**Blank Farmers Market Personnel Policy Handbook**

*The below document was generously shared by the Seattle Neighborhood Farmers Markets*

*and made into an adaptable document by the Cascade Community Markets.*

How to fill out this document:

1. The Hiring Manager for your market should review this document on an annual basis. Upon reviewing this document for the first time, the Hiring Manager should start with the following steps.
2. First, utilize the Advanced Find and Replace function (hit “CTRL + F” then find options in the menu of the pop-up box) to locate all of the following and replace them with your own terminology and current dates:
   1. <<INSERT ORGANIZATION NAME>>
   2. <<MM/DD/YYYY>>
   3. <<HIRING MANAGER TITLE>>
   4. <<YYYY>>
   5. Search all blanks (\_\_\_\_\_\_\_\_\_) and fill them in.
3. Fill in page one.
4. Next, review all of the highlighted portions of the document and either delete them if they do not apply to your organization or revise them to align with your organization’s policies. We have left unhighlighted the sections that are general policy that likely apply to any organization or are the minimum policies required by the State of Washington. Highlighted sections are those that vary by employer.
5. Finally, re-read the full document for accuracy and ask a board member or executive employee to review it as well.
6. Print this out and add it to your manager binder each year.

**<<INSERT ORGANIZATION NAME>>**

**Farmers Market Personnel Policies**

*The basis of this fillable document is courtesy of Seattle Neighborhood Farmers Market Association.*

Effective Date: <<MM/DD/YYYY>>

**MISSION STATEMENT**

**<<YYYY>> MARKET DATES & LOCATIONS**

**SECTION 1 – Personnel**

**TEAM ROLES**

Name, Position/Title:

Go to person for:

Email address:

Name, Position/Title:

Go to person for:

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Name, Position/Title:

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Name, Position/Title:

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Name, Position/Title:

Go to person for:

Email address:

**SECTION 2 – General Policies**

**EQUAL EMPLOYMENT OPPORTUNITY POLICY**

<<INSERT ORGANIZATION NAME>> is an equal opportunity employer. All employees and applicants for employment will be treated fairly, without regard to race, color, national origin, age, sex, religion, physical or mental disability, sexual orientation, gender, marital status, veteran status, or any other basis protected by local, state, or federal law. This policy applies regarding all aspects of one’s employment, including hiring, transfer, promotion, compensation, eligibility for benefits, and termination.

**AT-WILL EMPLOYMENT**

Employment with <<INSERT ORGANIZATION NAME>> is “at-will”, meaning the employee or <<INSERT ORGANIZATION NAME>> may end the employment relationship at any time, with or without cause. The only exception to this policy would be a written contract of employment, signed by the employee and the <<HIRING MANAGER TITLE>>. As a condition of employment, please confirm your understating of this policy by signing the Employee Acknowledgement at the end of these policies.

**ANTI-HARASSMENT POLICY**

<<INSERT ORGANIZATION NAME>> strictly prohibits harassment or discrimination on the basis of race, color, national origin, age, sex, religion, physical or mental disability, sexual orientation, gender, marital status, veteran status, or any other characteristic protected by applicable law.

This prohibition applies to all employees, vendors, clients, or customers. No employee is expected to tolerate any conduct prohibited by this policy from anyone while at work or while engaged in company business.

**Sexual Harassment**

Sexual harassment prohibited by this policy includes any unwelcome sexual advances, requests for sexual favors, or visual, verbal, or physical conduct of a sexual nature when:

▪ Submission to such conduct is used as a basis for employment decisions affecting the employee;

▪ Such conduct has the purpose or effect of unreasonably interfering with an employee’s work performance or creating an intimidating, hostile, or offensive working environment.

**Other Types of Harassment**

Other prohibited harassment includes, but is not limited to, the following examples:

▪ Threats, epithets, derogatory comments or slurs;

▪ Derogatory posters, photographs, cartoons, drawings, or gestures;

▪ Written communications that could offend individuals in a particular group, such as references to racial or ethnic stereotypes or caricatures;

▪ Making or threatening retaliation for reporting or threatening to report harassment or for participation into an investigation of a harassment complaint.

**Complaint Procedure**

An employee who believes they have been subjected to harassment should immediately inform the offending employee to stop their unwanted behavior. The employee should also immediately report the behavior, in writing, to the <<HIRING MANAGER TITLE>>. If an employee does not agree with the outcome of a complaint brought to the attention of the <<HIRING MANAGER TITLE>>, the employee should follow the Grievance Procedure below.

