

Policy & Procedures Committee Minutes - draft

Tuesday, June 28, 1 p.m. | Zoom Meeting

Members: Jessica Epley, Micah Brown, Melanie Lewis, Alba Vogland, Sean Tarter, Josh Thomas, and Kitty O'Keefe

Guests: none

1. Announcements and Introductions

- a. Jessica called the meeting to order at 1 p.m. and introductions were made.
- b. Motion was made by Alba and 2nd by Sean to approve the minutes from 5.31.22. Kitty to post on website.

2. New Business

- a. Discuss OUNC Employee Manual
 - i. See attachment #1 for reference.
 - ii. Josh shared his screen with members and started reviewing the 32pg doc
 - iii. Jessica asked to remove Commissioner throughout doc with Director and to keep consistent with all three documents, spell out Oregon Utility Notification Center.
 - iv. Jessica asked to add a 'AT WILL' statement; find from DAS
 - v. Remove probation period since we don't have that
 - vi. Hours & Work Schedule: Josh to rework copy
 - vii. Spell out Fair Labor Standards Act – FLSA
 - viii. Voluntary Resignation: discussion of unused vacation; how should we reflect this? Jessica suggested this goes back to an Ad Hoc committee for addition discussion
 - ix. Position Description: edits made
 - x. Payroll: use the term 'payroll process' instead of a company name
 - xi. Timesheets: edits made, 'every two weeks.
 - xii. Payday: edits made
 - xiii. Performance Evaluation: Jessica commented this is up to Josh to decide.
 - xiv. Insurance: edits made
 - xv. Accrued vacation: what does the state do? Jessica suggested a 'Board Brief'; include what to add to Reserve.
 - xvi. Leave without pay: members felt to remove this
 - xvii. Standard of conduct: Jessica suggested an in-person meeting.
 - xviii. Social Media: add
 - xix. Out of state travel: remove
 - xx. Meals: remove
 - xxi. Credit Card: consider adding a note pertaining to purchase of alcohol.
 - xxii. Jessica asked Josh to add a Revisions Log on the home page.
 - xxiii. Establish a frequency of review.
 - xxiv. Josh will work on edits and email to committee members.
 - xxv. Jessica will decide then if another meeting needs to be scheduled.

3. Old Business

4. For the Good of the Order

5. Next Meeting

6. For the Good of the Order

Meeting adjourned at 2:15 p.m. Minutes submitted by Kitty O'Keefe 6.29.22

Oregon Utility Notification Center Employee Manual

DRAFT / June 2022

Commented [JT1]: Will add cover and Table of Contents at end of approval process.

Revisions Log:

- 6/28/22 – First draft created, reviewed by Policy and Procedures Committee
- **DATE** – Approved by Oregon Utility Notification Center Board of Directors

I. OVERVIEW

Introduction

The staff of the Oregon Utility Notification Center is a valuable resource for Oregon’s damage prevention community. Oregon Utility Notification Center programs function successfully when highly qualified staff are employed, opportunities for staff development are provided, and the best possible working conditions are maintained.

Operating as a semi-independent agency of the State of Oregon and a public benefit nonprofit corporation, Oregon Utility Notification Center complies with federal, state, local laws and regulations related to the employment process including: civil rights laws, the Occupational Safety and Health Act, Equal Employment Opportunity Commission, Department of Labor, and Internal Revenue Service.

Purpose and Disclaimer

This Employee Manual is intended to serve as guidance regarding policies, rules, benefits and procedures, but it is not intended to be all-inclusive. Any variation from these policies may require written approval from the Executive Director or Board of Directors (with review by the Oregon Department of Justice, if applicable). The Oregon Utility Notification Center Board and Executive Director reserve the right to interpret and administer the policies in this manual in support of business interests.

The Board regards these adopted personnel policies as general statements of Oregon Utility Notification Center policy. They are not to be considered contractual in nature and may be changed at any time unless they reflect requirements imposed by law. It is the general intent of the manual to apply Oregon Department of Administrative Services Statewide Policy, except as modified by expressed policy to the contrary.

