

TWHBEA Employee Handbook



12/01/2018



HANDBOOK DISCLAIMER

We prepared this handbook to help employees find the answers to many questions that they may have regarding their employment with TWHBEA. Please take the necessary time to read it.

We do not expect this handbook to answer all questions. Supervisors and Human Resources also serve as a major source of information.

Neither this handbook nor any other verbal or written communication by a management representative is, nor should it be considered to be, an agreement, contract of employment, express or implied, or a promise of treatment in any particular manner in any given situation, nor does it confer any contractual rights whatsoever. TWHBEA adheres to the policy of employment at will, which permits the Association or the employee to end the employment relationship at any time, for any reason, with or without cause or notice.

No Association representative other than Executive Director may modify at-will status and/or provide any special arrangement concerning terms or conditions of employment in an individual case or generally and any such modification must be in a signed writing.

Many matters covered by this handbook, such as benefit plan descriptions, are also described in separate Association documents. These Association documents are always controlling over any statement made in this handbook or by any member of management.

This handbook states only general Association guidelines. The Association may, at any time, in its sole discretion, modify or vary from anything stated in this handbook, with or without notice, except for the rights of the parties to end employment at will, which may only be modified by an express written agreement signed by the employee and Executive Director.

This handbook supersedes all prior handbooks.

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Section 1 - Governing Principles of Employment

1-1 Introduction

For employees who are commencing employment with Tennessee Walking Horse Breeders' and Exhibitors Association ("TWHBEA" or the "Association"), on behalf of TWHBEA, let me extend a warm and sincere welcome.

For employees who have been with us, thanks for your past and continued service.

I extend my personal best wishes for success and happiness here at TWHBEA. We understand that it is our employees who provide the services that our customers rely upon, and who will enable us to create new opportunities in the years to come.

Rory Williams , Executive Director/CEO

1-2 About TWHBEA

Our Association was incorporated in 1935 as The Tennessee Walking Horse Breeders' Association of America. In 1974, the corporate name was amended to the Tennessee Walking Horse Breeders' and Exhibitors' Association (TWHBEA).

The original purpose of the Association was to collect, record, and preserve the pedigrees of Tennessee Walking Horses and to address other matters pertaining to the breeding, exhibiting, or selling of Tennessee Walking Horses. In 1974, the charter was amended, adding to its original purpose, "To do all things for the betterment of the Tennessee Walking Horse industry".

The principal place of business of the Association is in Lewisburg, Marshall County, Tennessee. The activities of the Association are divided into functional operating divisions as defined in Article VI of the TWHBEA Bylaws. Each division is overseen by a vice president and managed by a committee.

1-3 TWHBEA Headquarters Building

The Tennessee Walking Horse Breeders' and Exhibitors' Association is located at 250 North Ellington Parkway in Lewisburg, Tennessee.

Construction for this building began in 1961 and was completed in 1969; staff members occupied the building in November of that year. The former association offices, downtown on the square of Lewisburg, TN, were sold to another entity yet they are empty currently. The building now in use has become an icon to the City of Lewisburg and the citizens of Marshall County. In fact, it has been featured in several publications throughout the years. The entry walkway features all the World Grand Champion portraits and is a favorite for visitors to photograph. The banquet facilities were added in 1985 and besides being used for banquets, board of directors' meeting and general assembly area for the membership, it is rented out to members of the public for banquets, wedding receptions and other large meetings. It features a full kitchen, seating for 250 participants and rents for \$600.

Visitor parking is located in front of the building. Staff parking is located behind our building near the banquet hall wing.

1-4 History of the Tennessee Walking Horse

The “world’s greatest show, pleasure and trail horse” – the first breed of horse to bear a state name – is the Tennessee Walking Horse. This magnificent horse was born from the need of plantation owners to have the smoothest gaited mounts for their long days in the saddle. The Tennessee Walking Horse’s lineage began with the crossbreeding of the Narragansett and the Canadian Pacer with the Confederate Pacer and the Union Trotter during the War Between the States.

The years of the South’s reconstruction brought into the mix the bloodlines of the Thoroughbred, the Standardbred, the Morgan, and the American Saddlebred. All were fused into one animal and nurtured in the middle Tennessee Bluegrass Region. The result, over several years, was our beloved Tennessee Walking Horse.

The old Plantation-type horse was not trained for showing in those days. History reflects the strong influence this animal has had in the building of this great land and in the daily lives of our ancestors. Mainly used for utility and riding stock, the horse gained wide popularity for its ease of gait and ability to stride faultlessly over hills and through the valleys of the rocky middle Tennessee terrain. It was most often used as a utility animal for all types of farm work, as well as family transportation and recreation. The Tennessee Walking Horse’s natural gait was a result of this unique breeding.

Black Allan, designated as Allan F-1, was later to be chosen by the Tennessee Walking Horse Breeders’ Association as the foundation sire, representing today’s Tennessee Walking Horse.

The Tennessee Walking Horse has impressed the nation with its gentle disposition and its kindly manner, and continues to prove itself as one of the most versatile horses in the land.

The Tennessee Walking Horse is known for its natural, inherited gaits. The flat foot walk, running walk and canter can easily be recognized from the time a young foal starts to amble beside its mother, with rhythmic coordination of legs, head and body movement.

1-5 TWHBEA Presidents

E. Burt Hunter	Lewisburg, Tennessee	1935-37
D. H. Brock	Lawrenceburg, Tennessee	1937-38
A. M. Dement	Wartrace, Tennessee	1938-40
W. F. Fessey	Nashville, Tennessee	1940-41
W. H. Davis	Wartrace, Tennessee	1941-43

J. French Brantley	Manchester, Tennessee	1943-45
Frank D. Rambo	Fayetteville, Tennessee	1945-49
John C. Askew	Nashville, Tennessee	1949-51
C. C. Flanery	Nashville, Tennessee	1951-52
Ed. S. Ezell, Sr.	Chapel Hill, Tennessee	1952-54
S. H. Arnolt	Winona Lake, Indiana	1954-56
H. Tom Fulton	Chapel Hill, Tennessee	1956-58
John H. Amos	Nashville, Tennessee	1958-59
J. Glenn Turner	Dallas, Texas	1959-62
S. W. Beech, Jr.	Lewisburg, Tennessee	1962-64
W. W. Gill, Jr.	Petersburg, Tennessee	1964-66
Jerome B. Ryan	Hattiesburg, Mississippi	1966-68
J. T. Kelley	Columbia, Tennessee	1968-70
Roy Davis	Calhoun, Georgia	1970-72
Harlin Hayes	Franklin, Tennessee	1972-74
C. A. Bobo	Shelbyville, Tennessee	1974-75
Jamie Etheredge	Greenville, Alabama	1975-76
Sid Maddux	Cookeville, Tennessee	1976-78
Marvin Thompson	Brandon, Mississippi	1978-79
J. T. Nelms	Nashville, Tennessee	1979-80
Sam H. Yarbrough	Lewisburg, Tennessee	1980-81
LeRoy Franks	Springfield, Missouri	1981-82
P. H. Payne, Jr.	Gallatin, Tennessee	1982-83

Charles E. Bobo	Shelbyville, Tennessee	1983-84
W. W. Harlin, Jr.	Nashville, Tennessee	1984-86
William F. Crawford	Brookhaven, Mississippi	1986-87
Steve Beech	Lewisburg, Tennessee	1987-89
Charles Gleghorn	Fayetteville, Tennessee	1989-91
Walter D. Chism	Franklin, Tennessee	1992-93
W. W. Harlin, Jr.	Nashville, Tennessee	1993-94
Bob Parks	Murfreesboro, Tennessee	1994-95
Carroll Benedict	Glasgow, Kentucky	1996-96
Stephen B. Smith	Nashville, Tennessee	1996-97
Charles Gleghorn	Fayetteville, Tennessee	1997-99
Jim Welch	McMinnville, Tennessee	2000-01
Robert Thomas	Philadelphia, Mississippi	2001-03
Jerrold Pedigo	Murfreesboro, Tennessee	2004-07
David Pruett	Madison, Tennessee	2007-10
Marty Irby	Clarksville, Tennessee	2011- 12
Tracy S. Boyd	Shelbyville, Tennessee	2012-13
Lloyd Hall Black, Jr.	Brooks, Georgia	2013
Rob Cornelius	Rogersville, Alabama	2013
Stephen Smith	Brentwood, Tennessee	2014-2016
David Williams	Wartrace, TN	2017-Present

1-6 Association Structure

The TWHBEA is a 501c(5) not-for-profit organization dedicated to recording and preserving the pedigree of the Tennessee Walking Horse. The TWHBEA exists to provide expanded services to our continually growing Membership.

Our Membership represents a diversity of people in the Tennessee Walking Horse industry. They could be anyone who wants to be a part of this growing industry. Our Members, our customers expect quality service from their Association.

Members elect their own Board of Directors through a peer selection process. In turn, the Board of Directors selects an Executive Committee. The Executive Committee, which meets regularly, is the active administrative arm of the Association. The Executive Committee is, also, a customer – a Member. Members of the Executive Committee serve as a direct line of communication to the TWHBEA staff, *represented by the Executive Director*.

The TWHBEA staff is vital to our success as an Association. They are front line people who work with members/customers on a daily basis.

1-7 TWHBEA Mission

To record the pedigrees of Tennessee Walking Horses and to maintain the purity of the breed.

To promote greater awareness of the Tennessee Walking Horse and of its diverse qualities.

To encourage the expansion of the breed.

To help assure the general welfare of all Tennessee Walking Horses in all disciplines.