**Investigation and Discipline**

When the <<INSERT ORGANIZATION NAME>> is made aware of a situation that may violate this policy, an immediate, thorough, and objective investigation will be undertaken. The <<INSERT ORGANIZATION NAME>> will protect the confidentiality of those involved to the extent possible, consistent with the need to investigate and resolve the complaint.

Appropriate action will be taken against an employee found to have engaged in prohibited harassment to ensure that the conduct will not reoccur. An employee found in violation of this policy may be subject to corrective action up to and including termination of employment. The type of corrective action taken will depend on the severity of the conduct as well as other factors presented.

The <<INSERT ORGANIZATION NAME>> strictly prohibits any form of retaliation against any employee for reporting harassment in good faith, for using this complaint procedure, or for filing, testifying, assisting, or participating in any manner in any investigation.

**GRIEVANCE PROCEDURE**

At times you may feel that situations have arisen with your job, other employees, or customers with which you do not feel comfortable. A frank, open discussion between an employee and their immediate supervisor or the <<HIRING MANAGER TITLE>> is the best way to resolve these situations, problems, or misunderstandings. In such instances, we encourage you to follow this procedure:

1. Discuss the situation with your immediate supervisor or <<HIRING MANAGER TITLE>>.

2. If you are not comfortable discussing the matter with your supervisor and/or <<HIRING MANAGER TITLE>>, or doing so does not solve the problem, you should submit a written description of the issue to the <<INSERT ORGANIZATION NAME>> Board President. If necessary, the Board President will convene a group consisting of a manager or administrator, a board member, and the President. This group will attempt to provide you with support and guidance.

**CODE OF CONDUCT**

Employees must conduct themselves professionally, respectfully and appropriately at all times, whether in the office or at the market, on <<INSERT ORGANIZATION NAME>> business, or while representing the <<INSERT ORGANIZATION NAME>> in any manner. Employees represent the <<INSERT ORGANIZATION NAME>> first and foremost and should use every opportunity to further the public’s understanding of the organization and its mission.

The <<INSERT ORGANIZATION NAME>> will take corrective action with any employee who fails to adhere to this expectation. The form of corrective action will depend on the circumstances, and may include a verbal or written warning, suspension, or termination from employment. Examples of conduct that could result in immediate termination from employment include, but are not limited to:

▪ Violation of an <<INSERT ORGANIZATION NAME>> policy;

▪ Carrying or using a weapon of any kind while working;

▪ Violence or threatened violence;

▪ Causing willful injury or harm to, or endangering the health and safety of another while working;

▪ Conduct displaying lack of honesty or integrity;

▪ Insubordination;

▪ Falsifying employment records;

▪ Establishing a pattern of excessive absenteeism or tardiness;

▪ Disregarding safety protocols;

▪ Theft or abuse of <<INSERT ORGANIZATION NAME>>, vendor, or employee property or assets;

▪ Accepting a gift i.e., an item that has a value of more than $25 or any item intended to induce unfairly a return favor, from vendors or others with whom <<INSERT ORGANIZATION NAME>> does business. Please note: accepting perishable goods from vendors at the end of the market does not constitute a gift; the <<INSERT ORGANIZATION NAME>> considers it to be generosity of vendors.

**CONFIDENTIALITY**

The <<INSERT ORGANIZATION NAME>> trusts employees to respect the organization’s and the vendor’s confidential information. All information learned on the job regarding <<INSERT ORGANIZATION NAME>>’s business affairs, sponsors, vendor information, operations, donors, or activities must be kept confidential. Discussing any confidential information learned on the job with anyone outside of <<INSERT ORGANIZATION NAME>> who does not have a “need to know” is not allowed. If you have questions, feel free to ask the <<HIRING MANAGER TITLE>>.

Misappropriating vendor lists, pricing practices, formulas, methods, and techniques of doing business is also prohibited and, in serious case of abuse, may subject the offender to civil and criminal penalties. The removal or disclosure of confidential materials or information to those not entitled to such information is grounds for discipline, up to and including termination.

**CONFLICT OF INTEREST**

**<<INSERT ORGANIZATION NAME>> Employees as Vendors’ Employees**

To eliminate any real or perceived conflicts of interest that may arise, <<INSERT ORGANIZATION NAME>> employees are only permitted to be concurrently employed by market vendors if the following conditions are met:

1. <<INSERT ORGANIZATION NAME>> employees must notify the Personnel Specialist if they are concurrently employed with any market vendors. <<INSERT ORGANIZATION NAME>> employees must also identify if they will be scheduled to sell for those vendors at any <<INSERT ORGANIZATION NAME>> markets, and if so which markets.

2. <<INSERT ORGANIZATION NAME>> employees will not be placed on the regular market schedule for any markets in which they will be scheduled to sell for a market vendor.

