel free to discuss them with your supervisor or the Deputy Director.

We are delighted to welcome you into the Fayetteville Housing Authority family and hope you are proud and excited to be a part of our team.

Warm regards,

Angela Belford

Executive Director

Article I. INTRODUCTION

Section 1.02 ABOUT THE AGENCY

The Fayetteville Housing Authority is a public agency that helps low to moderate income families, including seniors and the disabled, by providing affordable, safe, and decent housing. The Housing Authority is funded by Housing and Urban Development (HUD) and includes the following programs: Public Housing, Section 8 Rental Assistance, Project Based Rental Assistance, and HUD/VASH for homeless veterans.

Section 1.03 MISSION

Why we exist: We promote adequate and affordable housing, economic opportunity and a suitable living environment free from discrimination.

What we do: We provide safe, decent and sanitary housing to low and very low-income families, in an environment that fosters self-sufficiency and community pride.

Section 1.04 PURPOSE OF THIS PERSONNEL POLICY MANUAL

This manual is designed to introduce you to our Agency, familiarize you with our policies, provide general guidelines on work rules, benefits and other issues related to your employment, and help answer many of the questions that may arise in connection with your employment.

The contents of this manual comprise only a brief overview of the employee benefits, personnel policies, and employment regulations in effect at the time of publication. Fayetteville Housing Authority (“FHA” or “Agency”) reserves the right to add, update, amend, or discontinue any of the policies, benefits, and other working conditions in this manual as deemed appropriate with sole and absolute discretion. We will strive to notify employees of any updates to the manual in a timely manner.

This manual supersedes all prior employee handbooks, personnel policy manuals, individual policies, or other representations or statements, oral or written, by and between the Agency and the employee. This manual is also not an exhaustive list of all policies nor is it intended to be all-inclusive, but an overview of our current policies and procedures.

The policies set forth in this manual are designed to adhere to all federal and state laws relating to employment including, but not limited to, medical, family and military leave, equal opportunity, safety, health, and laws that govern benefits and payroll. If a policy or provision in this manual would violate a law, applicable federal or state law will apply. Should any provision in this manual be found to be unenforceable and invalid, such finding does not invalidate the entire manual, but only the subject provision. Nothing in this manual is intended to interfere with, restrain, or prevent concerted activity as protected by the National Labor Relations Act. Such activity includes employee communications regarding wages, hours, or other terms or conditions of employment. FHA employees have the right to engage in or refrain from such activities.

Please understand that no handbook or manual can address every situation in the workplace. If you have any questions regarding a particular policy or practice or have any difficulty reading or understanding any provisions of this manual, please discuss with your supervisor or contact the Deputy Director.

Article I. INTRODUCTION

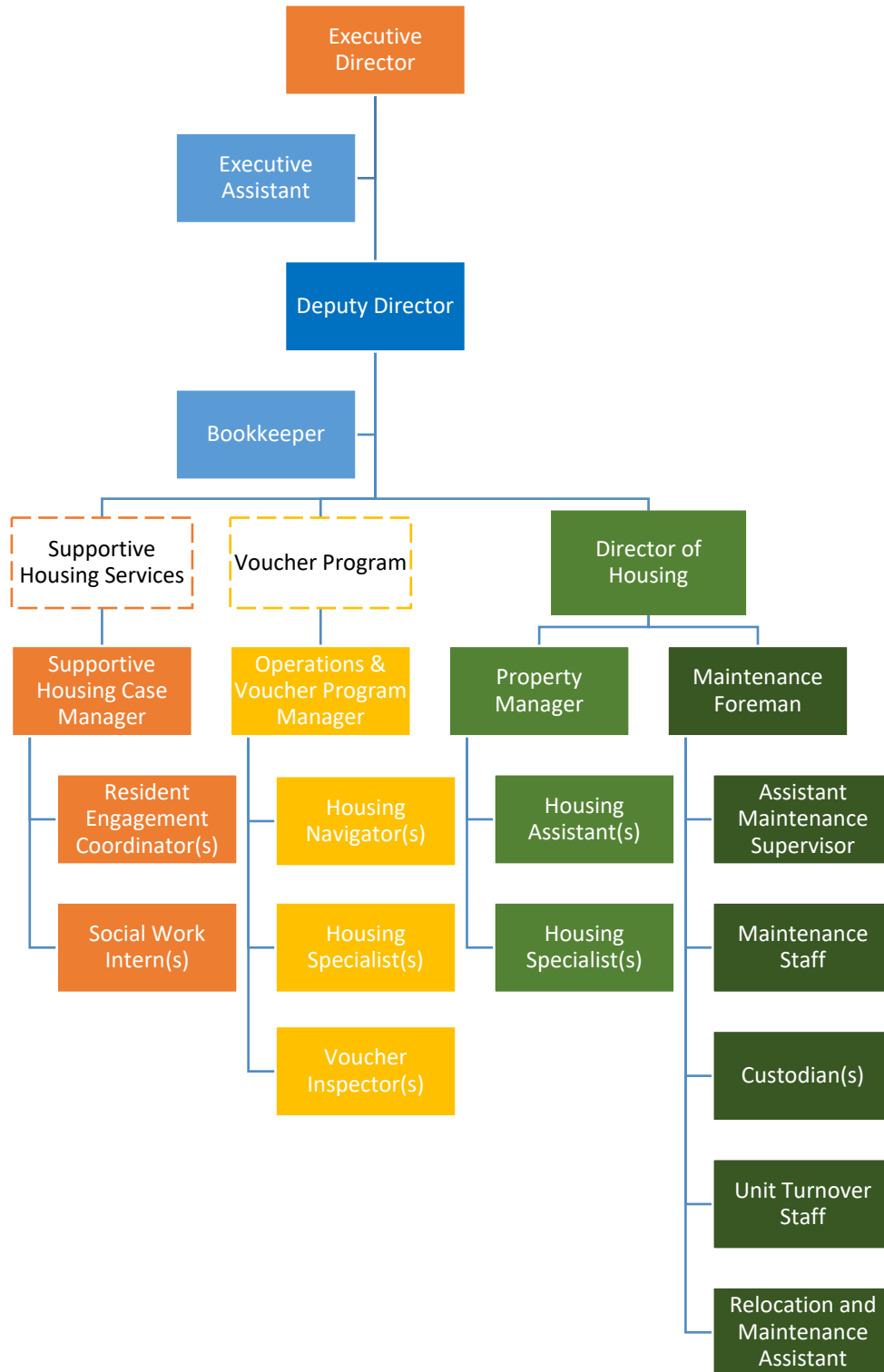
Section 1.05 EMPLOYMENT AT WILL

Employment at FHA is on an at-will basis unless otherwise stated in a written individual employment agreement signed by the Fayetteville Housing Authority. This means that employees have the right to terminate their employment at any time, for any reason, and FHA can also terminate the employment relationship at any time with or without cause and with or without notice, for any lawful reason. This manual does not alter the “at-will” nature of each employee's employment with FHA nor does it guarantee any prescribed process for corrective action or discharge. Any salary figures provided to an employee in annual or monthly terms are stated for the sake of convenience or to facilitate comparisons and are not intended and do not create an employment contract for any specific period.

This manual also does not create an employment contract or agreement, express or implied, guaranteeing an employee any specific term or condition of employment, nor does it obligate an employee to continue his or her employment for a specific period. No employee, supervisor, manager, or representative of FHA, other than the Executive Director has the authority to enter into any agreement that is contrary to the employment at will policy. Further, the FHA may not alter the “at-will” nature of the employment relationship unless done so specifically in a written agreement signed by both the Executive Director and the employee.

Article I. INTRODUCTION

Section 1.06 ORGANIZATIONAL STRUCTURE



Article II. EMPLOYEE RELATIONS POLICY

Section 2.01 DIVERSITY

FHA recognizes the value of a diverse workforce and is committed to creating and maintaining an inclusive environment where differences are valued and respected. We strive to foster a supportive environment in which all employees realize their maximum potential regardless of differences based on race, color, religion, national origin, sex, age, ethnicity, gender, sexual orientation, gender identity or expression, physical and mental abilities, family or marital status, political affiliation, socio-economic status, veteran status, or any other status.

FHA also embraces diversity by recognizing other characteristics that make us unique such as geographic location, tenure, knowledge, life experiences, innovation, self-expression, capabilities, talent, and perspective. The collective sum of these individual differences represents a significant portion of our culture. We encourage employees to make contributions that reflect their unique perspectives while still fitting into the larger culture of our Agency.

All employees of FHA always have a responsibility to treat others with dignity and respect. Any employee who believes they have been subjected to any kind of discrimination that conflicts with the Agency's diversity policy should seek assistance from his or her supervisor, the Deputy Director, or the Executive Director.

Section 2.02 EQUAL EMPLOYMENT OPPORTUNITY

FHA is an equal opportunity employer and it is our policy to provide equal employment opportunities to all qualified individuals. We are committed to maintaining employment practices based on the principles of equal opportunity and ensuring that employment decisions are not influenced or unlawfully affected by an applicant's or employee's race, color, religion, national origin, sex, age, citizenship and immigration status, gender, sexual orientation, gender identity including transgender status, ancestry, physical or mental disability, pregnancy, results of genetic testing, service in the military or any other characteristic protected by federal, state, or local law.

This commitment includes all aspects of recruiting, hiring, training, placement, transfer, promotion, demotion, assignment, compensation, benefits, layoff, recall, leave of absence, termination, and any other term, condition or privilege of employment. FHA is committed to assuring that all programs are administered without regard to any characteristic protected by state, federal or local law. FHA takes allegations of harassment, intimidation, threats, retaliation, coercion or discrimination very seriously and will promptly investigate when warranted.

All employees are responsible for supporting the concept of equal opportunity and assisting our Agency in meeting its objectives. Employees should contact the Deputy Director or the Executive Director with any questions or concerns.

Section 2.03 DISABILITY ACCOMMODATION

FHA is committed to complying fully with the Americans with Disabilities Act (ADA) as amended by the Americans with Disabilities Act Amendments Act (ADAAA). This includes ensuring equal opportunity in employment for qualified persons with physical or mental disabilities. FHA will provide reasonable accommodation(s) to the known physical and mental limitations of applicants and employees with

Article II. EMPLOYEE RELATIONS POLICY

disabilities who are qualified for a job, with or without reasonable accommodations, to enable them to perform the essential job duties.

FHA will comply with all federal and state laws concerning the employment of persons with disabilities. FHA will also act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is our Agency policy not to discriminate against qualified individuals with disabilities, or because of a perceived disability, regarding application procedures, hiring, advancement, discharge, compensation, fringe benefits, training or other terms, conditions and privileges of employment.

The Agency will reasonably accommodate qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to FHA.

Employees who are disabled and desire a reasonable accommodation should contact the Deputy Director with any questions or requests for accommodation. The accommodation request will be discussed with the employee and his or her supervisor. Additional information from the employee's health care provider(s) regarding the nature of the disability and any limitations may be required to determine viable options for reasonable accommodation. FHA will also take into consideration cost, impact on other employees, policies and procedures, and burden on operations when exploring reasonable accommodation options.

Section 2.04 PREGNANCY ACCOMMODATION

FHA will provide reasonable accommodations to female employees related to pregnancy, childbirth, or related medical conditions, to the extent the accommodation can be made without imposing an undue hardship on the business. Employees should contact the Deputy Director with questions or to request an accommodation.

When an employee requests a reasonable accommodation, management will explore with the employee the possible means of providing the reasonable accommodation, which may include, but are not limited to:

- allowing more frequent breaks or periodic rest;
- assisting with manual job duties;
- modifying job duties;
- modifying work hours/schedules;
- temporary transfer to a less strenuous or less hazardous position; or
- providing a leave of absence.

The Agency may require the employee to provide a certification in connection with a request for reasonable accommodation that includes the following:

- the date the reasonable accommodation became medically advisable;
- the probable duration of the reasonable accommodation; and
- an explanatory statement as to the medical advisability of the reasonable accommodation.

Article II. EMPLOYEE RELATIONS POLICY

If leave is provided as a reasonable accommodation, such leave may run concurrently with any required leave where permitted by federal and state law.

Section 2.05 RELIGIOUS ACCOMMODATION

FHA respects the religious beliefs and practices of all employees and will make, on request, an accommodation for such observances when a reasonable accommodation is available that does not create an undue hardship on the Agency.

An employee whose religious beliefs or practices conflict with his or her job, work schedule, FHA's policy or practice on dress and appearance, or with other aspects of employment, and who seeks a religious accommodation, must submit a written request for the accommodation to the Deputy Director. The written request should include the type of religious conflict that exists and the employee's suggested accommodation. The Deputy Director will evaluate the request and potential accommodation options with the employee's supervisor. The Deputy Director, supervisor and the employee will then meet to discuss the request and a decision on the accommodation.

Section 2.06 ANTI-DISCRIMINATION/ANTI-HARASSMENT

FHA strives to create and maintain a work environment in which individuals are treated with dignity, decency and respect. We are also committed to maintaining a work environment free from discrimination and harassment on the basis of race, color, religion, national origin, sex, citizenship status, ancestry, age, gender, military or veteran status, disability status, pregnancy, physical and mental abilities, sexual orientation, gender identity including transgender status, genetic information, or any other status protected by federal, state, or local law.

This policy applies to all individuals who work for or with FHA including supervisors, managers, employees, contract workers, vendors, visitors, residents and clients. This policy also applies to all work-related settings and activities, whether inside or outside the workplace, and includes business trips and business-related social events.

(a) Discrimination

It is a violation of FHA's policy to discriminate in all aspects of employment including hiring, terminations, benefits, compensation, training, working conditions, evaluation standards, and all other terms, conditions, and privileges of employment if the discriminatory treatment is, in whole or in part, based on a protected status.

FHA makes employment decisions based on an individual's qualifications and ability to perform the job under consideration, the comparative qualifications and abilities of other applicants or employees, and the individual's past performance within the Agency.

(b) Harassment

Harassment is unwelcome verbal or physical conduct that creates a hostile or offensive work environment or interferes with an employee's ability to work. This applies to conduct designed to threaten, intimidate or coerce an employee or any person working on behalf of FHA.

Harassment can take many forms including, but not limited to:

Article II. EMPLOYEE RELATIONS POLICY

- Comments or actions that are derogatory, offensive or unwelcome
- Racial and ethnic slurs, epithets, negative stereotyping, ethnic jokes and offensive gestures
- Distribution, display or discussion of any written or graphic material that ridicules, denigrates, insults, belittles or shows hostility, aversion or disrespect towards an individual group
- Expectations, requests, demands, or pressure for sexual favors

(c) Sexual Harassment

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

- Submission to such conduct is made either explicitly or implicitly a term or condition of employment;
- Submission to, or rejection of such conduct is used as a basis for an employment decision affecting the individual; or
- Such conduct has the purpose or effect of unreasonably interfering with an employee's work performance or creates an intimidating, hostile, or offensive work environment.