1-8 TWHBEA Objectives

Our objectives and purposes as an Association are to collect, record and preserve the pedigrees of Tennessee Walking Horses and to maintain a registry of the breed including:

The right to maintain a stud registry;

To sponsor and/or to affiliate shows promoting and/or exhibiting the breed, including competitive events for pleasure classes or to delegate this responsibility under commission contract to the National Horse Show Commission (NHSC);

To promote the best interest of such shows and of the exhibitors and sponsors who make them possible;

To promulgate, issue and enforce rules and regulations governing the exhibiting, judging, sale, registration, and breeding of Tennessee Walking Horses, or to delegate these responsibilities under commission contract to the NHSC;

To license and/or appoint judges, stewards, Designated Qualified Persons (DQPs) and other appropriate show personnel, or to delegate these responsibilities under commission contract to the NHSC;

To adjudicate from time to time between management, exhibitors, judges, stewards and any other officials of such shows;

To adjudicate questions, to inflict penalties for such violations in accordance with such rules and regulations;

To sponsor educational and promotional programs promoting this breed and promoting the competence of officials connected to the breed;

To protect and promote the welfare of the Tennessee Walking Horse insofar as Association finances will permit; and

To stimulate, promote, and regulate any and all other matters as may pertain to the history, breeding, exhibiting, publicity, sale or improvement of the breed, and to do all things for the betterment of the Tennessee Walking Horse industry.

1-9 Employee Creed

“We strive to meet or exceed our Members’ needs and expectations with speed, efficiency, and a special touch of Tennessee courtesy.”

Excellence: To do it right the first time, every time.

Customer: To awe our Members by exceeding their expectations.

Technology: To be highly skilled in technologies consistent with future demands.

Competitive: To be an Association leader in cost, quality, technology, and responsiveness.

People: To recognize that we are vital to our Association’s success.

1-10 Staff

Executive Director, Rory Williams

Office Administrator, Kate Georgeson

Database Administrator, Rickey Clardy

Admin & Marketing Program Manager, Mallory Maddox

Facilities Management Officer (Youth Dep't Liaison), Paulette Ewing; **Advertising & Sales**,

Paulette Ewing, Jane Moore and Carol Wakefield; **Voice of the Tennessee Walking Horse (TM)**

Magazine, Rory Williams, Paulette Ewing, Carol Wakefield

Registry Staff/ Front Desk Receptionist, Gloria Rambo

Registry Staff, Marilyn Walker

Registry Staff, Annette Rodgers

Registry Staff/ Receptionist, Christie Stephens

1-11 Staff Titles and Duties

Executive Director:

The Executive Director serves as Chief Executive Officer, recommends and participates in the formulation of new policies and makes decisions with existing policies as they have been approved by the Board of Directors/Executive Committee. This person also plans, organizes, directs and coordinates the staff, programs and activities of the TWHBEA to assure that objectives are obtained, plans fulfilled, and member needs met. The Executive Director maintains effective internal and external relationships. This person communicates with our Members through a column in each edition of *Voice* magazine. Through management and leadership, this person achieves economical, productive performance, forward-looking programming and constructive growth of the Association. The Executive Director is the chief financial officer of the Corporation and is responsible for collection and disbursement of all funds of the Association. The person also approves the payroll, maintains electronic means of record keeping via vendors, bank or physical copies and administers the health care insurance program via third parties. As financial officer, this person is required to keep the Membership, Board of Directors, and the Executive Committee apprised of the financial condition of the Association monthly.

Office Administrator

The Office Administrator works directly with the Executive Director to see that all plans and objectives are carried out with efficiency. This person also acts as a liaison for the Executive Committee and International Board of Directors, handles correspondence for the Executive Director, accounts payable, payroll and other bookkeeping duties as necessary and assists the Executive Director in his role as Chief Financial Officer. The Office Administrator also assists the Secretary of the Executive Board in preparation of the agendas, meeting notices, minutes and facility preparation for each Executive Committee meeting and helps with the needs of the Executive Committee. The Executive Assistant performs Human Resource functions for the Association.

Database Administrator

The Computer Systems Programmer conducts all new programming and programming changes on the AS400, the overall system, to ensure accurate and efficient recordkeeping. He assists the Executive Director in budget preparation and maintaining the integrity of the financial records.

Registry Staff

The Registry Staff conduct the actual processes of registering, transferring ownership, enrolling new members, certification and blood-typing (via an independent vendor) for the Membership. Registry staff also open and sort the mail.

Show Records/Results

Show Records and Results are kept so that Members may ensure the actual records and actual point order (two top sire listings in % point order, and two top dam listings in % point order) of Tennessee Walking Horses. Begun in 1993, the purpose is to create a show record for a horse based upon given show performances with our system. Only National Horse Show Commission (NHSC) affiliated horse shows are included in the official records. This information is available only to our Members. The person or persons in charge of maintaining these records enters all results into computer files and distributes the information as necessary to our Members.

Receptionist/Customer Service

The Receptionist is generally the first person to greet customers and visitors when they enter the lobby of the Association. This person directs visitors to the department which can best fit their needs and assists with duties of the Registry.

Marketing Programs

The Marketing Coordinator directs promotional efforts of TWHBEA by working with the Vice President of the Marketing Committee and its member and the Executive Committee in developing and implementing marketing proposals and campaigns. These duties include coordinating export efforts, designing marketing plans, acting as a guest speaker/clinician at walking horse events, keeping the Membership and other interested persons informed of activities, developing promotional items, coordinating merchandising programs and other duties deemed necessary for the promotion of TWHBEA.

Advertisement & Sales

The Advertising Department sells advertising to customers for publication in *Voice* magazine. This person covers Tennessee Walking Horse shows to obtain photo coverage of winners and offers these services to customers who might advertise in the publication. This person is responsible for obtaining the correct information for advertising contract agreements and works with the Design Director to produce the advertisement.

Horse Show Development and Support Coordinator (See Marketing)

The Coordinator is responsible for the implementation and direction of this development program. This individual is charged with fostering the concept of creating new venues and helping to support existing venues for the Tennessee Walking Horse. Additionally, this individual seeks to promote and broaden the overall awareness of the breed by fundamentally exercising the principles of the development and support program. Devices of communication include personal speaking engagements, seminars, and a monthly column in the *Voice* magazine.

Outside vendors (“jobbers”)

TWHBEA uses the professional services of several people or companies who do not work directly for the Association. These vendors work for the Association on a contract or by-the-job basis. These services include blood type analysis, printing, merchandise fulfillment, and consulting, for example.

It is the intent of our Association to cross-train our staff so that we have multiple skills and can readily assume responsibilities in all areas of work to meet the challenges of today and tomorrow.

1-12 Departments

Our staff make up the following departments: The Registry, Publications, Marketing, Information Systems, Pleasure Horse/Versatility, Horse Show Development and Support, and Administration. Each department works diligently to meet or exceed the needs of our Membership.

TWHBEA’s goal is to serve its Membership and to promote the Tennessee Walking Horse. To that end, we provide the Registry, Marketing, Horse Show Development and Support, the Pleasure Horse/Versatility Program, Information Systems and Publications/*Voice* magazine.

The Registry records and maintains all pedigrees of the Tennessee Walking Horse, as well as maintaining Membership records. Services of the Registry include ownership transfer of the animals, blood-typing, pedigree verification and futurity.

Marketing promotes the breed to the public by promoting the overall image and versatility of the Tennessee Walking Horse. Efforts of the Marketing staff include exhibits, displays and clinics, development of promotional items and merchandising efforts, promotion of export efforts, and an overall marketing and promotional strategy for the breed. Marketing staff also encourages youth to become involved with the Tennessee Walking Horse.

Horse Show Development and Support is a comprehensive program charged with fostering the ideal of developing new venues for the Tennessee Walking Horse and supporting those shows in need already in existence.

Pleasure Horse/Versatility Program increases awareness of the breed as a versatile animal through the Versatility program, the Distance Award program, and events which illustrate the horse's overall usefulness.

Publications/Voice magazine provides coverage of and communication to the industry through the Association's *Voice* magazine, which also offers an advertising venue. This department is responsible for the Association's printed image as it produces promotional literature, forms, notices, advertising, and election packets, as well as coordinating the production of the Futurity Program and any other departments' specific requests for printed materials.

Information Systems provide technical computer support to the entire staff, as well as the creation and maintenance of show records and results, and stallion breeding reports.

1-13 Equal Employment Opportunity

TWHBEA is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, alienage or national origin, ancestry, citizenship status, age, disability or handicap, sex, marital status, veteran status, sexual orientation, genetic information, arrest record, or any other characteristic protected by applicable federal, state or local laws. Our management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities and general treatment during employment.

The Association will endeavor to make a reasonable accommodation to the known physical or mental limitations of qualified employees with disabilities unless the accommodation would impose an undue hardship on the operation of our business. If you need assistance to perform your job duties because of a physical or mental condition, please let Office Administrator know.

The Association will endeavor to accommodate the sincere religious beliefs of its employees to the extent such accommodation does not pose an undue hardship on the Association's operations. If you wish to request such an accommodation, please speak to Office Administrator.

If you feel that you have been subjected to conduct which violates this policy, you should immediately report the matter to your supervisor. If you are unable for any reason to contact this person, or if you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be a violation of this policy, please contact your second level supervisor.

Note: If your supervisor or next level manager is the person toward whom the complaint is directed you should contact any higher level manager in your reporting chain. The Company will not allow any form of retaliation against individuals who raise issues of equal employment opportunity.

If you feel you have been subjected to any such retaliation, report it in the same manner you would report a perceived violation of this policy. To ensure our workplace is free of artificial barriers, violation of this policy including any improper retaliatory conduct will lead to discipline, up to and including discharge.

1-14 Non-Harassment

It is TWHBEA's policy to prohibit intentional and unintentional harassment of any individual by another person on the basis of any protected classification including, but not limited to, race, color, national origin, disability, religion, marital status, veteran status, sexual orientation or age. The purpose of this policy is not to regulate our employees' personal morality, but to ensure that in the workplace, no one harasses another individual.