3. <<INSERT ORGANIZATION NAME>> employees must not be regularly performing any tasks for <<INSERT ORGANIZATION NAME>> that require them to access sensitive information, including sales records of other market vendors.

**<<INSERT ORGANIZATION NAME>> Employees as Vendors**

A market vendor who is also employed by the <<INSERT ORGANIZATION NAME>> must meet the following guidelines to vend at a <<INSERT ORGANIZATION NAME>> market:

1. The employee may not be a member of the on-site staff for the market at which their business vends.

2. The employee may not have a role in any decisions regarding vendor selection for the market at which their business vends.

3. The employee must apply using the same process used by all vendor applicants.

4. The <<INSERT ORGANIZATION NAME>> staff charged with determining vendor mix for said market will write and keep on file a statement, signed by the <<INSERT ORGANIZATION NAME>> <<HIRING MANAGER TITLE>>, confirming the following:

▪ Vendor was allowed entry into the market solely based on product mix/merit.

▪ Vendor was not granted any special consideration due to being <<INSERT ORGANIZATION NAME>> staff or having relationships with <<INSERT ORGANIZATION NAME>> staff making decisions regarding vendor selection for that market.

▪ Other similar businesses who have applied or been placed on a waitlist for the market prior to the employee’s business applying have been given consideration first. In such circumstances, a non-confidential written statement explaining the staff’s decision-making process and the reasons the employee’s business was allowed entry into the market will be kept on file.

5. The employee will sign a written agreement acknowledging items #1 and #2 above.

**DRUG AND ALCOHOL POLICY**

The <<INSERT ORGANIZATION NAME>> prohibits employees from any involvement with alcohol or drugs on <<INSERT ORGANIZATION NAME>> property, while they are conducting <<INSERT ORGANIZATION NAME>> business, or while representing the <<INSERT ORGANIZATION NAME>>. The <<INSERT ORGANIZATION NAME>> prohibits the use, sale, manufacture, possession, or illegal distribution of alcohol, or other controlled substances on company premises, while conducting company business, or during working time including meal and rest periods.

Employees are prohibited from reporting to work under the influence of alcohol or drugs. An employee who is taking a prescription drug that may affect their ability to safely perform work should discuss their situation with the <<HIRING MANAGER TITLE>> and obtain permission before beginning work.

The <<INSERT ORGANIZATION NAME>> acknowledges and accepts that occasionally employees may consume alcohol in a social setting either at an <<INSERT ORGANIZATION NAME>> sponsored event or with clients, potential clients, vendors or guests, away from <<INSERT ORGANIZATION NAME>> premises. In these circumstances, the consumption of alcohol will not be considered a violation of this policy if (1) the employee consumes alcohol responsibly and in a moderate amount; (2) the employee’s consumption of alcohol does not impair the employee’s judgment or jeopardize the safety of the employee or others; and (3) the employee’s consumption of alcohol does not violate any laws concerning the consumption of alcohol or being under the influence of alcohol.

**DRESS AND PERSONAL ATTIRE**

Employees are expected to dress professionally and appropriately for an office or market environment. Employees should be well groomed and maintain an overall neat appearance while performing responsibilities for the <<INSERT ORGANIZATION NAME>>. Market Managers and Market Staff Uniform Requirements:

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**VEHICLE POLICY**

At times employees may be required to use their personal vehicle for business purposes.

Reimbursement for operating the vehicle will be calculated by multiplying the number of miles traveled by the most current Standard Mileage Rates published by the IRS.

To use a personal vehicle for work-related tasks, all <<INSERT ORGANIZATION NAME>> employees must have a current Driver’s License and maintain proof of insurance/liability coverage. Employees should not transport volunteers or people other than <<INSERT ORGANIZATION NAME>> staff in their personal vehicles. Acceptable scenarios for using a personal vehicle and requesting reimbursement include farm visits, traveling between multiple markets on the same day, transporting substantial equipment to operate the market, going to the bank, or meeting a community partner.

**Mileage Reimbursement**

Mileage will be reimbursed for the round-trip distance between the employee’s work site and the location of the business function or errand, but only in excess of their normal commute to/from <<INSERT ORGANIZATION NAME>>’s offices. In other words, if an employee is taking advantage of a relaxed work-from-home environment, they must still deduct the mileage of their normal commute when claiming reimbursement for business purposes. Mileage amounts should be verifiable through available websites (e.g. Google Maps) using the “shortest route” option. Other expenses such as parking will be reimbursed at the actual cost with the original itemized receipt.

Employees must submit their reimbursement requests no later than the 10th of each month following the month in which the miles were incurred.