This manual does not apply to employees of the one-call center, which is owned and operated by a private company vendor under contract with the Oregon Utility Notification Center.

Changes in Policy

The Oregon Utility Notification Center Board of Directors may amend, modify and/or eliminate policies, rules, benefits or procedures in the future to comply with federal and state laws or to reflect operational changes. This manual can be modified, altered or changed at any time, by approval of the Oregon Utility Notification Center Board of Directors.

This manual supersedes any and all prior oral or written provisions, descriptions or understandings of the Oregon Utility Notification Center’s policies, rules, benefits and procedures. The Oregon Utility Notification Center Employee Manual will be reviewed by staff on an annual basis and amended with changes and updates as needed.

II. MISSION AND MANDATE

Mission Statement

To operate and maintain a state-of-the-art one-call system for the State of Oregon to reduce damages to underground facilities and to promote public safety related to excavation issues.

Creation of the Oregon Utility Notification Center

The 1995 legislature created the Oregon Utility Notification Center as a state agency with the mandate to:

- Solicit prospective Board Members from organizations that have a vested interest in excavation related activities and submit those nominees to the Governor for appointment to the Board of Directors.
- Develop, adopt and implement the Oregon Administrative Rules (OAR's) necessary to protect excavators, the general public and buried facilities from damages caused by excavation activities.
- Institute a statewide one-call system that will provide the critical communication link between those planning to dig and those operators that may have buried facilities in an area of proposed excavation so that those facilities may be located and marked before excavation begins.
- Require all operators of buried facilities in a public right of way, or utility easement, to register those facilities with the Oregon Utility Notification Center so that a statewide inventory could be created.
- Require all excavators to call the Oregon Utility Notification Center and request locates prior to excavation. All operators of buried facilities identified within an area of proposed excavation must be notified of the impending excavation and will be required to accurately mark their facilities within two business days.
- Establish an equitable rate structure to support the work and activities directed by the Board of Directors.

III. EMPLOYMENT RELATIONSHIP

Equal Employment Opportunity

Oregon Utility Notification Center is an Equal Opportunity employer. It is against policy for any employee or board member to discriminate against an applicant for employment or another employee on the basis of race, color, and religious creed, sex (including pregnancy), age, marital status, sexual orientation, national origin, or any other classification protected by applicable discrimination laws. No employee is to discriminate against any applicant or fellow employee on the basis of a disability or status as a disabled veteran or veteran of the Vietnam era. Oregon Utility Notification Center will make reasonable accommodations, including modification of policies and procedures in appropriate cases for qualified individuals with disabilities, if it can do so without hardship.

This policy applies to all employment practices as they pertain to any position for which an applicant or an employee is qualified.

All other personnel actions, including (and without limitation to) compensation, benefits, education, training, recreation, and social programs will be administered in conjunction with the objectives of this policy of non-discrimination.

Harassment-Free Workplace

It is the policy of the Oregon Utility Notification Center to prohibit discrimination and workplace harassment; to clarify conduct that constitutes workplace harassment; and to provide an effective complaint procedure for employees who believe they have been the victims of prohibited conduct. This policy is intended to protect employees of whatever stature, customers or clients or the agency, contractors and other colleagues/stakeholders.

Policy:

- 1) Discrimination. It is the policy of the Oregon Utility Notification Center to provide a work environment free from unlawful discrimination on the basis of race, color, religion, sex, marital status, national origin, disability, age, union membership and activity, or any other factor that an employer is prohibited by law from considering when making employment decisions. For purposes of this policy, prohibited discrimination includes discrimination on the basis of sexual orientation. This policy applies to all matters relating to hiring, firing, transfer, promotion, benefits, compensation, and other terms and conditions of employment.
- 2) Workplace Harassment. It is also the policy of the Oregon Utility Notification Center that all employees, clients, contractors and visitors to the worksite enjoy a work environment that is free from harassing behavior. Employees are expected to conduct themselves in a businesslike and professional manner at all times and refrain from sexual and other harassment.
- 3) Penalties. Conduct in violation of this policy will not be tolerated, and may result in disciplinary action up to and including dismissal. Oregon Utility Notification Center is committed to taking prompt, appropriate, corrective action when necessary.