If an employee feels that he or she has been subjected to conduct which violates this policy, he or she should immediately report the matter to the Employee's Supervisor. If the employee is unable for any reason to contact this person, or if the employee has not received a satisfactory response within five (5) business days after reporting any incident of what the employee perceives to be harassment, the employee should contact the CEO. If the person toward whom the complaint is directed is one of the individuals indicated above, the employee should contact any higher-level manager in his or her reporting hierarchy. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the Association will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy.

If an employee feels he or she has been subjected to any such retaliation, he or she should report it in the same manner in which the employee would report a claim of perceived harassment under this policy. Violation of this policy including any improper retaliatory conduct will result in disciplinary action, up to and including discharge. All employees must cooperate with all investigations.

1-15 Sexual Harassment

It is TWHBEA's policy to prohibit harassment of any employee by any Supervisor, employee, customer or vendor on the basis of sex or gender. The purpose of this policy is not to regulate personal morality within the Association. It is to ensure that at the Association all employees are free from sexual harassment. While it is not easy to define precisely what types of conduct could constitute sexual harassment and there is a wide range of behavior that may violate this policy even if such behavior does not violate the law, examples of prohibited behavior include unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars or posters, sending sexually explicit e-mails, text messages and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related comments. Depending upon the circumstances, improper conduct also can include sexual joking, vulgar or offensive conversation or jokes, commenting about an employee's physical appearance, conversation about your own or someone else's sex life, or teasing or other conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

If the employee feels that he or she has been subjected to conduct which violates this policy, the employee should immediately report the matter to the Employee's Supervisor. If unable for any reason to contact this person, or if the employee has not received a satisfactory response within five (5) business days after reporting any incident of perceived harassment, the employee should contact the CEO. If the person toward whom the complaint is directed is one of the individuals indicated above,

the employee should contact any higher-level manager in his or her reporting hierarchy. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the Association will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. If you feel you have been subjected to any such retaliation, report it in the same manner you would report a claim of perceived harassment under this policy. Violation of this policy including any improper retaliatory conduct will result in disciplinary action, up to and including discharge. All employees must cooperate with all investigations.

1-16 Drug-Free and Alcohol-Free Workplace

To help ensure a safe, healthy and productive work environment for our employees and others, to protect Association property, and to ensure efficient operations, the Association has adopted a policy of maintaining a workplace free of drugs and alcohol. This policy applies to all employees and other individuals who perform work for the Association.

The unlawful or unauthorized use, abuse, solicitation, theft, possession, transfer, purchase, sale or distribution of controlled substances, drug paraphernalia or alcohol by an individual anywhere on Association premises, while on Association business (whether or not on Association premises) or while representing the Association, is strictly prohibited. Employees and other individuals who work for the Association also are prohibited from reporting to work or working while they are using or under the influence of alcohol or any controlled substances, which may impact an employee's ability to perform his or her job or otherwise pose safety concerns, except when the use is pursuant to a licensed medical practitioner's instructions and the licensed medical practitioner authorized the employee or individual to report to work. However, this does not extend any right to report to work under the influence of medical marijuana or to use medical marijuana as a defense to a positive drug test, to the extent an employee is subject to any drug testing requirement, to the extent permitted by and in accordance with applicable law.

Violation of this policy will result in disciplinary action, up to and including discharge.

The Association maintains a policy of non-discrimination and will endeavor to make reasonable accommodations to assist individuals recovering from substance and alcohol dependencies, and those who have a medical history which reflects treatment for substance abuse conditions. However, employees may not request an accommodation to avoid discipline for a policy violation. We encourage employees to seek assistance before their substance abuse or alcohol misuse renders them unable to perform the essential functions of their jobs, or jeopardizes the health and safety of any Association employee, including themselves.

1-17 Workplace Violence

TWHBEA is strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to employees and damage to Association and personal property.

We do not expect employees to become experts in psychology or to physically subdue a threatening or violent individual. Indeed, we specifically discourage employees from engaging in any physical confrontation with a violent or potentially violent individual. However, we do expect and encourage employees to exercise reasonable judgment in identifying potentially dangerous situations.

Experts in the mental health profession state that prior to engaging in acts of violence, troubled individuals often exhibit one or more of the following behaviors or signs: over-resentment, anger and hostility; extreme agitation; making ominous threats such as bad things will happen to a particular person, or a catastrophic event will occur; sudden and significant decline in work performance; irresponsible, irrational, intimidating, aggressive or otherwise inappropriate behavior; reacting to questions with an antagonistic or overtly negative attitude; discussing weapons and their use, and/or brandishing weapons in the workplace; overreacting or reacting harshly to changes in Association policies and procedures; personality conflicts with co-workers; obsession or preoccupation with a co-worker or Supervisor; attempts to sabotage the work or equipment of a co-worker; blaming others for mistakes and circumstances; or demonstrating a propensity to behave and react irrationally.

Prohibited Conduct

Threats, threatening language or any other acts of aggression or violence made toward or by any Association employee **WILL NOT BE TOLERATED**. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, negligent and/or erratic display of weapons, stalking or any other hostile, aggressive, injurious or destructive action undertaken for the purpose of domination or intimidation. To the extent permitted by law, visitors are prohibited from carrying weapons onto Association premises.

Procedures for Reporting a Threat

All potentially dangerous situations, including threats by co-workers, should be reported immediately to any member of management with whom the employee feels comfortable. Reports of threats may be maintained confidential to the extent maintaining confidentiality does not impede our ability to investigate and respond to the complaints. All threats will be promptly investigated. All employees must cooperate with all investigations. No employee will be subjected to retaliation, intimidation or disciplinary action as a result of reporting a threat in good faith under this policy.

If the Association determines, after an appropriate good faith investigation, that someone has violated this policy, the Association will take swift and appropriate corrective action.

If an employee is the recipient of a threat made by an outside party, that employee should follow the steps detailed in this section. It is important for us to be aware of any potential danger in our offices. Indeed, we want to take effective measures to protect everyone from the threat of a violent act by an employee or by anyone else.

Section 2 - Position Statements

2-1 Animal Welfare

The TWHBEA actively protects and promotes the welfare of the Tennessee Walking Horse. To this end, the TWHBEA is committed to the following:

Ensuring that the overall and on-going welfare of the Tennessee Walking Horse is the primary concern of all breeders, owners, trainers and exhibitors;

Ensuring that all breeders, owners, trainers and exhibitors treat their horses humanely and with dignity and respect, and use proper care in training, handling and exhibition.

Educating breeders, owners, trainers and exhibitors on the proper care of Tennessee Walking Horses.

Continuing to work with USDA officials to ensure the highest standards of welfare, safety and health are maintained at all TWHBEA sponsored Tennessee Walking Horse events.

Developing and enforcing stringent rules that govern the exhibiting, judging, showing, and selling of Tennessee Walking Horses, in order that the natural abilities of the animals are best reflected.

Increasing awareness of the rules among all breeders, owners, trainers and exhibitors, emphasizing that they are responsible for the welfare and humane treatment of the horses entrusted to their care.

2-2 Horse Show Affiliation

The TWHBEA encourages Tennessee Walking Horse ownership and participation through exhibitions, shows and sales.

Affiliation with an Horse Industry Organization (HIO) relieves show management, by statute, of liability of violations of the Horse Protection Act.

Through affiliation, show management is provided access to a panel of qualified, licensed judges, assuring more uniform judging standards.

Trained personnel, Designated Qualified Persons (DQPs), are provided to affiliated shows to assume the responsibility of pre-show and post-show horse inspection.

Affiliated shows are provided with class entry sheets, HIO Rule Book, judges' cards, show official ribbons, directional signs, judge evaluation forms and protest forms (all when available from HIO).

The TWHBEA provides affiliated shows with guaranteed show results entry into the database assuring their stock the permanency of record keeping in official capacity to tie with bloodlines for future use in breeding.

Affiliated shows are promoted through their inclusion in the *Calendar* of TWHBEA's *Voice of the Tennessee Walking Horse* magazine, when they desire it of us, the Tennessee Walking Horse breed journal, and the *What & When* column of the *Walking Horse Report*.

TWHBEA retains show records of horses shown at affiliated shows.

Section 3 - Operational Policies

3-1 Employee Classifications

For purposes of this handbook, all employees fall within one of the classifications below.

Full-Time Employees - Employees who regularly work at least 32 hours per week who were not hired on a short-term basis.

Part-Time Employees - Employees who regularly work fewer than 32 hours per week who were not hired on a short-term basis.

Short-Term Employees - Employees who were hired for a specific short-term project, or on a short-term freelance, per diem or temporary basis. Short-Term Employees generally are not eligible for Association benefits, but are eligible to receive statutory benefits.

Employees who regularly work at least 30 or more hours per week who were not hired on a short-term basis are eligible for health insurance benefits.

In addition to the above classifications, employees are categorized as either "**exempt**" or "**non-exempt**" for purposes of federal and state wage and hour laws. Employees classified as exempt do not receive overtime pay; they generally receive the same weekly salary regardless of hours worked. Such salary may be paid less frequently than weekly. The employee will be informed of these classifications upon hire and informed of any subsequent changes to the classifications.

3-2 Your Employment Records

In order to obtain their position, employees provided us with personal information, such as address and telephone number. This information is contained in the employee's personnel file.

The employee should keep his or her personnel file up to date by informing Office Administrator of any changes. The employee also should inform Office Administrator of any specialized training or skills he or she may acquire in the future, as well as any changes to any required visas. Unreported changes of address, marital status, etc. can affect withholding tax and benefit coverage. Further, an "out of date" emergency contact or an inability to reach the employee in a crisis could cause a severe health or safety risk or other significant problem.