**How to Submit Reimbursement**

Submissions must be submitted no later than the 10th of each month.

Complete a Mileage Reimbursement Form

Submit reimbursement

**Travel Examples**

To comply with employment and tax law, the simplest way to think about calculating mileage reimbursement, the roundtrip loop can begin and end at the <<INSERT ORGANIZATION NAME>> office.

Example #1: A staff member is working from home but visiting Whistling Train Farm that afternoon. Their typical commute is 10 miles one way, and Whistling Train Farm is 25 miles South of the <<INSERT ORGANIZATION NAME>> Office. Mileage reimbursement would be for 50 miles roundtrip:

Trip 1 – Home to Whistling Train Farm, 35 miles (minute 10-mile commute), only 25 miles are reimbursable

Trip 2 – Whistling Train Farm to Home, 35 miles (minus 10-mile commute), only 25 miles are reimbursable

Example #2: A staff member is visiting multiple markets on Sunday as part of their regular duties and work week, and they depart from their home. Their normal commute to the <<INSERT ORGANIZATION NAME>> offices is 4.2 miles one way.

Trip 1 – Home to Capitol Hill Farmers Market, 5 miles (minus 4.2-mile commute), only .8 miles are reimbursable

Trip 2 – CHFM to West Seattle Farmers Market, 7.4 miles are reimbursable

Trip 3 – WSFM to Home, 8.6 miles (minus 4.2-mile commute), only 4.4 miles are reimbursable

**AAA Requirement**

Market Managers are required to maintain an American Automobile Association (AAA) membership. <<INSERT ORGANIZATION NAME>> will pay the cost of membership. Contact the Programs Coordinator to setup an account.

**TRAVEL GUIDELINES**

While regular travel is not generally a part of <<INSERT ORGANIZATION NAME>>’s normal operations situations do arise in which staff may need to travel across the state on <<INSERT ORGANIZATION NAME>> business. <<INSERT ORGANIZATION NAME>> has adopted the federal reimbursement rate to use for meals and incidentals per diem reimbursement. Rates will be based on travel destinations. All travel plans and associated budgets should be discussed with and approved in advance by the <<HIRING MANAGER TITLE>>. Differences in expenses over the stated per diem rates will not be reimbursed. Travel reimbursement requests must be submitted within thirty (30) days of incurring expenses.

**SECTION 3 – Employee Classification and Scheduling**

**EXEMPT EMPLOYEES**

Exempt employees are those that are excluded from the overtime pay requirements of the Fair Labor Standards Act. Exempt employees are paid a salary and are expected to work beyond their normal work hours whenever necessary to accomplish the work of <<INSERT ORGANIZATION NAME>>. Exempt employees are not eligible to receive overtime compensation.

**NON-EXEMPT EMPLOYEES**

Non-exempt employees are those workers that are not exempt from the Fair Labor Standards Act rules concerning minimum wage, overtime, and holiday pay. Non-exempt employees are eligible for overtime pay of 2 times the regular hourly rate of pay for all hours worked over 40 per work week. All overtime must be approved in advance.

**PART-TIME**

Regular employees who work fewer than 25 hours per week on average receive part-time classification. Part-time employees are eligible to accrue Seattle Sick and Safe leave and are eligible for commuter benefits and a clothing allowance, but are not eligible for PTO, health care coverage, flexible spending accounts, or retirement benefits.

**FULL-TIME**

Regular employees who work at least 25 hours per week on average receive full-time classification. Full-time employees are eligible for PTO, health care coverage, flexible spending accounts, retirement benefits, commuter benefits, and a clothing allowance, but are not eligible for Seattle Sick and Safe leave.

**TEMPORARY**

From time to time the <<INSERT ORGANIZATION NAME>> may hire employees for specific projects or periods of time. Temporary employees may work either part time or full-time, but generally are scheduled to terminate by a certain date. Temporary employees who remain on duty past the scheduled termination remain classified as temporary. Temporary employees are eligible to accrue Seattle Sick and Safe leave and are eligible for commuter benefits and a clothing allowance, but are not eligible for PTO, health care coverage, flexible spending accounts, or retirement benefits.

**MARKET MANAGERS / ADMINISTRATIVE STAFF (MM/AS)**

**HOURS OF WORK (MM/AS)**

<<INSERT ORGANIZATION NAME>> operates every day of the week including weekends throughout the year. Employees may be scheduled to work weekends on a regular basis.

**REGULAR SCHEDULE (MM/AS)**

Market Managers and Administrative staff should keep and communicate a regular work schedule, including overlap with regular office hours.