Guidelines:

- 1) This policy prohibits discrimination or harassing behavior based on or because of a person's national origin, age, sex, race, color, disability, religion, or sexual orientation.
- 2) Sexual harassment is a form of workplace harassment. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical behavior of a sexual nature when:
 - a) Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or is used as a basis for any employment decision (granting leave request, promotion, favorable performance appraisal, etc.); or
 - b) Such conduct is unwelcomed and has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.
- 3) The following are examples of prohibited behavior (it should be understood that the examples are not meant to be all inclusive and even one instance of such conduct may constitute harassment):
 - a) Unwelcome touching or closeness of a personal nature, which can encompass leaning over, cornering or pinching;
 - b) Sexual innuendos, teasing and other sexual talk such as jokes, intimate inquiries, persistent unwanted courting and sexist put-downs or insults;
 - c) Derogatory remarks, slurs and jokes about a person's national origin, race, color, religion, language, accent, disability or sexual orientation;
 - d) Displays of explicit or offensive calendars, posters, pictures, drawings or cartoons which reflect disparagingly upon a class of persons or a particular person.

Non-retaliation:

This policy prohibits retaliation against employees who bring charges of conduct in violation of this policy or assist in investigation of charges, or who reported harassing behavior directed at persons other than the employee. Any employee found to have engaged in retaliatory action or behavior will be subject to discipline, up to and including dismissal.

Grievance/Complaint Procedure:

- 1) For discrimination. Anyone who is subject to, or aware of, what he or she believes to be employment-related discrimination may file a complaint with the Executive Director or member of the Executive Committee of the Oregon Utility Notification Center. The complaint should be written unless the complainant, due to disability, is unable to file written complaint. The complaint should be filed with the Oregon Utility Notification Center within 30 calendar days of the alleged act.

- 2) For harassment. Anyone who is subject to or is aware of harassing behavior should report that information immediately to the Executive Director and/or members of the Executive Committee of the Oregon Utility Notification Center. If at all possible, the report should be made before the behavior escalates. The report should be made in writing.
- 3) Investigation. The recipient of a discrimination or harassment complaint shall promptly forward it to the Oregon Department of Justice. The complaint will be given prompt and thorough attention with an impartial investigation. If the complaint is substantiated, immediate and appropriate corrective action will be taken. The affected parties shall be informed that the investigation has concluded and that immediate appropriate corrective action will be taken. All employees can be assured that complaints will be taken seriously and investigated as necessary. Cases will be dealt with in a discreet and confidential manner to the extent possible.

Nothing in this process precludes any person from filing a formal grievance in accordance with the Bureau of Labor and Industries (BOLI) or the Equal Employment Opportunity Commission (EEOC). Timelines for filing complaints with BOLI and the EEOC are different from those established in this policy. Contact them directly for specific guidance on filing a formal grievance with them.

Reasonable Accommodations for Persons of Disability

The Oregon Utility Notification Center shall provide reasonable accommodations for persons of disability, and ensures against discrimination because of a disability.

A "person of disability" is a person having a physical, mental, or sensory impairment that is medically cognizable or diagnosable, or exists as a record or history, or is perceived to exist whether it exists in fact, including permanent disability resulting from a workplace injury or occupational illness, that would impede the individual in obtaining and maintaining permanent employment and promotional opportunities. A disability exists whether it is temporary or permanent, common or uncommon, mitigated or unmitigated, or whether or not it limits the ability to work generally or work at a particular job or whether or not it limits any other activity.