3-3 Working Hours and Schedule

TWHBEA normally is open for business from 9:00 am to 4:00 pm, Monday through Friday. Employees will be assigned a work schedule and will be expected to begin and end work according to the schedule. To accommodate the needs of our business, at some point we may need to change individual work schedules on either a short-term or long-term basis.

Employees will be provided meal and rest periods as required by law. A Supervisor will provide further details.

3-4 Timekeeping Procedures

Employees must record their actual time worked for payroll and benefit purposes. Non-exempt employees must record the time work begins and ends, as well as the beginning and ending time of any departure from work for any non-work-related reason, on forms as prescribed by management.

Altering, falsifying or tampering with time records is prohibited and subjects the employee to discipline, up to and including discharge.

Exempt employees are required to record their daily work attendance and report full days of absence from work for reasons such as leaves of absence, sick leave or personal business.

Non-exempt employees may not start work until their scheduled starting time.

It is the employee's responsibility to sign time records to certify the accuracy of all time recorded. Any errors in the time record should be reported immediately to a Supervisor, who will attempt to correct legitimate errors.

3-5 Breaks

Each staff member must have a 30-minute unpaid rest break or meal period if scheduled to work 6 hours consecutively, except in work place environments that by their nature provide for ample opportunity to rest or take an appropriate break. Such break shall not be scheduled during or before the first hour of scheduled work activity.

3-6 Overtime

Like most successful companies, we experience periods of extremely high activity. During these busy periods, additional work is required from all of us. Supervisors are responsible for monitoring business activity and requesting overtime work if it is necessary. Effort will be made to provide employees with adequate advance notice in such situations.

Any non-exempt employee who works overtime will be compensated at the rate of one and one-half times (1.5) his/her normal hourly wage for all time worked in excess of forty (40) hours each week, unless otherwise required by law.

Employees may work overtime only with prior management authorization.

For purposes of calculating overtime for non-exempt employees, the workweek begins at 12 a.m. on Sunday and ends 168 hours later at 12 a.m. on the following Sunday.

3-7 Safe Harbor Policy for Exempt Employees

It is our policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To ensure proper payment and that no improper deductions are made, employees must review pay stubs promptly to identify and report all errors.

Employees classified as exempt salaried employees will receive a salary which is intended to compensate them for all hours they may work for TWHBEA. This salary will be established at the time of hire or classification as an exempt employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work performed.

Under federal and state law, salary is subject to certain deductions. For example, unless state law requires otherwise, salary can be reduced for the following reasons:

- full-day absences for personal reasons;
- full-day absences for sickness or disability;
- full-day disciplinary suspensions for infractions of our written policies and procedures;
- family and Medical Leave absences (either full- or partial-day absences);
- to offset amounts received as payment from the court for jury and witness fees or from the military as military pay;
- the first or last week of employment in the event the employee works less than a full week; and
- any full work week in which the employee does not perform any work.

Salary may also be reduced for certain types of deductions such as a portion of health, dental or life insurance premiums; state, federal or local taxes; social security; or voluntary contributions to a 401(k) or pension plan.

In any work week in which the employee performed any work, salary will not be reduced for any of the following reasons:

- partial day absences for personal reasons, sickness or disability;
- an absence because the employer has decided to close a facility on a scheduled work day;
- absences for jury duty, attendance as a witness, or military leave in any week in which the employee performed any work (subject to any offsets as set forth above); and
- any other deductions prohibited by state or federal law.

However, unless state law provides otherwise, deductions may be made to accrued leave for full- or partial-day absences for personal reasons, sickness or disability.

If the employee believes he or she has been subject to any improper deductions, the employee should immediately report the matter to a supervisor. If the supervisor is unavailable or if the employee believes it would be inappropriate to contact that person (or if the employee has not received a prompt

and fully acceptable reply), he or she should immediately contact Office Administrator or any other supervisor in TWHBEA with whom the employee feels comfortable.

3-8 Your Paycheck

The employee will be paid bi-weekly for all the time worked during the past pay period.

Payroll stubs itemize deductions made from gross earnings. By law, the Association is required to make deductions for Social Security, federal income tax and any other appropriate taxes. These required deductions also may include any court-ordered garnishments. Payroll stubs also will differentiate between regular pay received and overtime pay received.

If there is an error in an employee's pay, the employee should bring the matter to the attention of Office Administrator immediately so the Association can resolve the matter quickly and amicably.

Paychecks will be given only to the employee, unless he or she requests that they be mailed, or authorize in writing another person to accept the check.

3-9 Direct Deposit

TWHBEA strongly encourages employees to use direct deposit. Authorization forms are available from the Office Administrator.

3-10 Salary Advances

TWHBEA does not permit advances on paychecks or against accrued paid time off. Advance pay for vacation must be requested in writing at least two weeks prior to the vacation period.

Section 4 - Membership

4-1 Who Are TWHBEA Members?

They are breeders, owners, trainers, exhibitors and anyone who is directly connected with the Tennessee Walking Horse in any way.

4-2 Why become a Member?

Anyone who is directly connected with Tennessee Walking Horses, in any way, may become a Member of our Association (subject to approval by our Executive Committee). Breeders, owners, trainers, exhibitors, or others who perform services for the walking horse industry are sure to benefit from the many advantages of Membership.

Membership has many advantages. Primary among them is the privilege of conducting business at reduced rates. New foal registrations, transfers, blood typing kits, certified pedigrees, duplicate certificates, name changes and other services are available to a Member at lower rates than those of non-members.

Members are also entitled to research services, which are not available to non-members of the Association. Membership also extends accessibility to regularly updated information about activities of the breed.

Another advantage of Membership is a subscription to the colorful and informative *Voice of the Tennessee Walking Horse*. The official journal of the TWHBEA, the *Voice*, publishes 6 times per year and is a non-separable portion of the dues package.

4-3 Where are our Members?

Our members reside in all 50 states, as well as in 15 foreign countries.

Section 5 - Board of Directors

5-1 Overview

Members of TWHBEA's Board of Directors are chosen by their peers as a leader in their area. Board Members establish and review major policy and plans of the Association. Board members have specific legal and fiscal responsibilities to TWHBEA members.

Board members work in collaboration with our Membership, our Executive Committee, our Executive Director, and our Staff.

5-2 Choosing and Electing Directors

According to the TWHBEA Bylaws and Corporation Rules, each state which has at least 80 Members in our Association is entitled to elect one Director. Each state that has more than 80 Members in our Association is entitled to elect one additional Director for every 80. States not having as many as 80 Members are grouped together in regions to elect Directors to ensure that each geographical section is represented in proportion to the number of Members in our Association residing in the area. Each region is entitled to elect the same number of Directors as if it were a state.

Prior to May 1 of each year, the Board of Directors groups the states, which do not have at least 80 Members into regions for the purpose of the next election of Directors. The Board of Directors also determines the appropriate number of Directors to be elected.

Directors are elected no later than November 1, of each year. The method of election, the number of Directors to be elected, the notice to be given for the election and all other matters related to the election are resolved by the Board of Directors. The same rules and regulations governing the election apply to each state or region.

Each Director must be a resident of the state or region from which he or she is elected.

Elections are handled either by the in-house election procedures or by an independent accounting firm, that has no conflict of interest with, or ties to, our Association. These procedures are described in Bylaws.

5-3 Directors' Terms of Service

Directors' terms begin at the annual meeting held during the first weekend of December. A person having served two full consecutive terms must sit off the Board one year before being eligible for re-election. The length of term is 3 years.

5-4 Executive Committee

The Executive Committee consists of the President of the TWHBEA, a Senior Vice President, 9 divisional Vice Presidents, the Secretary and the immediate Past President, who is a non-voting

member. Except for the immediate Past President, Executive Committee members are elected from and by the Board of Directors.

The Executive Committee is necessary due to the large number of Directors and their geographical locations. It would not be possible nor practical for the entire Board of Directors to meet on a monthly basis to conduct Association business.

5-5 Executive Committee Mission

To act on behalf of the Board of Directors to make, amend, repeal and enforce rules and regulations (not contrary to law, or the corporate charter, or the Bylaws), as deemed necessary concerning the conduct, management and activities of the Association. Activities may include the admission, classification, qualification, suspension, expulsion and/or discipline of members, including the rights to levy fines, removal of Directors and/or officers, and any other applicable or appropriate subject relating to the purpose of the Association.

5-6 Executive Committee Duties

To recommend and approve all committee chairpersons and/or committee members not specified by position in the TWHBEA Bylaws, Committee Descriptions or Board Policy.

To authorize committee actions.

To discuss and act upon all Association business.

5-7 Executive Committee Positions

President

Immediate Past President

Senior Vice President

Administrative/Fiscal/Audit Vice President

Breeders Vice President

Equine Welfare Vice President

Training Vice President

Marketing Vice President

Owners/Exhibitors/International Vice President

Performance Show Horse Vice President

Pleasure Horse Vice President

Member at Large/ Bylaws/Enforcement

Member at Large/Youth

Secretary

Section 6 - Benefits

6-1 Benefits Overview/Disclaimer

In addition to good working conditions and competitive pay, it is TWHBEA's policy to provide a combination of supplemental benefits to all eligible employees. In keeping with this goal, each benefit program has been carefully devised. These benefits include time-off benefits, such as PTO and holidays, and insurance and other plan benefits. We are constantly studying and evaluating our benefits programs and policies to better meet present and future requirements. These policies have been developed over the years and continue to be refined to keep up with changing times and needs.

The next few pages contain a brief outline of the benefits programs TWHBEA provides employees and their families. Of course, the information presented here is intended to serve only as guidelines.