**REMOTE WORK (MM/AS)**

While working remotely employees must be available by phone, email, and other online platforms regularly utilized by <<INSERT ORGANIZATION NAME>>. Employees are expected to be responsive to co-workers and vendors, and to have the ability to attend meetings, as necessary.

**DYNAMIC SCHEDULING (MM/AS)**

An employee’s individual schedule may be adjusted by <<INSERT ORGANIZATION NAME>> leadership to accommodate market schedules and additional off-site work. Seasonal changes to work schedule are to be expected for many positions within <<INSERT ORGANIZATION NAME>> and should be clearly communicated. All employees are expected to be flexible in adjusting work hours to accommodate the business needs of the <<INSERT ORGANIZATION NAME>>.

Salaried employees may vary the number of hours worked per day, according to workload, so long as total hours per work week are met and there is significant overlap with regular business hours.

**PARTIAL DAY ABSENCES**

Non-exempt employees must use appropriate paid leave to cover partial day absences of two or more hours occurring on their regularly scheduled workday. Alternatively, with supervisor approval, a non-exempt employee may make up those hours by working additional hours on another day during the work week in which the partial day absence occurred.

Overtime-exempt employees are expected to work to complete their job responsibilities, which sometimes may involve working extra hours. Therefore, an occasional partial-day absence does not require the use of paid leave. Such absences should not be frequent and should be approved in advance by a direct supervisor.

**FLEX TIME (MM/AS)**

The <<INSERT ORGANIZATION NAME>> will attempt to manage staffing and workloads to keep FLSA-exempt employees’ hours around forty (40) hours per week, but responsibilities will occasionally require more hours. For these FLSA-exempt positions, hours worked that exceed 40 hours in a work week are not eligible for overtime pay. Staff working in FLSA-exempt positions who worked more than 40 hours during a work week may choose to take compensatory time off equal to the number of hours worked in excess of 40 hours. The compensatory time off should be taken within two-weeks of the work week in which the excess hours were attributed and cannot be accumulated to accommodate extended time away from work.

**RECORDING TIME WORKED (MM/AS)**

Employees must record their hours of regular work, holidays, and paid time off on their bi-weekly timesheets. All hours should be reported to the nearest quarter hour (15 minutes). Timesheets are due at noon on the Monday following the close of the pay period. The pay period closes every other Saturday.

Employees will receive timesheet due dates at the beginning of each calendar year. Timesheets are expected to be filled out completely and respect the deadlines provided for payroll processing to stay on posted schedule.

**MARKET STAFF (MS)**

**MARKET STAFF PAY SCALE (MS)**

For <<YYYY>>, <<INSERT ORGANIZATION NAME>> has adopted the following compensation scale for Market Staff positions:

1st year: $\_\_\_\_\_\_/hr (base rate),

2nd year: $\_\_\_\_\_\_/hr,

3rd year: $\_\_\_\_\_\_/hr,

4+ years:

**SCHEDULE (MS)**

Market Staff are generally hired for specific shift(s) at specific market(s). The general expectation is that the Market Staff person will be scheduled for and continue to work that shift until otherwise requested or rescheduled.

The schedule is generally prepared several months in advance and changes seasonally. Seasonal changes generally occur in May/June and September/October when the seasonal markets open and close. The schedule is made available to all staff.

**TARDINESS (MS)**

Staff are expected to know their schedule and to arrive on time for scheduled shifts. Call your Market Manager on the market cell phone to inform them if you are running late. Provide your estimated time of arrival.

**SEATTLE SICK AND SAFE TIME ORDINANCE (MS)**

Sick and Safe Time (SST) is available to all part-time and temporary employees. Full-time employees do not receive SST because they are allotted 3-4 weeks of paid time off dependent on number of years of service.

Part-time and temporary employees who do not receive paid time off (PTO), will accrue SST at a rate of one (1) hour per every forty (40) hours worked. Accrual begins immediately on date of hire. Employees may begin to use accrued SST after a 90-day waiting period. Up to 40 hours of unused SST may carry forward to the following year. Seattle policies replace Washington State policies, they do not add to them.

Sick time can be used for:

• An employee’s mental or physical illness, injury, health condition, need for medical diagnosis care or treatment of a mental or physical illness, injury or health condition, or an employee’s need for preventive medical care.

• An employee’s need to provide care for a family member with an illness, injury or medical appointment, etc. Safe time can be used for:

• An employee’s place of business has been closed by order of a public official to limit exposure to an infectious agent, biological toxin or hazardous material.

• An employee’s need to care for a child whose school or place of care has been closed by order of a public health official to limit exposure to an infectious agent, biological toxin or hazardous material.

• For reasons related to domestic violence, sexual assault or stalking that affect the employee, the employee’s family member or the employee’s housemate.