A "reasonable accommodation" should include an arrangement that, without imposing undue hardship on the employer, allows a person of disability to perform the essential job duties for which they are otherwise qualified. Examples of such accommodations include, but are not limited to, the following:

- 1) Changes to work schedules or job structure;
- 2) Physical changes to make facilities accessible and usable;
- 3) The use of readers, sign language interpreters, or other aids.

In order to fulfill its commitment of nondiscrimination, the following conditions shall prevail:

- 1) No otherwise qualified person with a disability shall, solely by reason of the disability, be subject to discrimination, and the Oregon Utility Notification Center shall not limit, segregate or classify any applicants for employment of any staff member in any way that adversely affects opportunities or status because of a disability. This prohibition applies to all aspects of employment from recruitment to promotions and includes fringe benefits and other elements of compensation.
- 2) The Oregon Utility Notification Center shall make reasonable accommodation to the known physical or mental limitations of an otherwise qualified disabled applicant or staff member unless it is clear that an accommodation would impose an undue hardship on the operation of the Oregon Utility Notification Center program.

- 3) The Oregon Utility Notification Center shall not make use of any employment test or criteria that screens out persons with a disability unless:
 - (a) the test or criteria is clearly and specifically job-related, and
 - (b) alternative tests or criteria that do not screen out persons with a disability are available.
- 4) While the Oregon Utility Notification Center may not make pre-employment inquiry as to whether an applicant has a disability or as to the nature and severity of any such disability, it may inquire into an applicant's ability to perform job-related functions.
- 5) Any staff member who believes that there has been a violation of Oregon Utility Notification Center policy or the law prohibiting discrimination based on a disability may initiate a grievance through the procedures for staff complaints. Complaints may also be filed with the BOLI and/or the EEOC.

Service Date

An employee's service date is the date of hire with the Oregon Utility Notification Center as a regular full-time or part-time employee. Length of service is computed from date of employment, or most recent date of re-employment. Length of service is recognized in a variety of situations including benefit eligibility, performance evaluation and vacation accruals.

AT WILL - ADD statement from DAS!

Confidential Information

Confidential information is any information that is of a proprietary nature which an employee acquires from the employees, consultants, agents or representatives of the Oregon Utility Notification Center. Confidential information includes all non-public information that might be of use to competitors, or harmful to the Oregon Utility Notification Center or its stakeholders. No employee shall use confidential information for his or her personal benefit or to benefit persons or entities outside of the Oregon Utility Notification Center. Employees who reveal or use confidential information for personal gain may receive disciplinary action up to and including dismissal.

You are expected to protect this information by safeguarding it when in use, filing it properly when it is not in use, and discussing it only with those who have a legitimate business need to know, or when disclosure is authorized or legally mandated. Safeguarding includes not reproducing or removing such information from the Oregon Utility Notification Center's premises without explicit authorization. Further, if your employment with the Oregon Utility Notification Center ends for any reason, you must return all materials furnished to you containing confidential information in your possession or under your control.

Outside Employment

You may hold outside employment provided there is not a conflict of interest, you can satisfactorily perform your duties for the Oregon Utility Notification Center, and there is no interference with the Oregon Utility Notification Center's scheduling demands. Employees are held to the same standards of performance and scheduling expectations, regardless of any outside employment. If the Executive Director determines that outside employment is affecting your performance or the ability to meet our requirements, which may change over time, you will be asked to terminate the outside job in order to stay employed with the Oregon Utility Notification Center.

IV. EMPLOYMENT RECORDS AND PRIVACY

Outside Requests for Employment/Reference Information

The Oregon Utility Notification Center will only respond to requests about your employment from an outside company or individual with written authorization from the employee or by law or court order. If you should receive a request for information about another employee of the Oregon Utility Notification Center, current or former, you must refer all questions for such information, including requests for letters of recommendation, to the Executive Director for response.

Personnel Records and Files

Oregon Utility Notification Center protects the confidentiality of records by restricting access to files to only those employees who have a business need to see it. The Oregon Utility Notification Center does not permit access to personnel files by third parties except with due legal or government process, such as a subpoena or unemployment insurance claim.