The descriptions of the insurance and other plan benefits merely highlight certain aspects of the applicable plans for general information only. The details of those plans are spelled out in the official plan documents, which are available for review upon request from the Office Administrator. Additionally, the provisions of the plans, including eligibility and benefits provisions, are summarized in the summary plan descriptions ("SPDs") for the plans (which may be revised from time to time). In the determination of benefits and all other matters under each plan, the terms of the official plan documents shall govern over the language of any descriptions of the plans, including the SPDs and this handbook.

Further, TWHBEA (including the officers and administrators who are responsible for administering the plans) retains full discretionary authority to interpret the terms of the plans, as well as full discretionary authority with regard to administrative matters arising in connection with the plans and all issues concerning benefit terms, eligibility and entitlement.

While the Association intends to maintain these employee benefits, it reserves the absolute right to modify, amend or terminate these benefits at any time and for any reason.

If employees have any questions regarding benefits, they should contact the Office Administrator.

6-2 Paid Holidays

All employees will be paid for the following holidays:

New Year's Day

Good Friday

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Day after Thanksgiving

Christmas Eve

Christmas Day

New Year's Eve

When holidays fall or are celebrated on a regular work day, eligible employees will receive one (1) day's pay at their regular straight-time rate. Eligible employees who are called in to work on a holiday will receive one (1) day's pay at their regular straight-time rate, and an additional payment of straight-time for the actual time they work that day.

If a holiday falls within an eligible employee's approved vacation period, the eligible employee will be paid for the holiday (at the regular straight-time rate) in addition to the vacation day, or the eligible employee will receive an additional vacation day at the option of the Association.

If a holiday falls within a jury duty or bereavement leave, the eligible employee will be paid for the holiday (at the regular straight-time rate) in addition to the leave day, or the eligible employee will receive an additional day off at the option of the Association.

6-3 Paid Time Off

TWHBEA has developed an all-purpose time off policy that we feel will best fit the lifestyles of employees.

This is a PTO (Personal Time Off Plan) that allows eligible employees to use approved and accrued PTO time for vacation, illness, injury, personal matters, shopping, fishing, or other needs they may have.

PTO is intended as a benefit to allow personal time away from work while continuing to receive full-time pay. It is not intended to be supplemental pay. All employees are encouraged to use their PTO for periodic vacations and personal leisure time to stay fresh and focused throughout the year and to guard against job burnout.

ELIGIBLE EMPLOYEES

- Full-time TWHBEA employees

ELIGIBILITY REQUIREMENTS

A full-time employee may begin using PTO after the completion of three (3) months of continuous service.

PTO ACCRUAL

- PTO is accrued only when an employee is currently working full-time.
- The cash value of accrued PTO is 70% of the employee’s base rate of pay.

PTO ACCRUAL RATES:

Years of Service	Hours-Earned Per Pay Period	PTO Days Earned Annually
0 up to 5 Years	5 Hours	16 Days & 2 Hours
5 up to 10 years	6 hours	19 Days & 4 Hours
10 up to 15 years	7 hours	22 Days & 6 Hours
15 Years or More	8 hours	26 days & 0 Hours

PTO GUIDELINES AND PROCEDURES:

- The maximum accrued time an employee can accumulate at any time is 240 hours.
- An employee must work a minimum for 48 hours in any pay period in order to accrue PTO.
- Length of employment is calculated on an employee’s last hire date. This is the date the employee states to earn PTO.
- PTO can be taken in one-quarter hour increments.
- Employees must complete a Request for Time off Form or other written request to their supervisor as far in advance as is practical. Request will be reviewed based on a number of factors, including business needs and staffing requirements.
- Management may cancel any approved PTO if business or staffing needs necessitate.
- Request for approval of PTO for sickness or other non-scheduled reasons will be evaluated and approved on an individual basis. Not all absences will be granted PTO.
- PTO is paid at an employee’s base rate when used and will not include any other special forms of compensation.
- PTO cannot be used to create overtime beyond the employee’s normally scheduled workweek.
- PTO approved in advance will be considered as actual hours worked for the purpose of computing overtime.
- Exempt (salaried) employees are expected to use PTO for any portion of any normally scheduled day or week when they are not actively engaged in work activities. Use of the PTO in hourly increments does not in any way alter the exempt status of an employee.

PTO GUIDELINES AND PROCEDURES:

- Upon termination of employment for any reason other than normal retirement or death, eligible employees will be paid 70% of the value of unused PTO carried over and earned throughout the last day of work up to the maximum of 190 hours.
- In the case of normal retirement, employees 62 years or older and who have been employed as a full-time employee for 5 consecutive years will be paid 80% of the value of unused PTO that has been carried over and earned throughout the last day of work up to a maximum of 190 hours.
- PTO paid out at termination is not considered as eligible earnings for 401K contributions.
- To receive pay for unused PTO, an employee must have completed 6 months of continuous service.
- When necessary, pay will be automatically reduced for any PTO that has been taken.
- It is expected that a terminating employee will work the entire time designated by his/her notice, at the convenience of TFC without utilizing PTO.
- Employees of leave of absence **WILL NOT** accrue PTO.

6-4 Lactation Breaks

The Association will provide a reasonable amount of break time to accommodate an employee desiring to express breast milk for the employee's infant child, in accordance with and to the extent required by applicable law. The break time, if possible, must run concurrently with rest and meal periods already provided to the employee. If the break time cannot run concurrently with rest and meal periods already provided to the employee, the break time will be unpaid, subject to applicable law.

The Association will make reasonable efforts to provide employees with the use of a room or location other than a toilet stall for the employee to express milk in private. This location may be the employee's private office, if applicable. The Association may not be able to provide additional break time if doing so would seriously disrupt the Association's operations, subject to applicable law. Please consult the Human Resources Department if you have questions regarding this policy.

Employees should advise management if they need break time and an area for this purpose. Employees will not be discriminated against or retaliated against for exercising their rights under this policy.

6-5 Workers' Compensation

On-the-job injuries are covered by our Workers' Compensation Insurance Policy, which is provided at no cost. If employees are injured on the job, no matter how slightly, they should report the incident immediately to their Supervisor. Failure to follow Association procedures may affect the ability of the employee to receive Workers Compensation benefits.

This is solely a monetary benefit and not a leave of absence entitlement. Employees who need to miss work due to a workplace injury must also request a formal leave of absence. See the Leave of Absence sections of this handbook for more information.

6-6 Jury Duty

TWHBEA realizes that it is the obligation of all U.S. citizens to serve on a jury when summoned to do so. All employees will be allowed time off to perform such civic service as required by law. Employees are expected, however, to provide proper notice of a request to perform jury duty and verification of their service.

Employees also are expected to keep management informed of the expected length of jury duty service and to report to work for the major portion of the day if excused by the court. If the required absence presents a serious conflict for management, employees may be asked to try to postpone jury duty.

Employees on jury duty leave will be paid for their jury duty service in accordance with state law; however, exempt employees will be paid their full salary for any week in which time is missed due to jury duty if work is performed for the Association during such week.

6-7 Bereavement Leave

We know the death of a family member is a time when employees wish to be with their families. If an employee loses a close relative, he or she will be allowed paid time off of up to three (3) work days to assist the employee in attending to his or her obligations and commitments. For the purposes of this policy, a close relative includes a spouse, domestic partner, child, parent, sibling or any other relation required by applicable law. Paid leave days only may be taken on regularly scheduled, consecutive workdays following the day of death. Employees must inform their Supervisors prior to commencing bereavement leave. In administering this policy, the Association may require verification of death.

6-8 Voting Leave

In the event an employee does not have sufficient time outside of working hours to vote in a statewide election, if required by state law, the employee may take off enough working time to vote. Such time will be paid if required by state law. This time should be taken at the beginning or end of the regular work schedule. Where possible, your Supervisor should be notified at least two days prior to the voting day.

6-9 Employee Assistance Program

TWHBEA provides an employee assistance program for employees. This program offers qualified counselors to help you cope with personal problems you may be facing. Further details can be obtained by contacting an EAP counselor at (855) 268-1006.

6-10 Retirement Plan

Eligible employees are able to participate in the Association's retirement plan. Plan participants may make pre-tax contributions to a retirement account.

Upon becoming eligible to participate in this plan, the employee will receive an SPD describing the plan in greater detail. Please refer to the SPD for detailed plan information. Of course, feel free to speak to the Office Administrator if there are any further questions.

6-11 Life Insurance

Group term life insurance coverage is available to full-time employees after the 90-day training period. Eligible employees who elect to participate will have the option to select a flat \$25,000.00. TWHBEA pays medical and life insurance premiums for you if you choose to participate. Family and dependent coverage is available to you at your cost and is payroll deductible along with a dental plan.

Life Insurance

Amount of insurance

Before your 65 th birthday	\$25,000
On or after your 65 th birthday and	Reduces 35% at age 65
Before your 70 th birthday	Reduces 50% at age 70
On retirement	No benefits

***Accidental death and dismemberment:** Beneficiaries receive an amount that is equal to the amount of your life insurance.

***Major medical benefits (If participating in the offered medical plan)**

Maximum Lifetime benefit \$5,000,000

Benefit limit for mental or \$25,000

nervous disorders and alcohol

and drug addiction

6-12 Bonuses

An Employee bonus is determined by the Executive Director with approval from the Executive Committee. The bonus is **contingent** upon the prosperity level of TWHBEA. Bonuses provided are at the discretion of the Executive Committee – Personnel.

6-13 Staff Discounts

You are entitled to purchase TWHBEA marketing merchandise at cost.

Use of the auditorium, free of charge, if not otherwise rented by outside customers.

6-14 Service Awards

TWHBEA presents service awards to you to recognize loyalty and dependability over a period of years. The Executive Director and the President of the Association present Service awards in 5-year increments (5 years, 10 years, 15 years, 20 years, etc.). Presentation of awards occurs at the May meeting of the Board of Directors.