Sexual harassment includes threats or insinuations that an employee's refusal to submit to sexual advances will adversely affect the employee's employment, performance evaluation, compensation, advancement, assigned duties, work schedule, or any other term, privilege or condition of employment.

While it is not possible to identify every act that constitutes or may constitute sexual harassment, the following are some examples:

- 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.
- 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.
- Unwelcome, unwanted physical contact, including touching, tickling, pinching, patting, brushing up against, hugging, cornering, kissing, fondling, and forced sexual intercourse or assault.

Such conduct is prohibited whether committed by persons of the same or opposite sex. While such behavior, depending on the circumstances, may not be severe or pervasive enough to create a sexually hostile work environment, it can nonetheless make co-workers uncomfortable. Accordingly, such behavior is inappropriate and may result in disciplinary action regardless of whether it is unlawful.

(d) Reporting and Enforcement

Any employee who has a question or feels that he or she has witnessed, or been subject to, any form of discrimination or harassment should immediately notify their supervisor, the Deputy Director, the Executive Director, or other manager at the Agency. FHA prohibits retaliation against any employee who provides information about, makes a complaint, or assists in the investigation of any complaint of harassment or discrimination.

Article II. EMPLOYEE RELATIONS POLICY

FHA will impartially and thoroughly investigate all reports of inappropriate conduct in a timely manner. The Agency will also act to ensure that any improper conduct ceases and will take corrective action to prevent recurrence of such conduct. As necessary, the Agency may monitor any incident of harassment or discrimination to ensure the inappropriate behavior has stopped. Any employee who violates this policy will be subject to corrective action, up to and including termination of employment.

To the extent possible, all complaints and related information will remain confidential except to those individuals who need the information to investigate, educate, or take action in response to the complaint or to respond to any legal and/or administrative proceedings arising out of, or relating to, the harassment report. No individual will suffer adverse employment consequences as a result of making a good faith complaint or taking part in the investigation of a complaint. An individual who knowingly alleges a false claim against another will be subject to corrective action, up to and including termination of employment.

Supervisors must be alert to behaviors or situations in their department which could be construed as prohibited and immediately consult with the Deputy Director or the Executive Director to address and resolve the unacceptable actions.

Section 2.07 NON-FRATERNIZATION

FHA strongly discourages romantic or sexual relationships between a manager or employee with supervisory responsibilities and an employee who reports directly or indirectly to that person. Such relationships tend to create compromising conflicts of interest or the appearance of such conflicts. In addition, the relationship may give rise to the perception of others that there is favoritism or bias in employment decisions.

If a romantic or sexual relationship develops between a manager/supervisor and an employee who reports directly or indirectly to him or her, it is the responsibility and mandatory obligation of the manager/supervisor to promptly disclose the existence of the relationship to the Deputy Director or the Executive Director. The subordinate employee may also notify the Deputy Director or the Executive Director of the relationship.

Moreover, given the uneven balance of power in such relationships and potential issues regarding quid pro quo harassment, it may be appropriate for one or both parties to be moved to another job or department, or other action may be taken. If a determination is made that one or both parties need to be moved to another job or department and no other jobs are available for either party, the parties will be given the option of ceasing their relationship or resigning.

Section 2.08 CODE OF CONDUCT AND CONFLICTS OF INTEREST

FHA expects all employees to conduct themselves and Agency business in a manner that reflects the highest standards of ethical conduct, and in accordance with all federal, state, and local laws and regulations. This includes avoiding real and potential conflicts of interests. It is the policy of the Agency to comply with all applicable laws, including, without limitation, employment, discrimination, health, safety, antitrust, securities, and environmental laws. No employee or other individual directly affiliated with FHA has authority to violate any law or to direct another employee or any other person to violate any law on behalf of the Agency.

Article II. EMPLOYEE RELATIONS POLICY

Exactly what constitutes a conflict of interest or an unethical business practice is both a moral and a legal question. FHA recognizes and respects the individual employee's right to engage in activities outside of employment that are private in nature and do not in any way conflict with or reflect poorly on the Agency.

It is not possible to define all circumstances and relationships that might create a conflict of interest. If an employee has a question or a situation arises where there is a potential conflict of interest, the employee should discuss this with his or her supervisor, the Deputy Director, or the Executive Director for advice and guidance on how to proceed. The list below suggests some of the types of activity that indicate improper behavior, unacceptable personal integrity, or unacceptable ethics:

1. Working for a supplier to FHA while working at FHA.
2. Engaging in outside employment or an activity that conflicts with or materially affects the time or attention which should be devoted to the employee's duties, adversely affects the quality of work performed, or adversely affects the good name of FHA.
3. Carrying on Agency business with a firm in which the employee, or a close relative of the employee, has a substantial ownership interest.
4. Holding a substantial interest in, or participating in the management of, a firm to which the Agency conducts business.
5. Borrowing money from residents, clients, or firms, other than recognized loan institutions, from which our Agency buys services, materials, equipment, or supplies.
6. Accepting money, substantial gifts, or excessive entertainment from a supplier, government official, outside organization, or agency. This is to deter current or prospective residents, clients, vendors, consultants or the like from seeking special favors and attempting to influence an employee into favoring their products or services. Exceptions may be made for gifts that are de minimis (customary and lawful, are of nominal value) and are authorized in advance. Employees may accept meals and refreshments if they are infrequent, are de minimis and are in connection with business discussions.
7. Any political activity or contribution with the expectation of favorable government treatment, including lobbying.
8. Speculating or dealing in materials, equipment, supplies, services, or property purchased by the Agency.
9. Participating in civic or professional organization activities in a manner that divulges confidential Agency information.
10. Using one's position in the Agency or knowledge of its affairs for personal gains.
11. Falsifying accounting records or interfering with or seeking to improperly influence, directly or indirectly, the auditing of the Agency's financial records.
12. Engaging in practices or procedures that violate securities laws, antitrust laws, commercial bribery laws, copyright laws, discrimination laws, campaign contribution laws, foreign legal requirements and United States laws that apply to foreign operations, or other laws regulating the conduct of Agency business.
13. Falsifying an employment application or any other Agency records or documents.
14. Failing to record working time accurately or intentionally falsifying timekeeping records.
15. Insubordination or other refusal to perform duties as assigned.
16. Using vulgar, profane or obscene language, including any communications or action that violates our policy against harassment or other unlawful forms of discrimination.
17. Disorderly conduct, fighting or other acts of violence.
18. Misusing, destroying or stealing Agency, client, or another person's property.

Article II. EMPLOYEE RELATIONS POLICY

19. Possessing, selling, using, having ingested, or reporting to work with possession of alcohol, controlled substances or illegal drugs.

A violation of this Code of Conduct may result in appropriate corrective action including the possible termination of employment with the Agency, without additional warning. If an employee becomes aware that another employee has violated this Code of Conduct, he or she is obligated to report it to their immediate supervisor, the Deputy Director, or the Executive Director of the Agency.

No one has the authority to retaliate against an employee who reports a possible violation. Reports of violations will be investigated, and employees are expected to cooperate in the investigation of the reported violation(s). The identity of anyone who reports a suspected violation or participates in the investigation will be kept confidential to the extent practical and appropriate under the circumstances.

Section 2.09 PROPRIETARY RIGHTS AND CONFIDENTIALITY

The protection of confidential business information, proprietary information and trade secrets is critical to the interests and success of FHA. All information disclosed to or known by you because of employment with the Agency that is not generally known to people outside the Agency about its business is considered confidential information.

Employees are required to maintain all information communicated to them by FHA residents and clients in the strictest confidence, and such information is to be used only for the purposes intended. No such information shall be disclosed to any third party by any FHA employee without prior written consent of the FHA residents or clients who own said information. In addition, FHA employees are required to take all precautions to prevent the disclosure to outside parties of such information, except as may be necessary by reason of legal, accounting or regulatory requirements beyond the reasonable control of FHA. Any requests from an outside party for such information should be routed to the Executive Director. All inquiries from the media must also be referred to the Executive Director.

Employees help protect confidential information, which may include but is not limited to trade secrets, client information, and Agency financial information, by taking the following precautionary measures:

1. Discuss work matters only with other Agency employees who have a specific business reason to know or have access to such information.
2. Do not discuss work matters in public places and ensure that discussions of confidential information happen behind closed doors.
3. Monitor and supervise visitors to Fayetteville Housing Authority to ensure that they do not have access to Agency information.
4. Securely dispose of or destroy hard copies of documents containing confidential information that is not filed or archived.
5. Secure confidential information in desk drawers and cabinets at the end of every business day and when not otherwise in use.

An employee who improperly uses or discloses trade secrets, confidential FHA or resident/client information will be subject to corrective measures, up to and including termination of employment and legal action, even if he or she does not actually benefit from the disclosed information. This provision is not intended to, and should not be interpreted to, prohibit employees from discussing wages and other

Article II. EMPLOYEE RELATIONS POLICY

terms and conditions of employment if they so choose. Questions about this policy may be directed to a Fayetteville Housing Authority Officer.

Article III. RECRUITING AND HIRING POLICY

Section 3.01 BACKGROUND CHECKS

FHA conducts background checks to promote a safe work environment, to safeguard assets, and to assist managers in making prudent employment decisions based upon comprehensive job-related information. Background checks are conducted on all job candidates after a contingent offer of employment has been extended and continued employment is contingent upon the satisfactory results of the background check. A background check may also be completed upon the transfer or promotion of an employee. All background checks are conducted by a Third Party Service Provider and comply with applicable federal, state and local laws including the Fair Credit Reporting Act.

Criminal background checks will not be used as the sole reason for denying employment, unless it is job related. FHA does, however, reserve the right to make the final decision based on information obtained in the background check and the candidate's suitability for employment.

FHA may also check personal and professional references to gather information on the potential employee's work ethic, knowledge, skills and performance. Information obtained from the background check process as well as from personal and professional references will be used by FHA only as part of the employment process and will be kept confidential.

Section 3.02 EMPLOYMENT AUTHORIZATION

In compliance with the Immigration Reform and Control Act of 1986, FHA employs only United States citizens and non-citizens who are authorized to work in the United States. All employees are asked on or before their first day to properly complete, sign and date a verification form (Form I-9) required by federal law. New employees are also asked to present original documents as acceptable by United States Citizenship and Immigration Services (USCIS) verifying his or her identity and right to work in the United States within three (3) days of hire. If an individual cannot verify their identity and right to work within three (3) days of hire, FHA must terminate employment.

Section 3.03 REEMPLOYMENT

Employees who previously resigned employment with FHA and whose records of prior employment are satisfactory will be considered for rehire. Former qualified employees will be considered for employment in the same manner as other external job candidates and if hired, must comply with all current employment policies and procedures. Previous employment is not considered for any length of service requirements related to benefits and other employee programs, unless required by law.

Individuals who did not leave in good standing and/or were terminated for dishonesty, gross insubordination, harassment, misconduct, theft, or workplace violence are not eligible for rehire.

Section 3.04 EMPLOYMENT OF RELATIVES

FHA strives to ensure that complete objectivity and fairness is maintained with relation to hiring, promotions, transfers, performance evaluations, terminations, compensation, and other terms, conditions and privileges of employment. Although FHA is committed to hiring and retaining highly qualified individuals, the Agency recognizes that despite an individual's qualifications, hiring and retaining close relatives of current employees might create a real or perceived conflict of interest.

Article III. RECRUITING AND HIRING POLICY

For this reason, the Agency may refuse to place one relative under the direct supervision of another relative or place both relatives in the same department or division. FHA may also refuse to allow an employee to have access to sensitive information or be actively involved in the employment selection process, assignment of work responsibilities, compensation, career progression or other employment actions of a relative.

These restrictions apply to the following degrees of relationships, whether established by blood, marriage, or other legal action: spouse, domestic partner, child, parent, sibling, grandparent, aunt, uncle, nephew, niece, cousin, including in-laws and step relationships.

These principles also apply to employees who marry during employment, who may be dating, or who otherwise have a close personal relationship. If an actual or perceived conflict of interest exists, it is the employees' responsibility to resolve the issue through either an internal transfer or resignation. In the absence of a resolution, the Agency may, at its discretion, dismiss one of the employees.

Section 3.05 INTERNAL JOB OPPORTUNITIES

FHA is committed to the career development of our employees and equal employment opportunities for all qualified employees. Employees are encouraged to express interest in open positions by applying for a posted position through the careers page on FHA's website. Consideration will be given to employees who meet the qualifications for the position, have an acceptable level of performance in their current position, and respond in a timely and appropriate manner. In extenuating circumstances, a decision may be made by management to allow an employee whose performance does not meet minimum standards to pursue other employment opportunities within the Agency. Management may also transfer or promote an employee without posting the availability of that position.

In an effort to match employees with the job in which they are most suited and/or to meet the business and operational needs of the Agency, an employee may be transferred to another position at the request of the employee or as a result of a decision made by the Agency. Reasons for transfer may include, but are not limited to, fluctuations in department workloads or production flow, a desire for more efficient utilization of personnel, increased career opportunities, personality conflicts, personal situations, or other business reasons.

Article IV. CLASSIFICATION AND COMPENSATION POLICY

Section 4.01 EMPLOYEE CLASSIFICATION

All employees are classified as either exempt or non-exempt under the provisions of the Fair Labor Standards Act of 1938 (FLSA) which determines eligibility for overtime payments. FHA reviews job requirements of all positions and classifies each employee and position in accordance with FLSA provisions. In addition, FHA classifies employees according to eligibility for benefit programs.

In order to determine overtime status in compliance with federal and state laws and regulations, FHA classifies its employees as follows:

(a) Exempt

Exempt employees are paid a base salary and are not eligible to receive overtime pay. These employees occupy positions that meet the applicable exemption requirements of the Fair Labor Standards Act.

(b) Non-Exempt

Non-exempt, full-time and part-time employees are paid on an hourly basis. These employees are required to track and record all time worked and are eligible to receive overtime pay for overtime hours worked.

In order to determine eligibility for benefits and other programs in compliance with all federal and state laws and regulations, FHA classifies its employees as follows:

(c) Regular Full-Time

Regular, full-time employees work an average minimum of thirty (30) hours weekly and maintain continuous employment status. Generally, these employees are eligible for the full-time benefits package and are subject to the terms, conditions, and limitations of each benefit program.

(d) Regular Part-Time

Regular, part-time employees work fewer than thirty (30) hours weekly and maintain continuous employment status. Generally, these employees are eligible for limited Agency benefits and are subject to the terms, conditions, and limitations of each benefits program.