**WASHINGTON SICK LEAVE MINIMUM REQUIREMENTS**

Employees will be provided one hour of paid sick leave for every 40 hours worked. Paid sick leave will be provided to all employees regardless of full-time, part-time, temporary, or seasonal status. All hours that an employee works will be counted towards accrual, regardless of how many hours they work in a given week or pay period, including overtime hours. Employees may use paid sick leave for themselves or their family members for any of the following reasons:

* A mental or physical illness, injury, or health condition.
* To diagnose, care for, or treat a mental or physical illness, injury, or health condition.
* To receive preventive medical care.
* For leave that qualifies under the state’s Domestic Violence Leave Act.
* If an employee's workplace, or their child's school or place of care, has been closed by order of a public official for a health-related reason.

Employees will carry over their accrued, unused paid sick leave balances of 40 hours or less from one accrual year to the next. When unused paid sick leave is carried over to the following year, paid sick leave hours continue to accrue in addition to the amount carried over. There is no cap on the amount of hours an employee can accrue within your accrual year.

**NO CALL, NO SHOW (MS)**

No call, no shows are unacceptable and may result in termination.

**UNEXPECTED ABSENCE/CALLING IN SICK *(WITHIN 48 HOURS OF YOUR SHIFT)* (MS)**

▪ If you are sick you must attempt to find coverage for your shift. This means you must:

▪ Provide as much **notice** as possible.

▪ **Call at least three staff** members and ask them to cover your shift. Staff contact list is available on market staff schedule.

▪ If no staff member is available to cover your shift, call the Market Manager or Personnel Specialist.

▪ If a staff member is available, call the Market Manager or Personnel Specialist to inform them of the changes.

▪ Do not come to work if you are exhibiting any symptoms of illness.

▪ **NO TEXTING.** Text message call outs are not acceptable and will be considered a no call, no show. Calling and leaving a voicemail is acceptable.

**REQUESTING TIME OFF (MS)**

Requests for time off must be submitted a minimum of three (3) weeks in advance of the requested time off. Requests for time off surrounding major holidays should be submitted at least four (4) weeks in advance. <<INSERT ORGANIZATION NAME>> makes an effort to honor time-off requests, while taking into consideration market hours, employee’s length of service, length of notice given, previous requests for time off, number of other employees off, in-market events/programming, or employee’s special circumstances. While rare, <<INSERT ORGANIZATION NAME>> can refuse employees’ requests for time off and require staff to seek coverage on their own.

**SWITCHING SHIFTS (MS)**

Arranging for time off within three (3) weeks of a scheduled shift must be organized among Market Staff. Market Staff are responsible for finding coverage for their shift and asking for approval from the <<HIRING MANAGER TITLE>>. The <<HIRING MANAGER TITLE>> will respond to your request in a timely manner, but you are always welcome to follow up with them directly if you have not heard back. Keep in mind that if you have another staff person cover your shift, the addition of your shift cannot cause them to work more than 40 hours in that week.

IN SUMMARY:

▪ Changes 7+ days in advance: Confirmed changes to the schedule must be sent to <<HIRING MANAGER TITLE>> via email at the time of confirmation. The email should be from the Market Staffer that has secured coverage and include the Staffer providing coverage.

▪ Changes w/in 7 days of shift: Confirmed changes must be sent to <<HIRING MANAGER TITLE>> via email at the time of confirmation. The email should be from the Market Staffer that has secured coverage and include the Staffer providing coverage.

▪ Changes 48 hours or less: Market Staffer must alert the <<HIRING MANAGER TITLE>> via market and/or personal cell phone immediately that they are looking for coverage. Staffer must keep <<HIRING MANAGER TITLE>> in the loop on their progress securing coverage for their shift.

**REST AND MEAL BREAKS (MS)**

Hourly non-exempt and exempt employees, whether full or part-time, are entitled to one (1) ten (10) minute paid rest break per every four (4) hours worked and a thirty (30) minute meal break if scheduled for more than five (5) hours. <<INSERT ORGANIZATION NAME>> provides staff with paid meal break although Washington State does not require it. A meal break must be taken before five (5) consecutive hours are worked. Employees may work through the meal break if they prefer, and their supervisor agrees.

**RECORDING TIME WORKED (MS)**

This policy aims to establish fair, consistent, and accurate timekeeping practices across <<INSERT ORGANIZATION NAME>> markets. Market Staff must record their time and total hours worked on the market timesheet. All hours should be reported to the nearest quarter hour (15 minutes). Staff report both their start time and end time at the conclusion of their shift. Staff record their start time as the time when they arrive and begin working. When a staff person is approved to leave prior to completing all work, they must record the end time as their actual time of departure.