Section 7 - Leaves of Absence

7-1 Personal Leave

If employees are ineligible for any other Association leave of absence, TWHBEA, under certain circumstances, may grant a personal leave of absence without pay. A written request for a personal leave should be presented to management at least two (2) weeks before the anticipated start of the leave. If the leave is requested for medical reasons and employees are not eligible for leave under the federal Family and Medical Leave Act (FMLA) or any state leave law, medical certification also must be submitted. The request will be considered on the basis of staffing requirements and the reasons for the requested leave, as well as performance and attendance records. Normally, a leave of absence will be granted for a period of up to eight (8) weeks. However a personal leave may be extended if, prior to the end of leave, employees submit a written request for an extension to management and the request is granted. During the leave, employees will not earn vacation, personal days or sick days. We will continue health insurance coverage during the leave if employees submit their share of the monthly premium payments to the Association in a timely manner, subject to the terms of the plan documents.

When the employee anticipates returning to work, he or she should notify management of the expected return date. This notification should be made at least one week before the end of the leave.

Upon completion of the personal leave of absence, the Association will attempt to return employees to their original job or a similar position, subject to prevailing business considerations. Reinstatement, however, is not guaranteed.

Failure to advise management of availability to return to work, failure to return to work when notified or a continued absence from work beyond the time approved by the Association will be considered a voluntary resignation of employment.

Personal leave runs concurrently with any Association-provided Short-Term Disability Leave of Absence.

7-2 Military Leave

If employees are called into active military service or enlist in the uniformed services, they will be eligible to receive an unpaid military leave of absence. To be eligible for military leave, employees must provide management with advance notice of service obligations unless they are prevented from providing such notice by military necessity or it is otherwise impossible or unreasonable to provide such notice. Provided the absence does not exceed applicable statutory limitations, employees will retain reemployment rights and accrue seniority and benefits in accordance with applicable federal and state laws. Employees should ask management for further information about eligibility for Military Leave.

If employees are required to attend yearly Reserves or National Guard duty, they can apply for an unpaid temporary military leave of absence not to exceed the number of days allowed by law (including travel). They should give management as much advance notice of their need for military leave as possible so that we can maintain proper coverage while employees are away.

Section 8 - General Standards of Conduct

8-1 Training Period

New staff members are in training for a period of 90 days from employment anniversary. During this period, you are not eligible for benefits, including medical insurance, sick or vacation time. During this probationary period, your department head has the right to review your qualifications and performance on the job. During this period, you and TWHBEA have the right to terminate the employment relationship at will, at any time, and for any reason, and with or without written notice.

8-2 Workplace Conduct

TWHBEA endeavors to maintain a positive work environment. Each employee plays a role in fostering this environment. Accordingly, we all must abide by certain rules of conduct, based on honesty, common sense and fair play.

Because everyone may not have the same idea about proper workplace conduct, it is helpful to adopt and enforce rules all can follow. Unacceptable conduct may subject the offender to disciplinary action, up to and including discharge, in the Association's sole discretion. The following are examples of some, but not all, conduct which can be considered unacceptable:

1. Obtaining employment on the basis of false or misleading information.
2. Stealing, removing or defacing TWHBEA property or a co-worker's property, and/or disclosure of confidential information.
3. Completing another employee's time records.
4. Violation of safety rules and policies.
5. Violation of TWHBEA's Drug and Alcohol-Free Workplace Policy.
6. Fighting, threatening or disrupting the work of others or other violations of TWHBEA's Workplace Violence Policy.
7. Failure to follow lawful instructions of a supervisor.
8. Failure to perform assigned job duties.
9. Violation of the Punctuality and Attendance Policy, including but not limited to irregular attendance, habitual lateness or unexcused absences.
10. Gambling on Association property.
11. Willful or careless destruction or damage to Association assets or to the equipment or possessions of another employee.
12. Wasting work materials.
13. Performing work of a personal nature during working time.
14. Violation of the Solicitation and Distribution Policy.
15. Violation of TWHBEA's Harassment or Equal Employment Opportunity Policies.
16. Violation of the Communication and Computer Systems Policy.
17. Unsatisfactory job performance.
18. Any other violation of Company policy.

Obviously, not every type of misconduct can be listed. Note that all employees are employed at-will, and TWHBEA reserves the right to impose whatever discipline it chooses, or none at all, in a

particular instance. The Association will deal with each situation individually and nothing in this handbook should be construed as a promise of specific treatment in a given situation.

The observance of these rules will help to ensure that our workplace remains a safe and desirable place to work.

8-3 Consideration of Others

Consideration of others is necessary in an open work environment. Staff members are expected to refrain from conversations about private matters, loud talking, and unexpected, unnecessary interruptions.

8-4 Grievances

You are encouraged to discuss with team members and your department heads any work-related problem you feel may be affecting you directly or indirectly. If the problem remains unsolved, you may then discuss the situation with the Executive Director.

It is our intent that you accept responsibility to exhaust all means of resolving problems yourself before taking problems to a higher level.

8-5 Suggestion System

TWHBEA is open to suggestions for improving procedures and finding solutions. A suggestion system is set up for the participation of our hourly paid staff members. Implemented suggestions will return cash for ideas, proposals, suggestions, or solutions that will save time or money, or make a job easier, any that are implemented. All suggestions should meet the following criteria.

Clearly defined idea(s) of a solution based on an articulated desire, need, problem, concern or requirement.

Why do we need this?

Who benefits?

When and where will this activity occur?

How do we implement this?

All suggestions should be submitted in detailed, written form to the Executive Director. Salaried staff members are also urged to make suggestions to benefit the Association, but only hourly paid staff members are eligible to receive cash benefits for implemented suggestions.

8-6 Staff Meetings

To emphasize communications, TWHBEA schedules staff meetings as needed for sharing information. Each department schedules meetings as needed and registers the meeting time and location with the Office Administrator, and the Executive Director is invited to attend all meetings. In addition to these meetings, you may request meetings as needed with the Executive Director based on his open-door policy.

8-7 Additional Employment

You are not prohibited from working a second job during weekends or after office hours as long as it does not interfere with your performance in your job at TWHBEA. Please advise your department head of a second job and its schedule to determine if, in fact, there is a conflict with special events and our peak times.

8-8 Punctuality and Attendance

You should notify your department head in the event you are unable to report to work. Excused absences include illness, accident or emergency situations and/or pre-approved vacation or personal time.

Personal absences of short duration (2 hours or less) for medical appointments or business matters are allowed without loss of pay but are subject to advance approval. Time taken should be made up within the same work week.

If your medical appointment or business matter exceeds the 2-hour limit, the total amount is deducted from your available time and time taken cannot be made up.

Unexcused absences:

- One unexcused personal absence constitutes a written warning of disciplinary layoff for any further infraction.
- The second unexcused personal absence constitutes one day of disciplinary layoff without pay.
- The third unexcused personal absence constitutes grounds for dismissal.

8-9 Inclement Weather

The TWHBEA office will be open for business on all regularly scheduled work days regardless of inclement weather. However, the Association does not want any employee to endanger themselves or others during extreme weather conditions. If you feel that you cannot safely come to the office, please

contact the Executive Director. The Executive Director makes the decision to maintain normal business hours or close due to weather/ hazardous conditions.

8-10 Use of Communications and Computer Systems

TWHBEA's communication and computer systems are intended primarily for business purposes; however limited personal usage is permitted if it does not hinder performance of job duties or violate any other Association policy. This includes the voice mail, e-mail and Internet systems. Users have no legitimate expectation of privacy in regard to their use of the TWHBEA systems.

TWHBEA may access the voice mail and e-mail systems and obtain the communications within the systems, including past voice mail and e-mail messages, without notice to users of the system, in the ordinary course of business when the Association deems it appropriate to do so. The reasons for which the Association may obtain such access include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Association operations continue appropriately during an employee's absence.

Further, TWHBEA may review Internet usage to ensure that such use with Association property, or communications sent via the Internet with Association property, are appropriate. The reasons for which the Association may review employees' use of the Internet with Association property include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that Association operations continue appropriately during an employee's absence.

The Association may store electronic communications for a period of time after the communication is created. From time to time, copies of communications may be deleted.

The Association's policies prohibiting harassment, in their entirety, apply to the use of Association's communication and computer systems. No one may use any communication or computer system in a manner that may be construed by others as harassing or offensive based on race, national origin, sex, sexual orientation, age, disability, religious beliefs or any other characteristic protected by federal, state or local law.

Further, since the Association's communication and computer systems are intended for business use, all employees, upon request, must inform management of any private access codes or passwords.

Unauthorized duplication of copyrighted computer software violates the law and is strictly prohibited.

No employee may access, or attempt to obtain access to, another employee's computer systems without appropriate authorization.

Violators of this policy may be subject to disciplinary action, up to and including discharge.

8-11 Use of Social Media

TWHBEA respects the right of any employee to maintain a blog or web page or to participate in a social networking, Twitter or similar site, including but not limited to Facebook and LinkedIn. However, to protect Association interests and ensure employees focus on their job duties, employees must adhere to the following rules:

Employees may not post on a blog or web page or participate on a social networking platform, such as Twitter or similar site, during work time or at any time with Association equipment or property if that site maintenance is not their professional responsibility on behalf of the Association.

All rules regarding confidential and proprietary business information apply in full to blogs, web pages and social networking platforms, such as Twitter, Facebook, LinkedIn or similar sites. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed in a blog, web page or social networking site.

Whether an employee is posting something on his or her own blog, web page, social networking, Twitter or similar site or on someone else's, if the employee mentions the Association and also expresses either a political opinion or an opinion regarding the Association's actions that could pose an actual or potential conflict of interest with the Association, the poster must include a disclaimer. The poster should specifically state that the opinion expressed is his/her personal opinion and not the Association's position. This is necessary to preserve the Association's good will in the marketplace.