(e) Temporary Employees

Temporary employees are hired as an interim replacement to temporarily supplement the workforce or to assist in the completion of a specific project and are temporarily scheduled to work the Agency's full-time or part-time schedule for a limited duration. Temporary employees are not eligible for FHA benefits, except as required by law.

Section 4.02 OVERTIME

FHA strives to ensure that employees are generally able to complete their work tasks within the normal workweek. When operating requirements or other business needs cannot be met during regular working hours, non-exempt employees may be scheduled or asked to work overtime hours. When overtime is required, the employee will be given as much advance notice as possible. Employees should not work overtime hours without prior approval from their supervisor. Employees scheduled for "on-call" have permission as a part of accepting the on-call assignment and do not need to request separate approval.

Article IV. CLASSIFICATION AND COMPENSATION POLICY

Overtime compensation is paid to all non-exempt employees in accordance with federal and state wage and hour regulations. In general, non-exempt employees will be paid one and one-half (1 ½) their regular hourly rate of pay for overtime hours worked in excess of forty (40) hours in a workweek. A workweek is defined as Sunday through Saturday. Paid time off such as holiday, vacation, sick, jury duty, bereavement, etc. will not be considered hours worked when calculating overtime, unless required by law.

As a public Agency, FHA will provide compensatory time off in lieu of overtime pay at a rate not less than one and one-half (1 ½) hours for each hour of overtime worked for non-exempt employees at the employee's request. All requests for compensatory time off in lieu of overtime pay must be pre-approved by the Deputy Director. Employees must agree to the compensatory time in lieu of overtime pay before the overtime work is authorized and performed.

Employees will be allowed to use the compensatory time within a reasonable period after making a request, so long as the use of the compensatory time does not "unduly disrupt" FHA's operations. Employees cannot accrue more than two hundred forty (240) hours of unused compensatory time. If an employee does not use the compensatory time prior to termination of employment, the employee will be paid for all unused compensatory time at the rate not less than 1) the average rate received by the employee during the last 3 years of employment, or 2) the final regular rate received by the employee, whichever is higher.

Section 4.03 TIME RECORDS

FHA must maintain accurate records of the time worked by each non-exempt employee to calculate pay and benefits and comply with wage and hour record keeping requirements. Non-exempt employees are required to complete accurate weekly time reports showing time actually worked. FHA rounds time worked up or down to the nearest quarter hour based on the employee's recorded in and out time. In the event a non-exempt employee engages in business calls or other work activity outside of a work shift, he or she is required to record this time as time worked.

Non-exempt employees are also required to request approval from their supervisor for any paid time off and record approved time on their timesheets. Exempt employees must request approval from their supervisor and complete an absence report form and submit it to their supervisor to ensure fair and consistent administration of employee benefits.

Accurately recording time is the responsibility of each employee. Employees are required to notify their supervisor of any time worked that was not recorded, errors in recorded time, or meal or rest periods not recorded accurately. Each employee must attest to the correctness of their time record before it is reviewed by their supervisor for approval. Adjustments to time records that are received after the payroll cutoff date will be reflected on the following paycheck. Falsification of timecard records or recording time for another employee is a serious infraction and may result in corrective action, up to and including termination of employment.

Section 4.04 PAY DATES AND DIRECT DEPOSIT

Employees are paid bi-weekly on Thursdays. If a regularly scheduled payroll date falls on an observed holiday, employees will receive their pay on the following workday if administratively feasible. All payroll

Article IV. CLASSIFICATION AND COMPENSATION POLICY

changes received by the payroll cutoff date (by 12:00 p.m. on the Tuesday prior to the pay date) will be processed that pay period. Any changes received after the payroll cutoff date will be processed the following pay period.

FHA offers payroll direct deposit and encourages participation in this program. Employees who do not select the direct deposit delivery method or other method such as a payroll card, will have their paychecks delivered to their home address via U.S. Postal Service. Pay statements are available through personalized portals on the payroll system.

FHA will not make pay advances to employees. Pay advances are not always a reasonable long-term solution to help employees meet financial obligations and typically create challenges for the employee in future pay periods.

Section 4.05 PAYCHECK AND DIRECT DEPOSIT ERRORS

If an employee discovers an error on their pay statement, or their paycheck is lost or stolen, the employee should notify the Deputy Director immediately. If an employee is paid in excess of wages due, the excess must be refunded to the Agency within the next pay period after the employee discovers or is notified of the error.

If a paycheck is lost by an employee or stolen from an employee and the Agency attempts to put a stop payment on the paycheck, the employee may be responsible for the stop payment fee. A replacement check will then be issued to the employee after the stop payment has been placed. If a stop payment is unsuccessful, FHA is not responsible for any monetary loss by the employee.

Section 4.06 PAYCHECK DEDUCTIONS

FHA is required by federal, state, and some local laws to withhold certain deductions from your paycheck. This includes FICA contributions (Social Security and Medicare), federal and state tax withholdings, as well as any other deductions required under law or by court order for wage garnishments. You may also authorize voluntary deductions from your paycheck, including insurance premiums, retirement plan contributions, or other plans or agreements. Contact the Deputy Director if you have any questions about your paycheck.

Section 4.07 GARNISHMENTS AND WAGE ASSIGNMENTS

In accordance with all federal and state laws or as mandated by the court system, FHA will withhold garnishments, wage assignments, levies and child support. Upon receiving a court order, FHA will notify the employee and begin withholding from wages.

Section 4.08 EXEMPT PAY DEDUCTIONS

FHA complies with the salary basis requirements of the Fair Labor Standards Act (FLSA). The FLSA limits the types of deductions that may be made from the pay of an exempt employee. Permitted deductions include:

Article IV. CLASSIFICATION AND COMPENSATION POLICY

- Deductions required by law;
- Deductions for benefits when authorized by the employee;
- Absence from work for one or more full days for personal reasons other than sickness or disability;
- Absence from work for one or more full days due to sickness or disability if the deduction is made in accordance with a bona fide plan, policy or practice of providing compensation for salary lost due to illness;
- Offset for amounts received as witness or jury fees, or for military pay; or
- Unpaid disciplinary suspensions of one or more full days imposed in good faith for written workplace conduct rule infractions.

During the week an exempt employee begins work for the Agency or during the last week of employment, the employee will only be paid for actual days worked. In addition, an employee may be paid only for time worked during a period when the employee is using unpaid medical leave.

If an employee classified as exempt believes that an improper deduction has been taken from his or her pay, the employee should immediately report the deduction to the Deputy Director. The report will be promptly investigated and if it is found that an improper deduction has been made, the Agency will reimburse the employee for the improper deduction.

Section 4.09 COMPENSATION

An employee's pay depends on a variety of factors including individual effort, pay scale, cost of living, market forces, and in some instances prevailing wage. FHA rewards employees according to their position, level of individual performance and contributions, and when budgetary constraints allow, cost of living adjustments. Employees on a leave of absence when pay increases are processed are eligible for an increase when the increases are awarded. If you have any questions about your compensation, contact your supervisor or the Deputy Director.

Article V. ATTENDANCE AND BREAK POLICY

Section 5.01 ATTENDANCE

Reliable, consistent attendance is a requirement and essential function of all positions. Employees are expected to be punctual and dependable in order to meet the needs of their department and the Agency. When employees are absent or tardy, work and service are interrupted, and an additional burden is placed on colleagues. Attendance and reliability are important factors in evaluating individual performance and continued employment.

Section 5.02 ABSENTEEISM AND TARDINESS

FHA counts on each employee to report to work when scheduled and to arrive on time, ready to work. The Agency recognizes that illness or other circumstances beyond your control may cause you to be absent from or late to work from time to time. However, frequent absenteeism or frequent tardiness is disruptive to our operations, puts an unnecessary strain on co-workers, and affects our ability to satisfy resident and client needs.

If an absence can be anticipated, the employee should contact his or her supervisor and obtain authorization to be absent for the specific period. If an employee is unable to arrive at work on time or will be absent for an entire day, the employee must contact their supervisor as far in advance as possible but not later than the start of a scheduled shift. Failure to properly report an absence by your scheduled start time may be considered an unauthorized absence. Two (2) unauthorized absences during any twelve (12) month period may result in corrective action, up to and including termination. Absence of three (3) consecutive business days without proper notification or authorization is considered a voluntary resignation without notice.

Required communication methods may differ from supervisor to supervisor but voicemail and e-mail messages are typically not acceptable except in certain emergency circumstances. Relatives or friends should not call on your behalf unless you are medically unable to do so yourself. Each department has its own procedures and policies that are specific to the nature of the work; employees should understand his or her department's guidelines, expectations and procedures for notification.

If an employee is required to leave work early, he or she must obtain permission from his or her supervisor. If an absence is due to illness, FHA has the right to require and verify medical documentation to confirm the reason for the absence. In most cases, FHA will require medical documentation after an employee has been absent due to illness for three (3) consecutive business days.

Excessive or patterned absenteeism or tardiness, failure to properly report an absence, failure to provide requested documentation for an absence, or falsifying or misrepresenting the reason for an absence may result in corrective action, up to and including termination.

Section 5.03 MEAL PERIODS AND BREAKS

FHA strives to provide a safe and healthy work environment and complies with all federal and state laws regarding meal periods and breaks. Meal periods and breaks are scheduled by the employee's supervisor in accordance with the operational needs of the department.

Meal periods, which are unpaid, will typically be one (1) hour in duration. Non-exempt employees are required to clock out for their meal period. If a non-exempt employee clocks out and is unexpectedly

Article V. ATTENDANCE AND BREAK POLICY

required to work through their meal period, he or she will be paid for this time. Additional time for a meal period can be granted at the manager's discretion and would be unpaid.

Breaks are typically no longer than fifteen (15) minutes and it is preferred that the employee stay on FHA premises during these breaks. Breaks are paid as long as the employee remains on FHA property. Employees leaving the property must receive approval from their supervisor before leaving and must clock out.

Section 5.04 NURSING MOTHER BREAKS

FHA provides reasonable break times to nursing mothers who, upon returning to work following the birth of a child, wish to express milk during the workday. For up to one (1) year after the child's birth, nursing mothers will be provided reasonable break times and a private area to express milk. Employees must bring their own cooler or storage container but may store their milk in an Agency refrigerator, if available.

Employees may use normal break times and lunch periods to accommodate their nursing needs. However, if a break to express milk exceeds twenty (20) minutes, non-exempt employees should speak with their supervisor about their nursing needs. The employee's supervisor will work with a nursing mother to accommodate the lactation break schedule as needed, knowing that the employee's breaks may differ on a day-to-day basis. Employees who have any further questions about this policy should contact their supervisor.

Article VI. PERFORMANCE MANAGEMENT POLICY

Section 6.01 INTRODUCTORY PERIOD

The first ninety (90) days of your employment is considered an introductory period. During this period, you will become familiar with FHA and your job responsibilities. The Agency will also monitor your performance and make any necessary adjustments to your job responsibilities or assess the need for additional training or education. Employees are encouraged to use this period to evaluate whether they are a good match for their position and our Agency.

Your introductory period may be shortened or lengthened as deemed appropriate by your supervisor. Completion of this introductory period does not imply guaranteed or continued employment. Nothing that occurs during or after this period should be construed to change the nature of the at-will employment relationship.

Section 6.02 PERFORMANCE MANAGEMENT

FHA has a comprehensive performance management program designed to give employees a clear understanding of the work expected from them, ongoing feedback regarding performance relative to expectations, and development opportunities. It also gives supervisors methods to address performance that does not meet expectations and the means to recognize and reward individuals for their successes.

(a) Performance Planning

This is a collaborative process between an employee and a supervisor to meet and review job responsibilities, communicate performance standards and expected results, and determine goals and objectives for the next review period. This plan should be documented and defined in terms of quantity, quality, and timeframes as applicable.

(b) Performance Feedback

Formal and informal feedback should occur frequently throughout the review period. Employees are encouraged to keep their supervisor informed about their accomplishments and any barriers he or she may be encountering. Employees are also encouraged to ask for feedback and respond objectively to constructive feedback when it is offered.

(c) Performance Management

In addition to providing feedback, supervisors should be coaching and providing resources to assist employees who are not achieving performance standards. Employees who are unable to meet performance standards may be subject to a more progressive process as defined in the Corrective Action policy. Employees are encouraged to assess their own performance, behavior, and development progress and proactively discuss any concerns with their supervisor throughout the entire review period.

(d) Performance Appraisal

The performance appraisal provides a means for discussing, planning and reviewing the performance of each employee. At the end of each annual review period, an employee and his or her supervisor will meet to review performance achievement.

Regular performance appraisals:

- Establish criteria by which performance is evaluated
- Provide feedback on performance

Article VI. PERFORMANCE MANAGEMENT POLICY

- Identify areas in which improvement is needed
- Review accomplishment of goals and establish goals for next review period
- Provide an overall performance rating

Section 6.03 STANDARDS OF BEHAVIOR

FHA is committed to providing a safe, secure and productive work environment and strives to ensure that all individuals associated with the Agency are treated in a respectful manner. Every employee and anyone else who may from time to time be engaged to provide services, such as temporary employees, consultants and independent contractors, have a shared responsibility in adhering to FHA's Code of Conduct and Standards of Behavior while on Agency premises, attending Agency functions, or otherwise performing work-related activity.

Examples of situations or behavior, which may result in corrective action, up to and including immediate termination include, but are not limited to:

- Violation of a policy or procedure set forth in this manual.
- Unsatisfactory performance of or refusal to perform assigned work duties.
- Negligence, carelessness or inconsiderate treatment of residents, clients and/or their matters.
- Theft, damage, destruction or inappropriate removal or possession of Agency, resident, client, or employee property, records or other materials.
- Misappropriation of FHA, resident, client, employee or vendor funds.
- Possession, distribution, transfer, sale, negotiating a sale, or use of illegal drugs or other controlled substances in the workplace, while on duty or while operating employer-owned vehicles or equipment.
- Working under the influence of alcohol or illegal drugs.
- Possession or use of unauthorized potentially hazardous or dangerous property such as firearms, weapons, chemicals, etc. in the workplace.
- Fighting, including but not limited to physical contact or verbal threatening behavior, with a fellow employee, resident, client, vendor, consultant or other individual associated with the Agency.
- Disclosure of FHA trade secrets, or proprietary and confidential information (i.e. financial records, sales records or reports, marketing or business strategies, product development, residents, clients lists, patents, trademarks, etc.) of the Agency or its residents, clients, contractors, suppliers or vendors, except where mandated by the Freedom of Information Act (see *The Arkansas Freedom of Information Act, Ark. Code Ann. §§ 25-19-101 through -110*, for full information).
- Providing knowingly false, inaccurate, incomplete or misleading information when speaking on behalf of the Agency, during an investigation, or on any application, questionnaire, form or report.
- Refusing to cooperate during an investigation.
- Interfering with another employee's efforts to meet Agency work standards.
- Refusal or failure to follow any safety rules and procedures or violation of a workplace health and safety program.
- Obtaining unauthorized confidential information pertaining to residents, clients, or employees.
- Improper or unauthorized access, use, or alteration of Agency information systems, files, telephones, Agency vehicles or other employer-owned equipment.
- Entering Agency premises without authorization.
- Illegal or unethical behavior including conviction of a criminal offense.