Any additional hours worked outside of the market schedule must be reported to the<<HIRING MANAGER TITLE>> by email within 24 hours of the additional work.

**OVERTIME (MS)**

Non-exempt employees who work over forty (40) hours in a workweek will be paid overtime at the rate of one and one‑half (1½) times their hourly rate, calculated in accordance with the law. Non‑worked hours such as vacation, sick time, or other personal time off are not counted as time worked for calculating overtime hours. Non-exempt employees must receive approval to work beyond forty (40) hours per week from their immediate supervisor.

**SECTION 4 – Pay and Performance**

**PAY PERIODS**

All employees will be paid on a bi-weekly basis via direct deposit. Pay periods are two (2) weeks – fourteen (14) days - beginning on a Sunday and ending on a Saturday. Hours worked per pay period will depend on employee status.

**CHECK-INS**

The goals for check-ins are to provide additional opportunities for open dialogue, feedback, and personal development more frequently and informally than an annual review.

Supervisors of year-round employees are encouraged to perform check-ins no less than monthly with their direct reports. Check-ins should be scheduled consistently and provide an opportunity for both parties to address what is working, what is not working - with an eye toward bringing solutions to the table and setting monthly goals. Both parties should prepare for the check-ins with the supervisor taking notes of the conversation.

**ANNUAL PERFORMANCE REVIEW & REFLECTIONS**

All regular, full-time employees will have at least one review on an annual basis. Supervisors and employees should set written, quantifiable annual goals and objectives, and should provide regular feedback on work performance.

Market Staff will typically have an end-of-season review and reflection.

**SECTION 5 – Benefits**

**COMMUTER BENEFITS**

The <<INSERT ORGANIZATION NAME>> offers a commuter benefits program to all <<INSERT ORGANIZATION NAME>> employees. The program allows employees to opt to have money deducted from their paychecks on a pre-tax basis to cover eligible commuting expenses. The <<INSERT ORGANIZATION NAME>> will match pre-tax deductions up to $40 per month per employee to be loaded onto an employee’s ORCA card. Contact the Bookkeeper or Personnel Specialist for more information.

**HEALTH SAVINGS ACCOUNT**

Eligible employees who are enrolled in a qualifying high deductible health plan (HDHP) through <<INSERT ORGANIZATION NAME>> may also enroll in an <<INSERT ORGANIZATION NAME>> sponsored health savings account (HSA). HSA’s are managed through a third party and all contributions and reimbursements will be submitted through the third party’s online portal.

**RETIREMENT BENEFIT**

All regular, full-time employees may participate in a 401(K)-retirement savings plan. The <<INSERT ORGANIZATION NAME>> will begin matching 401(K) contributions after 1 year of employment. The <<INSERT ORGANIZATION NAME>> will match contributions up to 5% of employee’s gross annual salary according to the following schedule:

After 1 year employment – up to 3% match

After 2 years employment – up to 4% match

After 3 years employment – up to 5% match

**SECTION 6 – Time Off**

**HOLIDAYS**

The <<INSERT ORGANIZATION NAME>> observes the following holidays:

| **Date** | **Holiday** |
| --- | --- |
| Wednesday, January 01 | New Year’s Day |
| Monday, January 20 | Birthday of Martin Luther King, Jr. |
| Monday, January 20 | Inauguration Day |
| Monday, February 17 | Washington’s Birthday |
| Monday, May 26 | Memorial Day |
| Thursday, June 19 | Juneteenth National Independence Day |
| Friday, July 04 | Independence Day |
| Monday, September 01 | Labor Day |
| Monday, October 13 | Columbus Day |
| Tuesday, November 11 | Veterans Day |
| Thursday, November 27 | Thanksgiving Day |
| Thursday, December 25 | Christmas Day |

When a salaried employee is required to work on a holiday, they may take an alternate day off during the same pay period as the holiday. If they are unable to take an alternate during the pay period, the holiday will be forfeited. When a holiday falls on a salaried employee’s regularly scheduled day off, they may take an alternate day off during the same pay period as the holiday. If they are unable to take an alternate during the pay period, the holiday will be forfeited.

**PAID TIME OFF**

Paid time off (PTO) is available to full-time employees to use for any reason. In the first year of employment, PTO will be prorated based on date of hire and calculated as: remaining work weeks in the current calendar year divided by 52, multiplied by 120 hours. In the second year of employment, PTO will be earned at a rate of 120 hours. In the third year of employment and subsequent years thereafter, PTO will be earned at a rate of 160 hours per year. PTO balances will be front-loaded on January 1, or date of hire, and will be prorated and adjusted upon separation.