Any conduct that is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a blog, web page, social networking, Twitter or similar site. For example, posted material that is discriminatory, obscene, defamatory, libelous or violent is forbidden. Association policies apply equally to employee social media usage.

TWHBEA encourages all employees to keep in mind the speed and manner in which information posted on a blog, web page, and/or social networking site is received and often misunderstood by readers. Employees must use their best judgment. Employees with any questions should review the guidelines above and/or consult with their manager. Failure to follow these guidelines may result in discipline, up to and including discharge.

8-12 Personal and Company-Provided Portable Communication Devices

Association-provided portable communication devices (PCDs), including cell phones and tablets, should be used primarily for business purposes. Employees have no reasonable expectation of privacy in regard to the use of such devices, and all use is subject to monitoring, to the maximum extent permitted by applicable law. This includes as permitted the right to monitor personal communications as necessary.

Some employees may be authorized to use their own PCD for business purposes. These employees should work with the IT department to configure their PCD for business use. Communications sent via a personal PCD also may be subject to monitoring if sent through the Association's networks and the PCD must be provided for inspection and review upon request.

All conversations, text messages and e-mails must be professional. When sending a text message or using a PCD for business purposes, whether it is an Association-provided or personal device, employees must comply with applicable Association guidelines, including policies on sexual harassment, discrimination, conduct, confidentiality, equipment use and operation of vehicles. Using a Association-issued PCD to send or receive personal text messages is prohibited at all times and personal use during working hours should be limited to emergency situations.

If an employee who uses a personal PCD for business resigns or is discharged, the employee will be required to remove such business emails and text conversations relating to the association.

Please note that whether employees use their personal PCD or a Association-issued device, the Association's electronic communications policies, including but not limited to, proper use of communications and computer systems, remain in effect.

Portable Communication Device Use While Driving

Employees who drive on Association business must abide by all state or local laws prohibiting or limiting PCD (cell phone or tablet) use while driving. Further, even if usage is permitted, employees may choose to refrain from using any PCD while driving. "Use" includes, but is not limited to, talking or listening to another person or sending an electronic or text message via the PCD.

Regardless of the circumstances, including slow or stopped traffic, if any use is permitted while driving, employees should proceed to a safe location off the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is absolutely necessary while the employee is driving, and permitted by law, the employee must use a hands-free option and advise the caller that he/she is unable to speak at that time and will return the call shortly.

Under no circumstances should employees feel that they need to place themselves at risk to fulfill business needs.

Since this policy does not require any employee to use a cell phone while driving, employees who are charged with traffic violations resulting from the use of their PCDs while driving will be solely responsible for all liabilities that result from such actions.

Texting and e-mailing while driving is prohibited in all circumstances.

8-13 Inspections

TWHBEA reserves the right to require employees while on Association property, or on client property, to agree to the inspection of their persons, personal possessions and property, personal vehicles parked on Association or client property, and work areas. This includes lockers, vehicles, desks, cabinets, work stations, packages, handbags, briefcases and other personal possessions or places of concealment, as well as personal mail sent to the Association or to its clients. Employees are expected to cooperate in the conduct of any search or inspection.

8-14 Smoking

To meet the needs of smokers and non-smokers alike, we have designated outside smoking areas. Smoking inside the building is prohibited. The outside smoking area is outside the rear exit door and must be removed a minimum of 50' (feet) from any entering or exiting customers. Smoking must occur only during breaks and at lunch time.

8-15 Housekeeping

It is the responsibility of each staff member to maintain cleanliness of the work area always. Do not leave any papers or unfinished transactions on your desk. Clean up your work area before leaving for the day. All money should be put in the vault at the end of the work day. Employees are also asked to help in the maintenance and cleaning of the common areas such as the kitchen, lobby, and bathrooms.

Food and drink are allowed in individual work areas and not confined only to the kitchen, if it does not impede work performance. Please clean up your personal work area and never leave food or drink visible overnight.

Caution: Spills can cause serious damage to office equipment, particularly computers. Please be careful to keep food and drink away from computer keyboards and other equipment.

8-16 Kitchen/Restroom Facilities

A complete kitchen is provided for your convenience. TWHBEA provides free bottled water, coffee and soft drinks. You are expected to be responsible and clean the facility after use. Between visits from the cleaning personnel, keep the restrooms clean as well.

8-17 Parking

You are asked to park in the rear parking lot of the building. The front parking area is customarily left available to our visitors and Member guests, but use is not denied. There are no assigned parking spaces for staff members. There are designated parking areas in the front and back for the convenience of persons with disabilities.

8-18 Personal Visits and Telephone Calls

Disruptions during work time can lead to errors and delays. Therefore, we ask that personal telephone calls be kept to a minimum, and only be made or received after working time, or during lunch or break time.

For safety and security reasons, employees are prohibited from having personal guests visit or accompany them anywhere in our facilities other than the reception areas.

8-19 Solicitation and Distribution

To avoid distractions, solicitation by an employee of another employee is prohibited while either employee is on work time. "Work time" is defined as the time an employee is engaged, or should be engaged, in performing his/her work tasks for TWHBEA. Solicitation of any kind by non-employees on Association premises is prohibited at all times.

Distribution of advertising material, handbills, printed or written literature of any kind in working areas of the Association is prohibited at all times. Distribution of literature by non-employees on Association premises is prohibited at all times.

8-20 Bulletin Boards

Not applicable. Pertinent information of a kind that would require posting to a bulletin board will be emailed to each employee on the staff and asked for acknowledgment of receipt.

8-21 Confidential Company Information

During the course of work, an employee may become aware of confidential information about TWHBEA's business, including but not limited to information regarding Association finances, pricing, products and new product development, software and computer programs, marketing strategies, suppliers and customers and potential customers. An employee also may become aware of similar confidential information belonging to the Association's clients. It is extremely important that all such information remain confidential, and particularly not be disclosed to our competitors. Any employee who improperly copies, removes (whether physically or electronically), uses or discloses confidential information to anyone outside of the Association may be subject to disciplinary action up to and including termination. Employees may be required to sign an agreement reiterating these obligations.

8-22 Conflict of Interest and Business Ethics

It is TWHBEA's policy that all employees avoid any conflict between their personal interests and those of the Association. The purpose of this policy is to ensure that the Association's honesty and integrity, and therefore its reputation, are not compromised. The fundamental principle guiding this

policy is that no employee should have, or appear to have, personal interests or relationships that actually or potentially conflict with the best interests of the Association.

It is not possible to give an exhaustive list of situations that might involve violations of this policy. However, the situations that would constitute a conflict in most cases include but are not limited to:

1. holding an interest in or accepting free or discounted goods from any organization that does, or is seeking to do, business with the Association, by any employee who is in a position to directly or indirectly influence either the Association's decision to do business, or the terms upon which business would be done with such organization;
2. holding any interest in an organization that competes with the Association;
3. being employed by (including as a consultant) or serving on the board of any organization which does, or is seeking to do, business with the Association or which competes with the Association; and/or
4. profiting personally, e.g., through commissions, loans, expense reimbursements or other payments, from any organization seeking to do business with the Association.

A conflict of interest would also exist when a member of an employee's immediate family is involved in situations such as those above.

This policy is not intended to prohibit the acceptance of modest courtesies, openly given and accepted as part of the usual business amenities, for example, occasional business-related meals or promotional items of nominal or minor value.

It is your responsibility to report any actual or potential conflict that may exist between you (and your immediate family) and the Association.

8-23 Use of Facilities, Equipment and Property, Including Intellectual Property

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

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

Employees also are prohibited from any unauthorized use of the Association's intellectual property, such as audio and video tapes, print materials and software.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in discipline, up to and including discharge.

Further, the Association is not responsible for any damage to employees' personal belongings unless the employee's Supervisor provided advance approval for the employee to bring the personal property to work.

8-24 Health and Safety

The health and safety of employees and others on Association property are of critical concern to TWHBEA. The Association intends to comply with all health and safety laws applicable to our business. To this end, we must rely upon employees to ensure that work areas are kept safe and free of hazardous conditions. Employees are required to be conscientious about workplace safety, including proper operating methods, and recognize dangerous conditions or hazards. Any unsafe conditions or potential hazards should be reported to management immediately, even if the problem appears to be corrected. Any suspicion of a concealed danger present on the Association's premises, or in a product, facility, piece of equipment, process or business practice for which the Association is responsible should be brought to the attention of management immediately.

Periodically, the Association may issue rules and guidelines governing workplace safety and health. The Association may also issue rules and guidelines regarding the handling and disposal of hazardous substances and waste. All employees should familiarize themselves with these rules and guidelines, as strict compliance will be expected.

Any workplace injury, accident, or illness must be reported to the employee's Supervisor as soon as possible, regardless of the severity of the injury or accident.

8-25 Hiring Relatives/Employee Relationships

A familial relationship among employees can create an actual or at least a potential conflict of interest in the employment setting, especially where one relative supervises another relative. To avoid this problem, TWHBEA may refuse to hire or place a relative in a position where the potential for favoritism or conflict exists.

In other cases, such as personal relationships where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or discharged from employment, at the discretion of the Association. Accordingly, all parties to any type of intimate personal relationship must inform management.

If two employees marry, become related, or enter into an intimate relationship, they may not remain in a reporting relationship or in positions where one individual may affect the compensation or other terms or conditions of employment of the other individual. The Association generally will attempt to identify other available positions, but if no alternate position is available, the Association retains the right to decide which employee will remain with the Association.

For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

8-26 Employee Dress and Personal Appearance

You are required to dress professionally and appropriately, to the occasion, which is business casual. {The "business casual" dress code encourages employees to project a "professional, business-like image while enjoying the advantage of more casual and relaxed clothing." (Business Insider. 2015. "[What] Business Casual Really Means)} Employees who report to work dressed inappropriately may be asked to leave and change their attire. This absence will be considered an unexcused and unpaid absence from work.