Article VI. PERFORMANCE MANAGEMENT POLICY

- Patterned or excessive absenteeism or tardiness or leaving the work premises during working hours without approval of the supervisor.
- Sexual or other unlawful or unwelcome harassment.
- Smoking in a non-designated area.
- Inaccurate reporting of hours worked by you or any other employee.
- Insubordination.

Nothing in this policy is intended to limit employee rights under the National Labor Relations Act. Further questions about this policy may be directed to your supervisor or contact the Deputy Director.

Section 6.04 CORRECTIVE ACTION

FHA expects employees to perform their duties adequately and to request additional instruction or training when needed. When an employee's performance does not meet minimum expectations or an employee violates a policy or procedure, corrective action may be used to address the performance or conduct.

Corrective action may include coaching and mentoring, verbal warning, written warning, probation, suspension, and/or termination. Depending on the offense or severity of a violation, supervisors may use a progressive system to address the performance or conduct. This system is designed to encourage growth and improvement and achieve a positive result. Although progressive corrective action may be used in many instances, some circumstances warrant more serious action and may result in immediate termination. FHA reserves the right to combine or skip steps depending on the nature of the offense and an employee's work history. Each situation is unique and will be analyzed to determine the most appropriate corrective action method.

Although corrective action documents include a place for an employee to sign acknowledging that he or she heard the related discussion, the signature may or may not indicate that he or she agrees with any or all the information contained in the document. Regardless, the corrective action document is valid whether the employee signs the document or agrees with the content. However, employees may present information or write a response regarding the information contained in the document or any part of the corrective action process. The Corrective Action policy does not alter the at-will nature of each employee's employment relationship. FHA may terminate the employment relationship whenever it determines such action is necessary.

Article VII. BENEFITS POLICY

Section 7.01 BENEFITS OVERVIEW

FHA recognizes the value of providing a comprehensive and competitive benefits program to employees and their families. Employees meeting the eligibility criteria may participate in the various benefit plans offered by the Agency.

Certain benefit plans offer an Open Enrollment period. The Open Enrollment period allows employees to add or change their coverage. If you decline to participate in these plans on your initial eligibility date, you may request entry into the plan during Open Enrollment. Employees may also be eligible to enter certain plans during a Special Enrollment period. Special Enrollment allows individuals who previously declined coverage to enroll in the plan upon loss of eligibility of other coverage and upon certain life events, such as marriage and the birth or adoption of a child. Employees must generally request enrollment within thirty (30) days of the loss of coverage or life event triggering the Special Enrollment.

This section includes a summary of the benefit plans offered by FHA. For more information regarding these benefit programs, please refer to the Summary Plan Descriptions (SPD) for each plan. To the extent the information provided in this section conflicts with the SPD or full plan document, the full plan document will govern. These benefits may be changed or cancelled at the discretion of the Agency, unless otherwise required by law. For more information about FHA benefit programs, contact the Deputy Director.

Section 7.02 MEDICAL INSURANCE

All regular, full-time employees and their eligible dependents are eligible for Medical coverage the first of the month after completing sixty (60) days of continuous employment. FHA pays 100% of the premium for Employee Only coverage and 75% of the premium for dependent coverage. Premiums for your contributory cost(s) will be deducted from your paycheck. Specific information on coverage, limitations, and requirements is contained in the Summary Plan Description (SPD).

Section 7.03 DENTAL INSURANCE

All regular, full-time employees and their eligible dependents are eligible for Dental coverage the first of the month after completing sixty (60) days of continuous employment. FHA pays 100% of the premium for Employee Only coverage and 75% of the premium for dependent coverage. Premiums for your contributory cost(s) will be deducted from your paycheck. Specific information on coverage, limitations, and requirements is contained in the Summary Plan Description (SPD).

Section 7.04 VISION INSURANCE

All regular, full-time employees and their eligible dependents are eligible for Vision coverage the first of the month after completing sixty (60) days of continuous employment. Employees have the option of electing coverage for themselves and their dependents at their own expense. Premiums for your contributory cost(s) will be deducted from your paycheck. Specific information on coverage, limitations, and requirements is contained in the Summary Plan Description (SPD).

Article VII. BENEFITS POLICY

Section 7.05 HEALTH CARE CONTINUATION

The State of Arkansas Continuation Law (A.C.A. §23-86-116) allows a former employee or former dependent to extend their group health insurance coverage for up to one hundred twenty (120) days. In order to be eligible for this option, the former employee or dependent must have been continuously covered under the group health insurance policy for at least three (3) consecutive months prior to employment termination or change in dependency status and must make the election by notifying the insurer no later than ten (10) days after employment termination or change in dependency status. The group health insurance premium must be paid in full by the former employee or dependent to the employer (policyholder) by the first of each month. Failure to pay this premium will result in cancellation of coverage for the employee and/or any dependents.

This continuation of coverage shall terminate on the earliest of: 1) One hundred twenty (120) days after the extended coverage begins; 2) The date the former employee or dependent fails to make any premium payments to the former employer or the date the former employer fails to pay the premium to the insurer; 3) The date on which the former employee or dependent becomes eligible for Medicare; 4) The date on which the former employee or dependent is covered for similar benefits under another group or individual policy; 5) The date on which the former employee or dependent is eligible for similar benefits under another group plan whether insured or uninsured; 6) The date on which similar benefits are provided for, or available to, the former employee or dependent under any state or federal law; or 7) The date on which the group policy terminates.

All administrative rules and processes, as well as changes in plan benefits and premiums, apply to those on continuation coverage. For further information or to notify the Agency of an event that has triggered continuation coverage eligibility, contact the Deputy Director.

Section 7.06 BASIC LIFE/AD&D INSURANCE

Basic group term life insurance in the amount of \$10,000 for an eligible employee is provided at no cost to the employee. FHA also provides Accidental Death and Dismemberment (AD&D) benefits to cover an employee's accidental loss of life, limb(s), or sight. The full benefit amount is paid upon proof of death or multiple losses. Basic AD&D coverage for employees is also provided at no cost to the employee.

Regular, full-time employees are eligible for Basic Life/AD&D Insurance the first of the month after completing sixty (60) days of continuous employment. Specific information on coverage, limitations, and requirements is contained in the Summary Plan Description (SPD).

Section 7.07 VOLUNTARY BENEFITS

FHA also offers eligible employees the opportunity to elect Voluntary Benefits. For information about the benefit plan options as well as specific plan information, contact the Deputy Director.

Section 7.08 RETIREMENT TRUST PLAN

FHA recognizes the importance of saving for retirement and offers eligible employees the opportunity to participate in the FHA Retirement Trust Plan. Employees are eligible to participate in the plan after completing six (6) months of employment and attaining age 21. Employees may elect pre-tax salary deferral contributions up to the annual IRS limit of their eligible pay. FHA currently provides employer

Article VII. BENEFITS POLICY

contributions of 8.5% of an employee's eligible compensation each pay period. Specific information regarding eligibility, vesting, and all other matters relating to the Retirement Trust plan is contained in the Summary Plan Description (SPD).

Section 7.09 CONTINUING EDUCATION/CERTIFICATIONS/INDUSTRY DESIGNATIONS/ LICENSES

FHA is committed to developing and maintaining a knowledgeable and skilled workforce and encourages employees to pursue continuing education credits, certifications, industry designations and licenses that are mutually beneficial to the employee and the Agency. FHA will pay for expenses related to these benefits if an employee requests and receives approval in advance from their supervisor and the Deputy Director. If an employee voluntarily leaves the Agency prior to attending a seminar or obtaining one of the approved designations, the employee will be responsible for costs associated with the seminar, course, or designation.

Article VIII. TIME OFF BENEFITS/LEAVES OF ABSENCE POLICY

Section 8.01 HOLIDAYS

FHA observes and allows time off for the following holidays:

- New Year's Day
- Martin Luther King Jr. Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve (or the day after Christmas if it falls on a weekend)
- Christmas Day
- Personal Holiday (Birthday or other celebratory day – see *Section 8.02 – Birthdays*, below)

Unless otherwise notified, holidays that fall on a Sunday, will typically be observed on the following Monday. Holidays that fall on a Saturday, will typically be observed on the preceding Friday. At the discretion of the Executive Director, FHA may choose to designate and observe additional days as holidays or provide a floating holiday in lieu of closing for a holiday. The Agency reserves the right to pay eligible employees in lieu of time off or close without pay if the holiday falls on a Saturday or a Sunday.

Regular, full-time employees are eligible for eight (8) hours of holiday pay for each holiday and are eligible for holiday pay on their first day of employment. Part-time and temporary employees are not eligible for holiday pay. Holiday pay shall be paid at the employee's regular, straight-time rate. Unless approved by their supervisor, employees must be at work the day before and the day after a holiday to be eligible for holiday pay, with the exception of a previously approved absence or a regularly scheduled day off. Supervisors reserve the right to request a doctor's excuse when considering an exception to the policy.

On the very rare occasion that a regular, full-time non-exempt employee works on an observed holiday, they will be paid their regular rate of pay for hours worked in addition to the holiday pay. Regular, exempt employees who work on an observed holiday will be paid holiday pay and may work with their manager to arrange for an alternative day off.

Section 8.02 BIRTHDAYS

FHA provides one (1) day of time off with pay each year for regular active full-time employees in recognition of their birthday. This time will be awarded on the first payroll of the calendar year and must be taken within the calendar year it is awarded. Taking Birthday Paid Time Off requires supervisory approval. Birthday paid time off is not cumulative and if not taken during the specified timeframe, will be forfeited.

Article VIII.TIME OFF BENEFITS/LEAVES OF ABSENCE POLICY

Section 8.03 PAID TIME OFF

FHA recognizes the importance of time off from work to relax, spend time with friends and family, and enjoy leisure activities. The Agency provides Paid Time Off (PTO) to allow employees flexibility in scheduling time away from work. PTO may be used for vacation, mental health or personal time, illness of self or to care for a family member who is ill, bereavement (outside of the bereavement policy), inclement weather conditions, and religious observances.

Full-time employees will accrue PTO according to the following schedule:

PTO Schedule			
Classification	Years of Service	Per Pay Period Accrual	Annual Amount
Full-time Employees	0 to <2 years	0.846 days (6.769 hours)	22 days (176 hours)
	2 to < 10 years	0.923 days (7.384 hours)	24 days (192 hours)
	10 to < 20 years	1.038 days (8.307 hours)	27 days (216 hours)
	20 + years	1.153 days (9.230 hours)	30 days (240 hours)

Employees may not take PTO until they have actually earned or accrued the PTO time. New employees begin accruing PTO at the start of employment and may begin using PTO on their first day of employment. When employees reach an anniversary date which results in an increased allocation of PTO, their yearly accruals for PTO will automatically be adjusted on their anniversary date.

Generally, employees should request approval for PTO from their supervisor at least two (2) weeks in advance of the requested date(s). Some managers may require a longer request period based on operational requirements and business needs of the department. The exception to this requirement is in cases of unexpected illness or emergency. To qualify for using PTO for illness purposes, employees should notify their supervisor as far as possible in advance but no later than one hour after their shift starts.

PTO may be scheduled in increments of one (1) hour for non-exempt employees and one half (1/2) days for exempt employees. All exempt employees are required to take off a minimum of five (5) consecutive working days during each calendar year. Holidays do not count toward this requirement.

PTO should be used in the year it is earned. If this is not possible, employees may carry over PTO into the following anniversary year. However, accrued PTO may not be accumulated to exceed two (2) years of annual PTO time. Payment of PTO will not be permitted in lieu of taking time off.

(a) Use of PTO Time During Approved Leave of Absence

- Absence Due to Illness or Injury: All accrued, but unused PTO must be used.
- Workers Comp: All accrued, but unused, PTO may be used.
- Military Leave: All accrued, but unused, PTO may be used.

Excessive time taken beyond the accrued PTO allowance (except those covered by FMLA or any similar state regulation), or an inappropriate attendance pattern will be treated as a serious infraction and will be subject to appropriate corrective action.

Article VIII. TIME OFF BENEFITS/LEAVES OF ABSENCE POLICY

Employees whose employment terminates, will be paid for any unused PTO time if the employee provides a two (2) working notice and is not dismissed due to major misconduct. Likewise, any PTO inadvertently used, but not earned, will be deducted from the employee's final paycheck in accordance with federal and state laws.

Section 8.04 JURY AND CIVIC DUTY/WITNESS LEAVE

FHA supports employees in fulfilling their civic obligations as jurors and witnesses. If an employee is called upon to serve, the employee should notify their supervisor and present the summons or court documents as soon as possible after receipt so their supervisor can make any necessary scheduling adjustments. In situations where the employee is a plaintiff or a defendant, time away from work is limited to when the employee is serving as a witness. If an employee is released from jury duty after four (4) hours or less of service, he or she must report to work for the remainder of that workday. If the absence requires more than one (1) day away from work, employees are required to call their supervisor to share whatever information is available and the probable length of their absence.

To minimum financial hardship to an employee, FHA will provide full pay to all regular, full-time employees serving as jurors under subpoena or as a witness for the Agency. Any time required as a witness would be unpaid unless the employee chooses to use Vacation or Sick Leave. Employees and supervisors are responsible for the reporting of these absences on the employee's timecard. Employees shall retain any allowances received from the court for such services.

Section 8.05 BEREAVEMENT LEAVE

All regular, full-time employees may take up to three (3) days of paid bereavement leave when there is a death in their immediate family and up to one (1) day of bereavement leave to attend the funeral of an extended family member. Regular, full-time employees are eligible for paid leave beginning on their first day of employment.

Immediate family members are defined as an employee's spouse, domestic partner, parents, step-parents, parents-in-law, siblings, step-siblings, siblings-in-law, children, step-children, children-in-law, grandparents, grandparents-in-law, grandchild or a person with whom you have guardianship. Extended family members are defined as aunts, uncles, nieces, nephews, and cousins or your spouse or domestic partner's extended family.

Employees may use Vacation or Sick Leave benefits if additional time is needed or in the event of the death of other family members or friends. Any employee requesting bereavement leave should discuss the amount of time he or she will need off with their supervisor. Verification of the need for leave may be requested by your supervisor. Time off for bereavement leave should be reported and coded appropriately on an employee's timecard.