**PTO Requests & Tracking**

Paid time off of more than three (3) days must be requested from an employee’s immediate supervisor, preferably thirty (30) days in advance. Requests should include a plan for market coverage when applicable. Requests must be submitted via email and will be responded to within one (1) week of receipt. As a general rule of thumb, only one Market Manager will be granted time off per weekend during peak season (May – October).

All staff and supervisors are responsible for communicating their approved PTO and out-of-office plans widely across the organization.

PTO balances will be printed on pay stubs.

**Carry Over**

Employees will be permitted to carry over no more than forty (40) hours of unused PTO from one calendar year to the next.

**Separation**

Upon separation from employment, <<INSERT ORGANIZATION NAME>> will pay an employee for up to a maximum of one hundred twenty (120) hours of unused PTO. Before unused PTO is paid out, PTO balances will be adjusted and prorated based on date of separation and calculated as: current PTO balance less- (remaining work weeks in the current calendar year divided by 52, multiplied by the number of hours that were front-loaded in the current year.) Additionally, if the date of separation is prior to the calendar observation of any floating holidays, 8 hours of PTO will be deducted for each floating holiday which has not yet occurred at time of separation. If an employee terminates employment with <<INSERT ORGANIZATION NAME>> and is rehired within 12 months of separation, they are entitled to retain any accrued PTO that was not paid out at time of separation and will resume their PTO accrual schedule.

**WASHINGTON PAID FAMILY AND MEDICAL LEAVE**

The Employment Security Department administers the Paid Family and Medical Leave program. The program is a state-run insurance benefit passed by the Legislature in 2017. It allows most employees to receive up to 12 weeks of paid leave for:

• Bonding after the birth or placement of a child.

• An employee’s serious health condition.

• A serious health condition of a qualifying family member.

• Certain military events.

Benefits provide a percentage of the employee’s gross wages each week while the employee is on approved leave. To receive benefits under the Paid Family and Medical Leave program, you must have worked a total of at least 820 qualifying hours during the previous 12 months. Visit paidleave.wa.gov for full details.

**SECTION 7 – Leaving Employment**

**NOTICE OF RESIGNATION**

Employees voluntarily resigning employment must provide at least two (2) weeks of notice (and preferably much more) to their immediate supervisor.

**SEPARATION FROM EMPLOYMENT**

An employee leaving employment with the <<INSERT ORGANIZATION NAME>> must return all company property before their last day of work.

Upon separation, the employee will be paid their final paycheck on the next regular payday. The final paycheck will include any accrued but unused vacation, up to three weeks, in addition to reimbursement for any remaining travel and/or business expenses.

**EXIT INTERVIEW**

All employees leaving <<INSERT ORGANIZATION NAME>> are encouraged to participate in a confidential exit interview prior to their last day of employment.

**Important Notice**

The information contained in this handbook is designed to provide employees of the <<INSERT ORGANIZATION NAME>> with an overview of employment policies. All statements are intended as genuine in nature.

This handbook is not a contract of employment. The <<INSERT ORGANIZATION NAME>> reserves the right to make changes, additions, or deletions at any time, with or without notice.

Additionally, nothing in this handbook should be construed as a promise or guarantee of employment or specific treatment in a specific situation. The <<INSERT ORGANIZATION NAME>> reserves the right to terminate one’s employment at any time, with or without cause.

The policies contained have been adopted with the intent to fully comply with all applicable laws governing employment practices and procedures in the state of Washington. Nonetheless, if any policy contained in this handbook conflicts in any way with a federal, state, or local law, it is the intent of the <<INSERT ORGANIZATION NAME>> to fully comply with the applicable law.

Questions about this handbook should be directed to the <<HIRING MANAGER TITLE>>.

**EMPLOYEE ACKNOWLEDGMENT**

By signing below, the <<INSERT ORGANIZATION NAME>> employee acknowledges that they received the <<INSERT ORGANIZATION NAME>> Personnel Policies (effective date:\_\_\_\_\_\_\_\_\_\_\_) and read through them thoroughly.

The employee additionally acknowledges that:

▪ The contents of the Personnel Policies do not constitute a contract of employment or guarantee of employment for any fixed period of time;

▪ Employment with the <<INSERT ORGANIZATION NAME>> is “at will” and may be terminated at any time, with or without cause;

▪ <<INSERT ORGANIZATION NAME>> reserves the right to change its policies, procedures, or benefits at any time, with or without notice;

▪ These Personnel Policies supersede any and all prior personnel policies or employee handbooks provided to me.

Employee Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employee Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employer Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Employer Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_