8-27 Publicity/Statements to the Media

All media inquiries regarding the position of the Association as to any issues must be referred to the Executive Director. Only the Executive Director is authorized to make or approve public statements on behalf of the Association. No employees, unless specifically designated by the Executive Director, are authorized to make those statements on behalf of Association. Any employee wishing to write and/or publish an article, paper, or other publication on behalf of the Association must first obtain approval from the Executive Director.

8-28 Operation of Vehicles

All employees authorized to drive Association-owned or leased vehicles or personal vehicles in conducting Association business must possess a current, valid driver's license and an acceptable driving record. Any change in license status or driving record must be reported to management immediately.

An employee must have a valid driver's license in his or her possession while operating a vehicle off or on Association property. It is the responsibility of every employee to drive safely and obey all traffic, vehicle safety, and parking laws or regulations. Drivers must demonstrate safe driving habits at all times.

Association-owned or leased vehicles may be used only as authorized by management.

Portable Communication Device Use While Driving

Employees who drive on Association business must abide by all state or local laws prohibiting or limiting portable communication device (PCD) use, including cell phones or personal digital assistants, while driving. Further, even if use is permitted, employees may choose to refrain from using any PCD while driving. "Use" includes, but is not limited to, talking or listening to another person or sending an electronic or text message via the PCD.

Regardless of the circumstances, including slow or stopped traffic, if any use is permitted while driving, employees should proceed to a safe location off the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is absolutely necessary while the employee is driving, and permitted by law, the employee must use a hands-free option and advise the caller that he/she is unable to speak at that time and will return the call shortly.

Under no circumstances should employees feel that they need to place themselves at risk to fulfill business needs.

Since this policy does not require any employee to use a PCD while driving, employees who are charged with traffic violations resulting from the use of their PCDs while driving will be solely responsible for all liabilities that result from such actions.

Texting and e-mailing while driving is prohibited in all circumstances.

8-29 Business Expense Reimbursement

You must complete expense reports and file with the Executive Director for reimbursement. Receipts must accompany each report. Additionally, TWHBEA reimburses travel costs based on the following table for per diem and reimbursements. See Per Diem Worksheet. Overseas, or CONUS International Travel requires the use of a passport and much planning for flights, hotels and currency exchange. Any employee requested to be present at an International event must seek approval not less than 90 days prior to the event and present proof of ability to travel internationally. Once approval is gained, the employee shall make necessary arrangements with the Executive Director/Assistant.

Per Diem Proposal for Travel >50m		Uncovered Expenses for Travel >50m	
	<i>US</i>	<i>Int'l</i>	
Breakfast	\$ 12.00	€ 15.00	Movies Charged to Rooms 0%
Lunch	\$ 12.00	€ 19.00	Meals charged to rooms (see per diem rates above) 0%
Dinner	\$ 17.00	€ 19.00	Alcoholic Beverage Purchases 0%
Refreshment(s)	\$ 10.00	€ 12.00	Entertaining guests (see approval Authority Statement) 0%
Total	\$ 51.00	€ 65.00	Cash Withdrawal Fees 0%
			Personal Items forgotten 0%
			Books, Posters, CDs, etc ** 0%
			Travel Advances in Cash - None 0%
Covered Expenses for Travel >50m			
Lodging Costs	100%		
\$0.545/mile if Authorized Gas Reimbursement	100%		** Authority: Executive Director approves requested entertainment. Marketing Budget.

Requested in Advance.

Plane/Train/Bus Fare 100%

Rental Car Costs (1 car/van per 3 employees, includes fuel used) 100%

** The purchase is turned over to the Association for future use, such as re-sale, re-print, or office display.

Event Hosting Fees 100%

Booth Registration Fees 100%

Internet Usage Fees 100%

Covered Expenses for Int'l Travel

Extra Baggage Costs (Advance Approval) 100%

Highway Tolls 100%

Airfare 100%

Airport/Hotel/Event Parking 100%

Meals 100%

Supply Shipping Costs (Advance Approval) 100%

Currency Exchange(s) 100%

Banquet Dinners 100%

Lodging 100%

One Group Dinner (w/o Alcohol) 100%

Rental Car/Taxi/Other Transportation 100%

Entertaining if Authorized** 100%

Event Fees 100%

Add'l as Necessary for the good of the Association, case by case approval in advance 100%

Others as normally covered in CONUS travel additionally apply at the posted rate. See Covered Expenses for Travel >50m.

8-30 References

TWHBEA will respond to reference requests through the Executive Director. The Association will provide general information concerning the employee such as date of hire, date of discharge, and positions held. Requests for reference information must be in writing, and responses will be in writing. Please refer all requests for references to the Office Administrator.

Only the Office Administrator may provide references.

8-31 If You Must Leave Us

Should an employee decide to leave the Association, we ask that he or she provide a Supervisor with at least two (2) weeks advance notice of departure. Thoughtfulness is appreciated. All Association property including, but not limited to, keys, security cards, parking passes, laptop computers, fax machines, uniforms, etc., must be returned at separation. Employees also must return all of the Association's Confidential Information upon separation. To the extent permitted by law, employees will be required to repay the Association (through payroll deduction, if lawful) for any lost or damaged Association property. As noted previously, all employees are employed at-will and nothing in this handbook changes that status.

8-32 Exit Interviews

Employees who resign are requested to participate in an exit interview with the Executive Director and/or the Office Administrator, if possible.

8-33 A Few Closing Words

This handbook is intended to give employees a broad summary of things they should know about TWHBEA. The information in this handbook is general in nature and, should questions arise, any member of management should be consulted for complete details. While we intend to continue the policies, rules and benefits described in this handbook, TWHBEA, in its sole discretion, may always amend, add to, delete from or modify the provisions of this handbook and/or change its interpretation of any provision set forth in this handbook. Employees should not hesitate to speak to management if they have any questions about the Association or its personnel policies and practices.

General Handbook Acknowledgment

This Employee handbook is an important document intended to help you become acquainted with TWHBEA. This document is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention.

Because the Association's operations may change, the contents of this handbook may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of management.

Please read the following statements and sign below to indicate your receipt and acknowledgment of this Employee handbook.

I have received and read a copy of TWHBEA's Employee handbook. I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of the Association at any time.

I further understand that my employment is terminable at will, either by myself or the Association, with or without cause or notice, regardless of the length of my employment or the granting of benefits of any kind.

I understand that no representative of TWHBEA other than Executive Director may alter "at will" status and any such modification must be in a signed writing.

I understand that my signature below indicates that I have read and understand the above statements and that I have received a copy of the Association's Employee handbook.

Employee's Printed Name: _____

Employee's Signature: _____

Position: _____

Date: _____

The signed original copy of this acknowledgment should be given to management - it will be filed in your personnel file.

Receipt of Sexual Harassment Policy

It is TWHBEA's policy to prohibit harassment of any employee by any Supervisor, employee, customer or vendor on the basis of sex or gender. The purpose of this policy is not to regulate personal morality within the Association. It is to ensure that at the Association all employees are free from sexual harassment. While it is not easy to define precisely what types of conduct could constitute sexual harassment and there is a wide range of behavior that may violate this policy even if such behavior does not violate the law, examples of prohibited behavior include unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars or posters, sending sexually explicit e-mails, text messages and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related comments. Depending upon the circumstances, improper conduct also can include sexual joking, vulgar or offensive conversation or jokes, commenting about an employee's physical appearance, conversation about your own or someone else's sex life, or teasing or other conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

If the employee feels that he or she has been subjected to conduct which violates this policy, the employee should immediately report the matter to the Employee's Supervisor. If unable for any reason to contact this person, or if the employee has not received a satisfactory response within five (5) business days after reporting any incident of perceived harassment, the employee should contact the CEO. If the person toward whom the complaint is directed is one of the individuals indicated above, the employee should contact any higher-level manager in his or her reporting hierarchy. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the Association will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. If you feel you have been subjected to any such retaliation, report it in the same manner you would report a claim of perceived harassment under this policy. Violation of this policy including any improper retaliatory conduct will result in disciplinary action, up to and including discharge. All employees must cooperate with all investigations.

I have read and I understand TWHBEA's Sexual Harassment Policy.

Employee's Printed Name: _____

Employee's Signature: _____

Position: _____

Date: _____

The signed original copy of this receipt should be given to management - it will be filed in your personnel file.

Receipt of Non-Harassment Policy

It is TWHBEA's policy to prohibit intentional and unintentional harassment of any individual by another person on the basis of any protected classification including, but not limited to, race, color, national origin, disability, religion, marital status, veteran status, sexual orientation or age. The purpose of this policy is not to regulate our employees' personal morality, but to ensure that in the workplace, no one harasses another individual.

If an employee feels that he or she has been subjected to conduct which violates this policy, he or she should immediately report the matter to the Employee's Supervisor. If the employee is unable for any reason to contact this person, or if the employee has not received a satisfactory response within five (5) business days after reporting any incident of what the employee perceives to be harassment, the employee should contact the CEO. If the person toward whom the complaint is directed is one of the individuals indicated above, the employee should contact any higher-level manager in his or her reporting hierarchy. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, the Association will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy.

If an employee feels he or she has been subjected to any such retaliation, he or she should report it in the same manner in which the employee would report a claim of perceived harassment under this policy. Violation of this policy including any improper retaliatory conduct will result in disciplinary action, up to and including discharge. All employees must cooperate with all investigations.

I have read and I understand TWHBEA's Non-Harassment Policy.

Employee's Printed Name: _____

Employee's Signature: _____

Position: _____

Date: _____

The signed original copy of this receipt should be given to management - it will be filed in your personnel file.