Section 8.06 VOTING LEAVE

FHA supports employees in exercising their privilege of voting in elections. In almost all cases, you will have enough time outside working hours to vote. However, when this is not possible due to work schedules, supervisors are authorized to grant a reasonable period off during the workday to vote or within guidelines in accordance with appropriate state laws. Supervisors may specify any time between

Article VIII. TIME OFF BENEFITS/LEAVES OF ABSENCE POLICY

the time of opening and the time of closing the polls during which you may be absent. Time off for voting should be reported and coded appropriately on an employee's timecard.

Section 8.07 CRIME VICTIM LEAVE

FHA provides leave to each employee who is a victim or a representative of a victim of a certain specified felony crime, to prepare for and participate in judicial proceedings related to the crime.

In order to be eligible for leave, employees must provide appropriate documentation to his or her supervisor which may include notice of a scheduled proceeding or a subpoena or other court order requiring an appearance in a judicial proceeding as a witness. This leave is unpaid, but employees may use any available Vacation or Sick Leave for leave taken under this policy.

Section 8.08 ORGAN/BONE MARROW DONOR LEAVE

FHA provides eligible employees up to ninety (90) days of leave in a 12-month period to donate bone marrow or an organ to another person. This leave is unpaid, but employees may use any available Vacation or Sick Leave for time taken under this policy. For further information about this leave policy, contact the Deputy Director.

Section 8.09 MEDICAL LEAVE OF ABSENCE WITHOUT JOB PROTECTION

Medical leave of Absence without Job Protection is available for an employee's inability to perform job duties due to a personal nonwork-related illness, injury, disability, pregnancy, or other condition as defined by a qualified medical professional.

All regular, active, full-time and part-time employees are eligible for up to ninety (90) calendar days of unpaid Medical Leave without Job Protection after completing thirty (30) days of employment. Employees may be placed on a Medical Leave of Absence without Job Protection if the employee is medically unable to work for more than five (5) consecutive business days as documented by a health care professional. A medical certification may be required to substantiate the leave.

Employees will be required to use any available Sick Leave and Vacation pay while on a leave of absence. Should a leave of absence occur over a holiday, the employee is not eligible for holiday pay.

While on a Medical Leave of Absence without Job Protection, the employee's position is eligible to be posted if deemed necessary for business reasons that the Agency cannot accommodate additional leave time without an undue burden on operations and the employee has an unreasonable expected date of return to work. The employee is required to notify the Deputy Director of the employee's plan to return to work no less than ten (10) days prior to the expiration of their leave, so the Deputy Director may begin working with the employee to find a position. The employee will be required to have a medical release to return to work. If an employee is allowed to return to work on restricted duty, the Agency will attempt to provide an employee with a temporary modified or light-duty assignment when such work is available, in accordance with documented medical restrictions. The Agency will also comply with all guidelines under the Americans with Disabilities Act (ADA).

Article VIII. TIME OFF BENEFITS/LEAVES OF ABSENCE POLICY

Once medically released to return to work, FHA will assist the employee in their efforts to apply for a position for which they are qualified. The employee will have thirty (30) days after the expiration of their leave in which to find a position for which they are qualified. If the employee is not placed in a position at the end of the 30-day transition period following the expiration of their leave, employment will be terminated subject to the provisions of applicable laws.

If employment is terminated because the employee remained medically unable to work after the ninety (90) day leave of absence or because the employee was not selected for another position within 30 days of release to return to work, the employee is considered eligible for rehire at FHA. Employees may apply for available positions at any time and will be considered in the same manner as other qualified applicants.

Section 8.10 MILITARY LEAVE

FHA supports the military obligations of employees and grants leaves for uniformed service in accordance with applicable federal and state laws. If an employee is called to or volunteers for military training or active military duty, the employee will be granted a Military Leave of Absence in accordance with the Uniformed Services Employment and Reemployment Act of 1994 (USERRA).

Any employee who needs time off for uniformed service should immediately notify his or her supervisor and the Deputy Director who will provide details regarding the leave. A copy of military orders should also be provided to the Deputy Director. If an employee is unable to provide notice before leaving for uniformed service, a family member should notify the supervisor as soon as possible.

Employees may use accrued, unused Vacation earned before the beginning of their military leave instead of unpaid leave. Subject to certain restrictions permitted by USERRA and subject to the terms, conditions, and limitations of the applicable plans for which the employee is otherwise eligible, continuation of health insurance benefits may be available to employees and their eligible dependents. Employees on military leave greater than thirty (30) days are responsible for the full premium of all such elected plans.

Employees on active military leave for up to thirty (30) days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leaves must apply for reinstatement in accordance with USERRA and all applicable state laws. In addition, subject to certain exceptions permitted by USERRA, employees returning from military leave with five (5) years or less of cumulative service in the uniformed services while employed by FHA will be placed in the position they would have attained had they remained continuously employed, or in a comparable position. Such employees will be treated as though they were continuously employed for purposes of determining seniority and benefits based upon length of service.

Article IX. HEALTH, SAFETY AND SECURITY POLICY

Section 9.01 HEALTH AND SAFETY

Protecting the safety of our employees and visitors is one of the most important aspects of running our business. Our objective is to provide a clean, hazard-free, healthy, safe environment and make every effort to comply with all relevant federal, state, and local occupational health and safety laws, including the federal Occupational Safety and Health Act.

As part of our safety program, health and safety inspections will be used to identify and eliminate unsafe work practices and conditions, to control hazards, and to comply fully with safety and health standards. FHA will also provide safety training, where necessary and beneficial, to educate and review policies, procedures and guidelines.

In addition, employees have a responsibility to actively contribute to a safe work environment by using commonsense rules and safe practices. This includes keeping workspaces clean and orderly and observing all posted safety rules, adhering to all safety instructions, and using safety equipment where required. This prevents accidents that can cause injury and property loss and preserves our healthy environment. If an employee's job requires use of hazardous or toxic materials, the employee is expected to comply with all laws, rules and regulations concerning their safe handling and disposal.

Employees are required to promptly report any accidents or injuries and any unsafe equipment, working conditions, processes, or procedures to a supervisor. FHA will investigate every incident thoroughly, in order to assess, address, and prevent its recurrence.

Section 9.02 WORKERS' COMPENSATION

Workers' Compensation insurance coverage is paid for by the Agency and governed by state law. The workers' compensation system provides for coverage of medical treatment and expenses, occupational disability Leave, rehabilitation services, as well as payment for lost wages due to work related injuries. In the event you are injured while working, even if you sustain a minor injury that may not require professional medical attention, you are required to report the injury to your supervisor immediately. Failure to report an injury within a reasonable period could delay or jeopardize your claim for benefits.

Section 9.03 WORK RELATED INJURY OR ILLNESS

In the event an employee should sustain a work-related injury, the following steps should be followed:

- If emergency or life-threatening medical treatment is necessary, call 911 to initiate emergency assistance for transportation to the nearest emergency medical facility. As soon as reasonably possible, follow up with your supervisor and the Deputy Director regarding the incident.
- If emergency medical treatment is necessary outside of normal working hours, go to a local hospital emergency room or urgent care facility and follow up your supervisor and the Deputy Director as soon as reasonably possible.
- If emergency treatment is not necessary, notify your supervisor immediately and wait for guidance on seeking medical treatment from the Deputy Director. An Incident Report may also need to be completed, as required.
- The Deputy Director will direct you to an Agency-approved medical provider for treatment.

Article IX. HEALTH, SAFETY AND SECURITY POLICY

- Complete and submit a First Report of Injury form to the Deputy Director within twenty-four (24) hours after the incident.
- Ensure all documentation such as doctor's notes, work release status reports, etc. is provided to the Deputy Director within twenty (24) hours of medical treatment.
- Report any follow-up appointment dates and times to your supervisor and the Deputy Director to ensure proper documentation of appointments and pay reimbursements.

Employees are advised not to seek non-emergency medical treatment on their own without the approval of the Deputy Director. An employee may be required to submit to a drug/alcohol screening per the FHA Substance Abuse policy.

Section 9.04 RIGHT TO KNOW

As an employee, you have the right to know about any hazardous substances you might use or encounter on the job and you also have a responsibility to comply with all laws, rules and regulations concerning their safe handling and disposal. We maintain Safety Data Sheets (SDS), which can be found in each facility for each potentially hazardous chemical used in our workplace. Should you be unable to locate the SDS for a substance, please contact your supervisor or the Deputy Director for further information.

Section 9.05 TEMPORARY TRANSITIONAL WORK ASSIGNMENT

Any employee who sustains a work-related injury may be required to return to work in temporary transitional work assignment under the direction of an Agency approved physician. The physician will determine the employee's physical restrictions that resulted from the work-related injury and notify our Agency of those physical restrictions. Our Agency will place the employee in a temporary transitional work assignment that meets the physical restrictions set by the physician. This temporary transitional work assignment may be outside the employee's regular duties and may also include work donated to charitable organizations.

The temporary transitional work assignment may also be at a lower wage than the employee's regular wage. If the temporary transitional work assignment wage is lower than the employee's regular wage, the employee will then be eligible for Temporary Partial Disability (TPD) benefits from Workers' Compensation insurance. An employee who refuses to accept a temporary transitional work assignment position will not be entitled to any lost wages. All positions and job duties in the Agency's temporary transitional work assignment program are temporary in nature and may be changed or terminated at the Agency's discretion. These positions are not permanent accommodations as defined by the Americans with Disabilities Act.

Section 9.06 WORKPLACE VIOLENCE

FHA is committed to providing a safe, violence-free workplace for our employees, residents, clients, and visitors. Due to this commitment, FHA discourages and strictly prohibits employees, consultants, vendors, contractors, visitors, or anyone else on Agency premises from engaging in any physical confrontation with a violent or potentially violent individual or from behaving in a threatening or violent manner. Actual or implied threats, threatening language, or any other acts of aggression or violence made toward or by any employee will not be tolerated. A threat may include any verbal or physical harassment or abuse, attempts to intimidate others, menacing gestures, stalking, or any other hostile, aggressive, and/or destructive

Article IX. HEALTH, SAFETY AND SECURITY POLICY

actions taken for the purposes of intimidation. This policy covers any violent or potentially violent behavior that occurs in the workplace or at Agency-sponsored functions.

Prevention of potential violence and reporting any violent behavior is a responsibility shared by all FHA employees. Any employee who witnesses, is the recipient of violent behavior, has knowledge of, or has reason to believe such action may occur should immediately inform their supervisor, any manager, the Deputy Director, or the Executive Director. All threats and violent acts will be promptly investigated, and the appropriate action will be taken. Any such act or threatening behavior may result in disciplinary action, up to and including termination. In addition, any individual engaging in violence against the Agency, its employees, or its property may be prosecuted to the full extent of the law.

FHA prohibits the possession of weapons, of any kind, on its premises. Additionally, while on duty, employees may not carry a weapon of any type. Weapons include, but are not limited to, handguns, rifles, automatic weapons, and knives that can be used as weapons (excluding pocketknives, utility knives, and other instruments that are used to open packages, cut string, and for other miscellaneous tasks), martial arts paraphernalia, stun guns, and tear gas. This prohibition will be enforced regardless of any permit for carrying such weapons which an employee may have or any federal, state, or local law permitting private citizens to possess, carry, or conceal guns or other weapons. The Agency reserves the right to inspect all belongings of employees on its premises, including briefcases, purses and handbags, and gym bags on Agency property.

Any employee violating this policy is subject to corrective action, up to and including dismissal for the first offense. No employee will be subject to retaliation, intimidation, or discipline as a result of reporting a threat or act of violence in good faith under this guideline.

Section 9.07 SUBSTANCE ABUSE

FHA is committed to maintaining a drug- and alcohol-free work environment that is safe and productive for employees, residents, clients, vendors, visitors, and any other individual who works for or with the Agency. Substance abuse of any kind is inconsistent with the behavior expected of our employees and may lead to absenteeism or subject employees and others to unnecessary safety risks. Research and experience have shown that even limited quantities of illegal substances, alcohol, or misused lawful drugs¹ can impair an employee's reflexes and judgment. This impairment may contribute to workplace accidents and injuries or cause residents, clients and the general public to lose confidence in our Agency.

¹ Medical marijuana usage under the Arkansas Medical Marijuana Amendment (AMMA) is subject to Act 593 of 2017, which restricts employees in safety sensitive positions from performing those duties if a positive test result occurs. For positions that are safety sensitive as defined by Act 593, a positive test result constitutes a violation of this Policy, and appropriate action will be taken in accordance with this Policy. Likewise, if the Agency has a “good faith belief,” as defined by Act 593, that an employee is under the influence of marijuana or has ingested marijuana in the workplace or elsewhere during working hours—even if taken in accordance with the AMMA—that employee will be required to submit to a drug test for marijuana. For positions that are not safety sensitive as defined by Act 593, a “good faith belief,” as defined in the Act, accompanying a positive test result provides a reasonable basis to constitute a violation of this Policy, and appropriate action will be taken in accordance with this Policy.

Article IX. HEALTH, SAFETY AND SECURITY POLICY

All employees are prohibited from engaging in unlawful possession, manufacture, dispensing, purchase, sale, distribution or use of any illegal drugs, mind-altering, or intoxicating substances and/or or being under the influence of these substances while on Agency premises or while performing services for the Agency. This prohibition includes lawful controlled substances that have been illegally or improperly obtained.

Employees are prohibited from reporting to work or performing services while impaired by alcohol or having alcohol in his or her system. In addition, FHA prohibits employees from distributing, dispensing, possessing, or consuming alcohol while on duty or during work hours, except for officially sanctioned functions of FHA where the serving and consumption of alcohol has been approved in advance by a designated Agency official. Employees who choose to drink alcohol at Agency functions must always use sound judgment in their consumption of these beverages and maintain a professional demeanor. Furthermore, alcohol use off the job that adversely affects an employee's job performance and/or the Agency or jeopardizes the safety or property of employees is prohibited. Employees who drive a motor vehicle, including personal vehicles, as part of their work may be dismissed from their position if they are found to have been driving under the influence of alcohol, whether on duty or off duty.

While the proper use of medication prescribed by an employee's physician is not prohibited, some medications may cause side effects and impair an employee's ability to perform their job. When an employee has been prescribed a medication by their physician or is taking a non-prescription medication that will affect the safety of others in the workplace, then the employee should discuss this with their doctor and submit a list of the medication's limitations to the Deputy Director. This includes employees working in safety-sensitive positions who have been prescribed medical marijuana by their doctor. Employment at FHA requires a constant state of alertness and employees are expected to perform the duties of their roles in a safe manner.

Employees who have an alcohol or drug abuse problem are encouraged to seek appropriate professional assistance. It is the responsibility of each employee who observes or has knowledge of another employee who may be in an impaired condition or may present a hazard to the safety and welfare of themselves or others, or is otherwise in violation of this policy, to promptly report that fact to their supervisor or the Deputy Director.

Compliance with this policy is a condition of employment. Any employee violating this policy is subject to discipline, up to and including termination, for the first offense.

Drug Free Workplace Certification: Granting agencies will require a certification of a drug free workplace pursuant to the Drug Free Workplace Act of 1988. The form used will be the same or similar to the HUD form. This certification must be completed and submitted to the agency as a prior condition to being awarded a grant. FHA complies with all requests for Drug Free Workplace Certification.

Section 9.08 DRUG/ALCOHOL TESTING

To ensure compliance with the Substance Abuse policy, employees may be required to submit to drug/alcohol screening. Substance abuse screening may be conducted in the following situations:

- **Pre-employment:** Pre-employment drug testing is required by the Agency for all prospective employees who receive a conditional offer of employment. Failure to submit to pre-employment

Article IX. HEALTH, SAFETY AND SECURITY POLICY

testing will be grounds to deny the applicant employment. If an applicant tests positive, the conditional offer of employment shall be withdrawn, and the applicant may reapply for employment after one year.

- **Reasonable Suspicion:** A supervisor may order a drug/alcohol test upon reasonable suspicion that an employee is under the influence of alcohol or drugs that could affect or has adversely affected the employee's job performance. A supervisor shall be deemed to have reasonable suspicion to order a drug/alcohol test based on visual observation or when an employee exhibits excessive absenteeism, tardiness, behavioral changes, or unacceptable work performance. A test may also be ordered when an employee is found in possession of drugs, alcohol, or drug paraphernalia, or when such substances are found in an area controlled or used by the employee. An employee will be suspended immediately pending the outcome of the tests.
- **Post-Accident:** FHA may conduct a drug/alcohol test whenever an employee is involved in a work-related accident. An employee who is in an accident or receives a traffic citation for a moving violation may be required to submit to a test as soon as possible after the incident. An employee will be suspended immediately pending the outcome of the tests.
- **Random:** FHA will randomly test employees using an unbiased random selection process to test for the use of controlled substances. When selected, an employee must submit to the testing but may return to work pending the outcome of the results. Should the test indicate a non-negative result, employees in safety sensitive positions will not be allowed to return to work pending further testing. FHA may also test employees as required DOT regulations or by federal or state law.

(a) Testing

FHA will pay for the cost of the testing, including the confirmation of any positive test result.² Employees are engaged at work during the time spent taking any tests and will be compensated for such time at their regular rate. Should a test produce a non-negative result, employees in safety sensitive positions will not be allowed to work pending confirmation testing. FHA will engage in an interactive process with employees who test positive for THC and have a medical marijuana prescription from their doctor.

All employees and applicants have a right to meet with the testing laboratory personnel and with FHA to explain their test results. If an employee believes that the positive test result was affected by lawful or prescribed substances, the employee will have up to five (5) working days, if reasonable, to provide this additional information to the testing laboratory. Employees also have the right to obtain copies of the test results and/or request a retest of the sample within five (5) working days at his or her own expense if the employee disagrees with the test result. If the repeat test overturns the original report, FHA will reimburse the employee for the cost of the retest.

(b) Rehabilitation/Follow-Up

In those rare circumstances in which an employee is not immediately terminated for testing positive or for another violation of the policy, FHA, in its sole discretion, may allow the employee to return to work

² A positive test result for medical marijuana under Arkansas law means a result that comports with federal Department of Transportation standards or Arkansas DUI/DWI laws, whichever is lower, pursuant to the definitions set forth in the AMMA.

Article IX. HEALTH, SAFETY AND SECURITY POLICY

pursuant to a negative test and the employee executing an agreement acknowledging that they tested positive or otherwise violated the policy and in lieu of termination, the employee agrees to undergo rehabilitation, counseling or other activities prescribed by FHA at the employee's expense. In this situation, an employee is required to undergo periodic unannounced screening for a set period and would be subject to termination for any future violation of the policy.

(c) Enforcement

Compliance with this policy is a condition of employment. FHA reserves the right to search all areas of Agency premises including work areas, desks, personal articles, clothing, and vehicles. An employee who tests positive, refuses or fails to submit to a drug or alcohol test, refuses to cooperate with a search or investigation or assists another employee in such actions, refuses to execute consent forms, or violates any portion of this policy is subject to corrective action, up to and including termination, for the first offense. Notwithstanding any provision herein, this policy will always be enforced in accordance with applicable state and local law.

FHA recognizes that employees suffering from alcohol or drug dependence can be treated. Employees who have a drug or alcohol abuse problem are encouraged to seek appropriate professional assistance prior to any violation of this policy.

Section 9.09 VEHICLE USE FOR AGENCY BUSINESS

FHA may provide vehicles for business use or an employee may be required to use their personal vehicle for Agency business as part of his or her employment duties. Before being approved to operate a vehicle for Agency business, an employee must provide proof of a valid and current driver's license and have an acceptable driving record.

Before using a personal vehicle for Agency business, employees must provide proof of minimum auto insurance coverage. Proof of insurance is required every time an employee's policy expires and renews. With consent from the employee, FHA may examine his or her driving records, verify auto coverage, and validate the employee's driver's license. Insurance costs for personal vehicles will not be reimbursed by FHA but employees will be reimbursed for mileage.

Employees are responsible for driving safely while following all traffic laws and securing all contents in the vehicle. In order to ensure the safety of our employees and others, FHA prohibits all business-related use of a cell phone/mobile device (FHA provided or personal) with the exception of hands free devices while operating any motor vehicle. Employees are also responsible for any infractions or fines that occur as a result of their driving.

If an employee is aware that a vehicle, by law, is not safe to drive due to its condition, the employee should not operate the vehicle until the condition is rectified. Employees may be responsible for any damages as a result of knowingly operating an unsafe vehicle for Agency business.

Employees are not permitted, under any circumstances, to operate a motor vehicle for Agency business when a physical or mental impairment causes the employee to be unable to drive safely. Additionally, employees shall not operate a motor vehicle for Agency business when fatigued, or while using, consuming or being under the influence of alcohol, illegal drugs, or prescription medications that may affect their ability to drive.

Article IX. HEALTH, SAFETY AND SECURITY POLICY

Employees approved to drive for Agency business as an essential function of their job are required to inform their supervisor of any changes that may affect their legal or physical ability to drive or their continued insurability. Failure to maintain a valid driver's license or specialty classification license (if required based on job responsibilities), ongoing or serious infractions or violations, or possessing a driving record which affects insurability may result in suspension of employee's job duties without pay or termination for failure to maintain the necessary qualification required for that position.

Section 9.10 AGENCY VEHICLE USE

Agency vehicles are intended to be used for Agency business. Unless the vehicle has been approved for personal use, employees are prohibited from using an Agency vehicle for anything other than business purposes. No individual, other than an employee of FHA, may drive the Agency vehicle while it is entrusted to the employee. Persons not employed by FHA may be transported in the Agency vehicle only as necessary to facilitate Agency business. Relatives, friends, and other acquaintances are not allowed to ride in the Agency vehicle at any time for nonbusiness-related reasons without permission from FHA Management.

Drivers of Agency vehicles are responsible for keeping the vehicle clean and uncluttered and must exercise due diligence in maintaining the security of the vehicle and its contents. In addition, smoking is not allowed in Agency vehicles by an employee or its passengers.

Employees are required to comply with all applicable state and local laws while operating an Agency provided vehicle. Employees who are charged with traffic violations while operating an Agency will be solely responsible for all liabilities that result from such actions.

Drivers are responsible for safe operation of the vehicle and must notify their supervisor and the Deputy Director if an Agency vehicle has been damaged, cannot be operated, or is unsafe for use. Employees must immediately report all infractions or violations while driving an Agency vehicle and all restrictions, suspensions, or revocations against their driver's license to their supervisor and the Deputy Director immediately.

Employees should also report any theft or damage to an Agency vehicle as soon as possible but no later than forty-eight (48) hours after the incident. Employees should reply to the questions of investigating officers but not make any voluntary statements regarding the incident.

Questions concerning the proper use of any vehicles should be directed to the employee's immediate supervisor or the Deputy Director. Any employee who abuses the privilege of driving an Agency vehicle will be subject to corrective action, up to and including termination of employment. If necessary, the Agency will also advise law enforcement officials of any illegal conduct.

Section 9.11 DRIVING UNDER THE INFLUENCE OR WHILE INTOXICATED

If an FHA employee is required to travel as one of his or her primary job responsibilities and is arrested for driving under the influence or while intoxicated, the employee must disclose this to his or her supervisor and the Deputy Director immediately, regardless of whether it occurred on Agency or personal time. Failure to disclose information about a DUI/DWI to FHA is grounds for termination.

Article IX. HEALTH, SAFETY AND SECURITY POLICY

As a result of the arrest, the employee will not be permitted to drive an Agency vehicle or use his or her personal vehicle for business use pending an investigation. If an employee is convicted of a DUI/DWI, the employee will not be eligible to drive a vehicle as part of his or her job responsibilities from the time of the arrest until all related court assignments, including probation, have been completed.

As part of the investigation, the Agency will analyze the situation and determine if the employee can continue to fulfill the essential functions of his or her job. If it is determined that the employee cannot perform the essential functions of his or her position as a result of the DUI/DWI, employment will be terminated.

Section 9.12 SPACE HEATERS AND OPEN FLAME RESTRICTIONS

Although space heaters may provide additional comfort to employees, there is an increased risk of fire and potential injury when not used properly. Because of this, unauthorized space heaters are not permitted to be used by employees in any FHA facility. If temperatures vary within a building or work area and FHA is not able to correct the problem with the current heating system, the Agency may authorize use of certain approved heaters or other devices to balance the temperature.

If an employee feels that additional heating is warranted, he or she should contact their supervisor to discuss any concerns and determine reasonable solutions while taking into consideration the comfort of others and the building's electrical capabilities. If a space heater is approved, the employee is solely responsible for safe operation of the device.

In addition, extended use of open flames and other recreational or environmentally unnecessary fire may pose a safety risk to employees and our facilities. For this reason and to avoid creating scents that may not be pleasing to others, employees are prohibited from using candles, incense burners and other such sources of activity.

Section 9.13 ERGONOMIC PROGRAM

FHA encourages supervisors and employees to take an active role in identifying and designing ergonomic methods to more efficiently perform work and prevent task-related injuries. This may include modifying equipment, adjusting workstations, adapting work practices, or doing targeted exercises to minimize the effects of repetitive motions or forceful movements and to improve awkward posture.

Our goal is to maximize employee productivity, promote awareness, and educate employees about their shared responsibility in creating a comfortable workspace and reducing workstation related injuries. Any concerns or requests for accommodations should be discussed with your supervisor or the Deputy Director.

Article X. WORKPLACE GUIDELINES POLICY

Section 10.01 PROFESSIONAL APPEARANCE

FHA believes it is important for all employees to project a neat, clean, and professional image to residents, clients and members of our community. All employees are expected to dress in a manner consistent with good hygiene, safety, and good taste.

FHA recognizes that employees have a wide variety of job responsibilities with respect to interaction with residents and clients, physical mobility requirements, and professional representation of the Agency. As a result, personal appearance expectations may vary based on an employee's job responsibilities and activities on a given day. Therefore, employees should use good judgment and common sense when determining appropriate attire and appearance.

Although expectations may vary, FHA has set forth certain guidelines to assist employees in determining appropriate personal appearance. The following attire is considered inappropriate during all hours that an employee is actively at work:

- Sweatpants
- Shorts, cut-offs
- Miniskirts or excessively short dresses
- Leggings (unless the outfit still meets dress code guidelines if the leggings are removed)
- Overalls
- T-shirts with logos (except approved FHA logo shirts)
- Sweatshirts
- Crop tops, bare midriff tops
- Tank tops, spaghetti straps, tube tops, halter tops
- Low cut shirts or tops with bare shoulders
- Beachwear
- Work-out attire, spandex, yoga pants, sweat suits, athletic wear
- Torn, frayed, wrinkled, or stained clothing
- Sheer clothing, excessively tight or form fitting clothing
- Attire or accessories with offensive messages or images (e.g. Confederate Flag or Nazi symbols)
- Flip flops, beach sandals, slippers
- Plastic footwear
- Open-toed shoes (when performing inspections)

Maintenance staff is required to wear provided steel-toed boots and uniform, for both safety of the employee and security of FHA facilities.

Management may approve variations on dress code for special events, such as themed days. In such cases, the above guidelines should still be utilized.

Section 10.02 GROOMING

Employees shall maintain a neat, clean, and well-groomed appearance according to the following guidelines:

Article X. WORKPLACE GUIDELINES POLICY

- Hair must be clean, combed and neatly styled or trimmed. Shaggy, unkempt hair is not permissible, regardless of length or style. This includes beards and mustaches. Members of maintenance staff with long hair should wear hair in a ponytail or similar style to avoid safety hazards.
- Any personal grooming practices which draw unusual attention, unfavorable comments, or cause discomfort/safety hazards are unacceptable.
- Clothing should be neat, clean, in good condition, and appropriate for the environment.
- Body piercings (other than earrings) are permitted but employees may be asked to remove them for safety or other business purposes.
- Non-offensive tattoos are permissible. However, employees may be asked to cover tattoos when necessary for business reasons.

Employees are asked to be considerate of co-workers, residents, clients, vendors, or other visitors and use perfume, cologne and aftershave conservatively, as some individuals may be sensitive to strong fragrances.

These guidelines do not represent an all-inclusive list. Employees should consult with their direct supervisor if they have specific questions as to what constitutes appropriate appearance. Management reserves the right to use discretion in determining the appropriateness of any items included or not included in this policy. Employees who fail to meet the standards of this policy may be sent home without pay to correct their appearance. Continued violation of this policy may result in corrective action, up to and including termination.

Section 10.03 INCLEMENT WEATHER OR EMERGENCY CLOSINGS

FHA realizes that bad weather or hazardous commuting conditions may occasionally make it impossible for employees to report to work on time. However, employees are expected to make a diligent effort to report to work when conditions have improved. If you determine that you are unable to report to work because of weather conditions, inform your supervisor as soon as possible. Your absence will be charged to any allowed accrued leave bank.

If it becomes necessary to shut down the office due to weather or other emergency it is the policy of the FHA that the Executive Director (or their designee in the case of their absence) is the only individual authorized to make the decision regarding inclement weather closings.

The Executive Director (or their designee) will contact the local media to advertise the closure of the office no later than 7:00 a.m. Skeleton crews will be designated in case any emergency should arise. Once the need for skeleton crews has been determined, the Executive Director (or their designee) will contact the Maintenance Supervisor to designate and contact the needed crew. If it is apparent that the office may be closed due to inclement weather designation of the skeleton crew can be made ahead of time by the Maintenance Supervisor and approved by the Executive Director (or their designee).

Any Fayetteville Housing Authority closures authorized by the Executive Director (or their designee), that result in services being closed to the general public, whether as the result of late opening, early closing or all day closing will result in a corresponding addition of special time off hours to be added to each skeleton crew employee's time off bank as long as they were scheduled to work and reported to work on the office's closure date. A maximum of 8 hours per closing day will be granted, and no more than 24 hours

Article X. WORKPLACE GUIDELINES POLICY

per calendar year will be granted.

The time added to the bank will be titled Special Time Off. This is to be used within six (6) months of being awarded. No Special Time Off hours will be allowed to be carried over and used after the six (6) month period. For those employees not designated as essential services during inclement weather need to check their local media station for closures. If the office will be closed it will be posted no later than 7:00 a.m. as per the above. If the Executive Director (or their designee) decides to close the office, it is done so to reduce road travel because travel is unsafe, therefore, all non-essential employees are not allowed to come into work unless they choose to do so at their own accord. It should be noted that there will not be any accrued "Special Time Off" as described above.

Any time off work due to the office closure authorized by the Executive Director (or their designee), whether as the result of late opening, early closing or all day closing will result in a corresponding allowance of inclement weather time to be used on the timesheet within the affected payroll period. A maximum of 24 hours per calendar year will be granted (these hours will be prorated for part-time employees to the equivalent of 3 workdays and only offered if the PT employee is scheduled to work on a designated closing day.)

(a) Inclement Weather Rules

- The maximum number of hours granted per closing is 8 hours. The maximum number of hours granted per Calendar Year is 24 hours.
- These inclement weather/special time off hours are not available unless the Executive Director (or their designee) authorizes the office closing and they will not carry over past the six (6) month period.
- In no instance will this Special Time Off for Inclement Weather be given to employees who were previously scheduled to be off work. The eligible employee will only accrue Special Time Off if the closing is during their regular scheduled work hours and they were not previously scheduled to be off work and/or scheduled for approved time off on the date of the inclement weather closing occurs. (i.e. previously approved vacations, employees not scheduled to work...).
- No Special Time Off hours will be allowed to be carried over and used after the six (6) month period.
- No Special Time Off hours for inclement weather are paid out at voluntary or involuntary termination of employment.
- Any closures that result in time off beyond the 24 hours of granted leave may be covered using the employees allowed accrued leave bank other than sick leave. If the employee does not have any accrued leave available, the time may be charged to leave without pay.

Section 10.04 CELL PHONE/MOBILE DEVICE USE

While FHA permits employees to bring personal cell phones and other mobile devices into the workplace, the use of such devices for personal purposes should not interfere with an employee's job responsibilities or impact workplace safety and health. Personal use of these devices can also be distracting and disruptive to others. As a result, employees should use these devices during non-working time, such as breaks and meal periods. Employees are urged not to use cell phones and mobile devices for personal reasons while working, except in rare circumstances, and with supervisor approval.

Article X. WORKPLACE GUIDELINES POLICY

Non-exempt employees may not use their personal devices for work purposes outside of their normal work schedule without authorization, in advance, from their supervisor. This includes reviewing, sending and responding to e-mails or text messages, or responding to or making phone calls. If use is authorized, non-exempt employees are required to record the time worked on their timecard. In addition, employees may not use their personal devices for work purposes during leaves of absences without authorization from their supervisor.

Employees are expected to comply with Agency policies regarding the protection of Agency confidential and proprietary information when using personal devices. Employees with devices that have a camera and/or audio/video recording capability are restricted from using those features on Agency or resident/client property unless authorized in advance by Management or used in a manner consistent with the rights of employees to engage in concerted activity under the National Labor Relations Act (NLRA).

In order to serve our residents and clients in the most professional and courteous manner and to fully focus on their needs, employees may not use cell phones for personal use, including texting, when within hearing distance or line of sight of residents or clients.

Employees using their personal device excessively during working time for nonwork-related activities such as personal calls, e-mails, text messaging, playing games, watching videos, or other personal purposes or violate this policy in any other way, may be subject to disciplinary action, up to and including termination of employment.

Section 10.05 BRING YOUR OWN DEVICE

FHA recognizes that in order to perform work at home, at resident sites, or while traveling, some employees may need to access Agency data from a personally owned mobile device, such as a smartphone, tablet, laptop, or other mobile device capable of storing Agency data and connecting to an unmanaged network.

FHA is committed to supporting employees in this practice but also must protect the security and integrity of private and confidential resident, client, and business data that resides within our technology infrastructure. For this reason, the use of personal mobile devices to conduct Agency business is limited to certain employees based on business need as determined by the employee's supervisor. Before such use, employees must receive approval from their supervisor and sign an acceptable use agreement.

Acceptable business use includes activities that directly or indirectly support the business operations of FHA. Employees using personal devices for work related purposes should keep personal use to a minimum while at work. If an employee is on suspension or a leave of absence, FHA reserves the right to deactivate the employee's access and the Agency's application during that time.

In order to prepare the mobile device for work related use, FHA will install, configure, and maintain relevant apps such as browsers, office software and security tools on approved devices. Based on the compatibility of technology, some devices may not be suitable and may not be approved for use.

In order to protect data from being deliberately or inadvertently stored insecurely on a mobile device or carried over an unsecure network where it can potentially be accessed by an unauthorized user, the

Article X. WORKPLACE GUIDELINES POLICY

Agency will employ firewalls and other security measures deemed necessary to safeguard data and prevent unauthorized entry. Although these measures are in place, employees are responsible for restricting access by others and implementing all security measures on their devices including password protection.

Employees are also expected to protect personal devices used for work-related purposes and should immediately notify management in the event their personal device is lost, stolen or damaged. To secure sensitive Agency data, employees are required to have a “remote-wipe” software installed on their personal devices by the Agency prior to using the devices for work purposes. This software allows Agency-related data to be erased remotely in the event the device is lost or stolen.

FHA will not be responsible for loss or damage of personal applications or data resulting from the use of Agency applications or the wiping of Agency information. Employees are responsible for the cost of repair or replacement should the device be lost, stolen or damaged. Although every precaution will be taken to prevent the loss of an employee's personal data in the event a device must be wiped, employees are encouraged to take additional precautions such as backing up personal e-mails, pictures, contacts, or other personal information.

FHA has the right, at any time, to monitor and preserve any communications that use the Agency's networks in any way, including data, voicemail, telephone logs, internet use and network traffic, to determine proper use. Management also reserves the right to review or retain Agency-related data on personal devices or to release the data to government agencies or third parties during an investigation or litigation. No employee may knowingly disable any network software or system identified as a monitoring tool.

Upon termination of employment, all Agency data on an employee's personal device will be removed by the Agency. The employee may be asked to produce the personal device for inspection to verify all Agency apps and data have been removed.

Failure to follow Agency policies and procedures may result in revocation of the privilege and/or disciplinary action, up to and including termination of employment.

Section 10.06 PERSONAL MAIL

All mail delivered to FHA is presumed to be business related and may be opened and/or routed to the appropriate department. The Agency's mail system is not available for delivery of personal letters and packages, including shipments of alcohol or firearms, and employees should have no expectation of privacy should a personal item be delivered to the Agency address. In addition, FHA postage meters, stamps, and letterhead may not be used for personal correspondence.

Any letters or packages of a suspicious nature should not be opened and must be reported to the Deputy Director immediately.

Article X. WORKPLACE GUIDELINES POLICY

Section 10.07 VISITORS

In keeping with our efforts to maintain a safe working environment and to provide professional and efficient service, guests should check in with the front desk upon arrival. The front desk will contact the employee whom the guest is requesting or direct the guest to the appropriate meeting space.

From time to time, circumstances may require visits by acquaintances, friends, or relatives for personal reasons. Occasional visits are generally welcome, so long as they are not disruptive to business operations. However, employees should try to conduct all personal visits during their lunch period, breaks, or before or after work hours when possible.

Section 10.08 BULLETIN BOARDS

FHA maintains physical bulletin boards for the purpose of providing employees with Agency notices or other information of general interest to employees. This information may include changes in policies and procedures, governmental regulations, wellness materials, or other matters of concern to employees. Only authorized personnel can add and remove documents or information from the Agency bulletin board(s).

Section 10.09 TOBACCO USE

In consideration of the safety of our work environment and the health of our employees, residents, clients, vendors, and other visitors, FHA prohibits the use of tobacco, vaping devices, electronic cigarettes, and chewing or dipping (of any product) outside of designated tobacco use areas and while on duty.

The Arkansas Clean Air Act of 2006 prohibits smoking in all enclosed areas within places of employment. Therefore, Smoking or the use of smokeless tobacco is not allowed in Agency buildings or work areas at any time. "Smoking" includes the use of any tobacco products, electronic smoking devices, and e-cigarettes containing nicotine cartridges. Smokeless tobacco includes snuff, chewing tobacco, smokeless pouches, or other forms of loose-leaf tobacco. This policy also applies to all vehicles owned, leased or rented by FHA and off-site conferences and meetings sponsored by FHA.

Smoking is only permitted during break times in designated outdoor areas. Employees using these areas are expected to dispose of any smoking debris safely and properly. Employees who smoke will not be allowed more work breaks or longer work breaks than non-smoking employees.

We ask employees to be considerate when dealing with residents and clients and not to smoke, chew tobacco, or dip in their presence or at residents sites. This policy applies equally to all employees, vendors, contractors, consultants, volunteers, interns and visitors. Employees may contact their supervisor with questions or for information about the location of designated tobacco use areas. The Agency will not discriminate against any individual for making a complaint regarding a violation of the Act or for cooperating with an investigation regarding a violation of the Act.

Section 10.10 EXPENSE REPORTS

FHA will reimburse employees for business expenses incurred during his or her employment according to the guidelines set forth in the Travel and Expense Reimbursement Policy and Procedures. All expenses to

Article X. WORKPLACE GUIDELINES POLICY

be reimbursed by FHA must be approved in writing by an employee's supervisor and submitted to the Executive Director within five (5) business days after the last day of the month of incurring the expense. Employees should use reasonable judgement when incurring these expenses and must not request reimbursement for expenses not actually incurred.

For more information, contact the Executive Director or refer to the Travel and Expense Reimbursement Policy and Procedures. Any violation of this policy or the Travel and Expense Reimbursement Policy and Procedures may result in corrective action, up to and including termination.

Section 10.11 AGENCY CREDIT CARDS

FHA may issue Agency credit cards to certain employees for business use as necessary in connection with the employee's job duties. Additionally, FHA may permit an employee to utilize an Agency credit card on a per-transaction basis via its credit card check out/check in procedure. Whether provided for the employee on a temporary or long-term basis, Agency-issued credit cards must be used for business purposes only and may be revoked at any time.

Employees are expected to exercise discretion and good judgment when incurring business expenses and to report expenses on a timely basis with appropriate documentation. Expense reports for Agency-issued credit card transactions should be submitted to the Executive Director within five (5) business days after the last day of the month of the transaction date.

If there is any question as to whether a purchase qualifies as a business expense, the employee should consult his or her supervisor before incurring the expense. Employees are responsible for any unauthorized purchases or cash advances deemed by the Agency to be for personal use. If it is suspected that an Agency-issued credit card has been compromised while an employee is on Agency business or traveling for Agency business, the credit card may be suspended or cancelled at any time with or without notice. In the event an employee's Agency credit card is lost, stolen or damaged, the employee should notify the Executive Director immediately.

For more information, contact the Executive Director. Any violation of this policy may result in corrective action, up to and including termination.

Section 10.12 PERSONNEL RECORDS

Employee files are maintained by the Deputy Director and are considered confidential. Supervisors may have access to specific documents but only as necessary to perform their job responsibilities. FHA strives to maintain accurate personnel records at all time. In coordination with these efforts, it is the responsibility of each employee to notify the Deputy Director of any change in name, home address, telephone number, marital status, number of dependents, immigration status, or any other pertinent information.

Section 10.13 OUTSIDE INQUIRIES

From time to time, employees of FHA may receive inquiries from third parties regarding a current or former employee. All such requests, whether verbal or in writing, must be forwarded to the Executive

Article X. WORKPLACE GUIDELINES POLICY

Director for handling. Other than the Executive Director, no employee is to provide employment data about an employee to a third party.

In general, the Executive Director will only provide information after a written release has been received from the current or former employee. However, FHA reserves the right to release employment information it deems appropriate at its discretion without authorization. This information may include but is not limited to hire date, termination date, and title of position held. The Agency may also verify an employee's base salary by confirmation, only if a figure or amount is provided by the third party. Information requests for purposes of establishing credit or obtaining a loan will be honored, provided they are made in writing and carry the signature of the employee. Requests for information from governmental agencies may be honored without the consent of a current or former employee.

In addition, employees and supervisors are prohibited from providing letters of recommendation for a current or former employee. These requests should be forwarded to the Deputy Director for review and response.

Section 10.14 DAMAGE TO RESIDENT OR CLIENT PROPERTY

If an employee damages a resident or client's property, the employee should contact his or her supervisor immediately. If the supervisor is unavailable or the incident occurred during non-business hours, the employee should follow standard reporting for crisis situations. In circumstances of intentional damage, the employee may be responsible for the replacement cost of the damaged property.

Section 10.15 NON-SOLICITATION/NON-DISTRIBUTION

To avoid disruption of business operations, non-employees may not trespass, solicit, or distribute materials anywhere on Agency property at any time. For purposes of this policy, "solicitation" involves selling items or services, requesting contributions, and soliciting or seeking to obtain membership in or support for any organization. This includes any solicitation performed through verbal, written, or electronic means.

Employees are prohibited from soliciting other employees during their assigned working time. For this purpose, working time means time during which either the soliciting employees or the employees who are the object of the solicitation are expected to be actively engaged with assigned work. Employees may conduct solicitation during their lunch period, coffee breaks, or other authorized nonworking time, so long as they do so when the other employees are also on nonworking time.

To avoid inappropriate litter, clutter, and safety risks, employees may not distribute literature or other nonwork-related items in working areas at any time. Working areas do not include break or rest areas, lunchrooms, or parking lots.

Section 10.16 PROBLEM-SOLVING PROCEDURE

FHA is committed to creating and maintaining a productive work environment in which employees are treated fairly and with respect. Part of this commitment is encouraging an open and honest atmosphere where employees feel comfortable sharing concerns and discussing issues in a timely and appropriate manner. When appropriate, we encourage employees to share any efforts they have made to resolve the problem and any suggestions they may have in resolving the issue.

Article X. WORKPLACE GUIDELINES POLICY

1. If you have a problem or concern, we recommend that you first speak with your supervisor at a time and place that will allow the supervisor to properly listen to your concern. Your supervisor is usually the closest to the situation and in the best position to address and resolve it.
2. If you have discussed the matter with your supervisor and do not believe that you received adequate response, or if you do not believe a discussion with your supervisor is appropriate, you may speak to the Deputy Director. The Deputy Director will consider the facts and attempt to resolve the matter or address your concerns. The Deputy Director may also discuss the matter with the Executive Director.
3. If you are still not satisfied with the results or it would not be appropriate to discuss the matter with either your supervisor or the Deputy Director, you may contact the Executive Director who may investigate to gather more information. The Executive Director will review the situation and respond to you in a timely manner.

While we encourage employees to proactively discuss concerns, this process should not be construed as preventing, limiting or delaying FHA from taking corrective action in circumstances where the Agency deems corrective action is appropriate. FHA will also not tolerate retaliation against employees for using this procedure.

If the individual referenced in the above problem-solving procedure is also the subject of the complaint, the employee should always escalate their complaint to the next possible member of management. In instance of reporting fraud or other major misconduct allegations made against the Executive Director, the employee should contact FHA's Chair of the Board.

Section 10.17 COMMUNITY SERVICE

FHA is committed to serving the communities where our employees live and work. FHA also supports employees who want to contribute to the health and vitality of a community through volunteerism or by taking an active role in organizations. For information about community service opportunities, contact your supervisor or the Executive Director.

Section 10.18 OTHER POLICIES AND PROCEDURES

For further information about Agency policies and procedures, employees should contact their supervisor or the Deputy Director.

Article XI. EMPLOYMENT SEPARATION POLICY

Section 11.01 NOTICE OF RESIGNATION

In the event an employee chooses to resign from his or her position, the employee will be asked to provide a written notice to their supervisor at least two (2) weeks in advance of their last day of work. Holidays and other paid time off will not be counted toward the two (2) week notice. Employees who provide the requested amount of notice will be considered to have resigned in good standing and generally will be eligible for rehire. FHA reserves the right to accept a resignation immediately and accelerate the final date of employment. The Agency also reserves the right to reduce staffing levels or the number of work hours as necessary due to business conditions.

Section 11.02 RETURN OF AGENCY PROPERTY

At the time of termination of employment or upon request of a supervisor, employees must return any Agency equipment issued to or in possession of the employee, including but not limited to computers, mobile devices, tools, credit cards, marketing materials or any other proprietary materials. In certain circumstances, employees may be responsible for reimbursing the Agency for any lost or damaged equipment.

Section 11.03 EXIT MEETINGS

In most cases, an exit meeting will be conducted on or before an employee's last day of employment to discuss final pay, review paperwork associated with the separation, and collect all Agency property. If applicable, information regarding benefits continuation will be sent to the employee's home address. FHA may also conduct an exit survey with an employee to gain greater insight into what the Agency is doing well and what the Agency needs to do to improve.

Section 11.04 UNEMPLOYMENT

Unemployment compensation insurance is paid for by the Agency and provides temporary income for employees who have lost their job under certain circumstances. Your eligibility for unemployment compensation will, in part, be determined by the reasons for your separation from the Agency.

Article XII. INFORMATION AND OFFICE SECURITY POLICY

Section 12.01 USE OF AGENCY EQUIPMENT AND FACILITIES

(a) Telephone Use

Access to the Agency telephone system is given principally for work-related activities or approved educational/training activities. While the Agency recognizes that some personal calls are necessary, these should be kept as brief as possible and to a minimum. Should an employee need to make or receive a personal call during work hours, a telephone designated for that purpose should be used. This privilege should not be abused and must not affect an employee's performance of work-related activities.

The Agency telephone system is the property of FHA. Unless pre-approved by your supervisor, personal use of the Agency's cell phones, long-distance account, or toll-free numbers is strictly prohibited. Abuse of these privileges is subject to corrective action, up to and including termination.

(b) Workspace Care and Maintenance

Please keep your work area neat and clean and use normal care in handling Agency property. Report any broken or damaged equipment to your supervisor at once so that proper repairs can be made. You may not use any Agency property for personal purposes or remove any Agency property from the premises without prior permission from the Executive Director.

(c) Agency Property and Facility Use

Employees may not use Agency property for personal use without prior authorization from Agency Management. Any Agency property used for personal use such as copy machines, computers, and office supplies, must be returned in good condition. Employees may be responsible for repairing or replacing any damaged Agency property as a result of personal use.

Employees are also prohibited from using Agency facilities for personal reasons during non-working hours without the consent of Agency Management.

When using Agency property, including computer equipment or hardware, employees should exercise care, perform required maintenance, and follow all operating instructions, safety and guidelines. Notify your supervisor if any equipment or machines appear to be damaged, defective or in need of repair. This prompt reporting could prevent the equipment's deterioration and could also help prevent injury to you or others. Should you have questions about the maintenance and care of any workplace equipment, ask your supervisor.

Employees found to be using equipment improperly, carelessly, negligently or unsafely, may be subject to corrective action up to and including termination of employment.

Section 12.02 WORKPLACE MONITORING

Workplace monitoring may be conducted by FHA for business reasons to ensure quality control, employee safety, and security of equipment and facilities.

Agency computers and equipment are the property of FHA and are subject to monitoring and auditing. Users should have no expectation of privacy with regard to their activity on Agency information systems.

Article XII. INFORMATION AND OFFICE SECURITY POLICY

FHA may also choose to monitor or record telephone conversations to ensure interactions with residents, clients are handled in an efficient and professional manner and to identify and correct performance issues through targeted training. Employees should not assume that calls made or received on Agency phones are confidential. However, should the subject matter of the conversation become personal while active monitoring is taking place, the Agency will make every effort to discontinue monitoring of the call.

Unless otherwise provided by law, any document, file, or other record a Housing Authority employee creates, sends, or receives using a Housing Authority computer, email address, or other electronic communications device will be subject to disclosure under the Arkansas Public Records Law.

In addition, video surveillance may be used to identify safety concerns, maintain quality control, detect theft and misconduct, and discourage or prevent acts of harassment and workplace violence. Monitoring will occur in non-private workplace areas and every effort will be made to ensure that it is done in an ethical and respectful manner.

Agency property, including but not limited to, desks, workspaces, vehicles, machinery, or other Agency property remains under the control of the Agency. Agency property is subject to inspection at any time, without consent or notice to the employee, and without the employee's presence. In addition, the Agency assumes no responsibility for the loss of, or damage to, any employee property maintained on Agency premises.

Employees can request access to information gathered through workplace monitoring that may affect employment decisions. Access will be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation.

Section 12.03 GENERAL COMPUTER USAGE

FHA provides a wide variety of communication tools and resources to employees to accomplish business objectives. Use of these tools and resources should be reserved for business-related matters during working hours. All communication on Agency-provided technology, such as voicemail, telephones, faxes, scanners, Internet, intranet, e-mails, text messaging, or any other tool should be handled in a professional and respectful manner.

Employees acknowledge that they have no expectation of privacy with regard to their activity on FHA information systems. All communications made using Agency-provided equipment or services including e-mail and internet activity, are subject to inspection by the Agency. Employees should keep in mind that even if they delete an e-mail, voicemail or other communication, a copy may be archived on the Agency's systems.

E-mails that are not job-related have the potential to drain, rather than enhance, productivity and system performance. You should also be aware that information transmitted through e-mail is not completely secure, and information you transmit and receive could damage the reputation and/or competitiveness of the Agency.

The Agency encourages employees to use this tool only to communicate with fellow employees, suppliers, residents, clients, or potential residents or clients regarding Agency business. Internal and external e-mails

Article XII. INFORMATION AND OFFICE SECURITY POLICY

are considered business records and may be subject to discovery in the event of litigation. Be aware of this possibility when sending e-mails within and outside the Agency.

Refrain from using e-mail in a manner that violates any of our Agency guidelines/policies, including but not limited to the equal opportunity policy, the harassment policy, the conflict of interest policy, etc. The Agency's goal to respect the dignity of employees at all times. Because e-mail, telephone and voicemail, and internet communication equipment are provided for Agency business purposes and are critical to the Agency's success, your communications may be accessed without further notice by the Deputy Director or the Executive Director to ensure compliance with this guideline.

The electronic communication systems are not secure and may allow inadvertent disclosure, accidental transmission to third parties, etc. Sensitive information should not be sent via unsecured electronic means. Delete any e-mail messages prior to opening that are received from unknown senders and advertisers.

It is also against Agency policy to turn off antivirus protection software or make unauthorized changes to system configurations installed on Agency computers. Unauthorized downloading of software from the Internet is prohibited as it poses a significant risk of infecting Agency systems with a virus. Employees should also keep individual passwords strictly confidential. In no situation should a personal username and password be given to another individual.

Violations of this policy may result in corrective action, up to and including termination for a first offense. Questions about appropriate use of Agency technology or any other aspect of this policy should be directed to the Deputy Director.

Section 12.04 SOCIAL MEDIA

At the Agency, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it, certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

(a) Guidelines

In the rapidly expanding world of electronic communication, *social media* can mean many things. *Social media* includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, wikis, media sharing websites, web bulletin board or a chat room, whether or not associated or affiliated with the Agency, as well as any other form of electronic communication.

The same principles and guidelines found in the Agency policies and three basic beliefs apply to your activities online. Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects residents, clients, suppliers, people who work on behalf of the Agency or the Agency's legitimate business interests may result in disciplinary action, up to and including termination.

Article XII. INFORMATION AND OFFICE SECURITY POLICY

(b) Know and follow the rules

Carefully read these guidelines, the Agency Code of Conduct policy, the General Computer Usage Policy and the Anti-Discrimination/Anti-Harassment policy, and ensure your postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action, up to and including termination.

(c) Be respectful

Always be fair and courteous to fellow employees, clients, residents, suppliers or people who work on behalf of the Agency. Also, keep in mind that you are more likely to resolve work-related complaints by speaking directly with your co-workers or by utilizing our Problem-Solving policy than by posting complaints to a social media outlet. Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage clients, residents, employees or suppliers, or that might constitute harassment or bullying. Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, color, religion, national origin, sex, disability or any other status protected by law or Agency policy.

(d) Be honest and accurate

Make sure you are always honest and accurate when posting information or news and if you make a mistake, correct it quickly. Be open about any previous posts you have altered. Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about the Agency, fellow employees, residents, clients, suppliers, people working on behalf of the Agency or other housing authorities.

(e) Post only appropriate and respectful content

- Maintain the confidentiality of the Agency trade secrets and private or confidential information. Trades secrets may include information regarding the development of systems, processes, products, know-how and technology. Do not post internal reports, policies, procedures or other internal business-related confidential communications.
- Respect financial disclosure laws. It is illegal to communicate or give a “tip” on inside information to others so that they may buy or sell stocks or securities.
- Do not create a link from your blog, website or other social networking site to an Agency website without identifying yourself as an Agency employee.
- Express only your personal opinions. Never represent yourself as a spokesperson for the Agency. If the Agency is a subject of the content you are creating, be clear and open about the fact that you are an employee and make it clear that your views do not represent those of the Agency, fellow employees, residents, clients, suppliers or people working on behalf of the Agency. If you do publish a blog or post online related to the work you do or subjects associated with the Agency, make it clear that you are not speaking on behalf of the Agency. It is best to include a disclaimer such as “The postings on this site are my own and do not necessarily reflect the views of the Agency.”

Article XII. INFORMATION AND OFFICE SECURITY POLICY

(f) Using social media at work

Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager or consistent with the Use of Agency Equipment and Facilities policy. Do not use Agency e-mail addresses to register on social networks, blogs or other online tools utilized for personal use.

(g) Retaliation is prohibited

The Agency prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

(h) Media contacts

Employees should not speak to the media on the Agency's behalf without contacting the Executive Director. All media inquiries should be directed to the Executive Director.

ACKNOWLEDGMENT

ACKNOWLEDGMENT AND RECEIPT OF PERSONNEL POLICY MANUAL

I understand that the Personnel Policy Manual contains general information about the personnel policies, practices and procedures currently in effect at FHA and that this Personnel Policy Manual supersedes and replaces all prior FHA Employee Handbooks and Personnel Policy documents and any verbal or written policy statements. I understand that this Personnel Policy Manual refers to current benefit plans maintained by the Agency and that I must refer to the actual plan documents and summary plan descriptions as these documents are controlling. I also understand that federal, state, and local laws will take precedence over FHA policies when applicable.

I understand that FHA is an equal opportunity employer. I also understand and agree to avoid engaging in inappropriate conduct or behavior that may be perceived as unlawfully harassing or discriminatory in nature or that could otherwise create a hostile work environment. I understand that I am expected to abide by the rules and requirements contained in this manual with regard to the reporting of harassment and discrimination, including the obligation to report violations of the policies and not to retaliate against anyone for exercising his or her rights under the policies.

I understand and acknowledge that I am employed “at-will” and this manual is neither a contract of employment nor a legal document. Neither it, Agency practices, nor other communications create an employment contract or term. I understand that except for the policy of at-will employment, which can only be changed by the Executive Director in a written and signed document, the policies and benefits, both in the manual and those communicated to me in any other fashion are subject to review and interpretation by Management. I also understand that the Agency reserves the right to withdraw, amend, and add to the provisions of this Personnel Policy Manual at any time without notice. I understand that no representative of the Agency has any authority to enter into any agreement for employment for any specified period of time or to assure any other personnel action, benefits, or terms or conditions of employment, or make any agreement contrary to the foregoing.

I further agree that neither this document nor any other communication shall bind the Agency to employ me now or hereafter and that my employment may be terminated by me or the Agency without reason at any time. I also understand that if I violate any rules, policies and procedures set forth, that I may be subject to corrective action, up to and including termination of my employment. I also agree to contact my supervisor or the Deputy Director if have questions about the content or interpretation of the Personnel Policy Manual.

I further acknowledge that I have read and received the following Policy Sections contained herein:

___initial	Code of Conduct / Conflict of Interest	___initial	Cell Phone / Mobile Device Use
___initial	Proprietary Rights and Confidentiality	___initial	Tobacco Use
___initial	Standards of Behavior	___initial	Workplace Monitoring
___initial	Workplace Violence	___initial	General Computer Usage
___initial	Substance Abuse / Drug Free Workplace	___initial	Social Media
___initial	Vehicle Use for Agency Business		

Signature

Date

Print Name