Employees are responsible for notifying Oregon Utility Notification Center within 30 days with a new address, new telephone number, a change in family status (birth, marriage, death, divorce, legal separation, etc) or any other changes in personal status that should be recorded in personnel records. Income tax status and group insurance benefits may be affected by these changes. This is the responsibility of each employee including employees on leave of absence.

Medical Records

Your medical records are maintained in a confidential manner and separate from your personnel file records. HR protects the confidentiality of medical records limiting access to only those management employees with a business need to be informed about medical restrictions or accommodations, and to first-aid or safety personnel if a disability might be likely to require emergency treatment.

If you have a medical condition or are taking medications that need to be disclosed to emergency medical personnel, you may request that such information be included in your medical file.

Also, if your emergency contact name or phone numbers change, please provide updated information to

V. HOURS OF WORK

Hours and Work Schedules

Expectation to meet the needs of the position and organization – acknowledge need for flexibility – feature of role

Standard work week – work/life – flex time nature of roles. The Oregon Utility Notification Center may offer a flextime benefit designed to balance individual preferences with the Oregon Utility Notification Center's need to have staff available to meet business needs. Flextime work schedules will be reviewed periodically and may be changed or discontinued at any time.

The work week may vary due to business needs – **occasionally outside of regular business hours**. Employees are expected to be adaptable in meeting unique schedule requirements.

Breaks/lunch

Attendance and Punctuality

Punctuality and regular attendance at meetings and events are essential for the smooth and productive operation of the Oregon Utility Notification Center. They are also important factors in evaluating performance. Employees need to keep the Oregon Utility Notification Center informed of their status when not available for work. The Oregon Utility Notification Center expects employees to be available for work as scheduled or requested. If not able to work for any reason, or utilizing paid time off, the request or notification should be made as soon as possible.

VI. EMPLOYMENT CLASSIFICATIONS

Classifications for Purposes of Pay

In accordance with federal and state laws, exemption from overtime compensation for executives, administrators, and professional employees is allowed. The exemption is based on actual job duties rather than title.

Exempt Employees

Exempt employees meet detailed and specific tests established by the Fair Labor Standards Act and applicable state law and are paid on a salaried basis. Salaried exempt employees are not eligible for overtime pay or other means of compensation regardless of hours actually worked.

It is understood that exempt employees may be required to work irregular hours, evenings and weekends. Those factors are considered in establishing the base compensation level for subject employees. Overtime pay or other means of compensation will not be granted to exempt employees. MOVE to hours

Separation Policies

Voluntary Resignation

The Oregon Utility Notification Center requests a written two-week advance notice when leaving your job. The Oregon Utility Notification Center will compensate you for unused vacation up to 250 hours of accrued leave. All assigned equipment; keys or other Oregon Utility Notification Center property including files both paper and electronic must be accounted for and returned.

Commented [JT2]: This needs to be addressed – AD HOC?

Involuntary Termination of Employment

Oregon Utility Notification Center employees are classified unrepresented and may be terminated from the Oregon Utility Notification Center's service for disciplinary or other reasons. Disciplinary matters will be referred to the Oregon Utility Notification Center's Executive Director and handled on a case-by- case basis at the discretion of the Oregon Utility Notification Center. The cause for discipline/dismissal must be one or more of the following:

- Misconduct: conduct an employee knows, or should know, is not proper behavior;
- Inefficiency: failure to produce required results even though the employee is competent to do so;
- Incompetence: absence of ability or qualifications to perform required tasks;
- Insubordination: refusal to obey an order or directive;
- Indolence: behavior indicating unwillingness to work;
- Malfeasance: conduct showing moral turpitude, such as the Oregon Utility Notification Center of an act, which is morally wrong and unlawful;
- Unauthorized leave of absence(s);

- Other unfitness to render effective service: any other employee conduct, quality or condition which tends to obstruct the Oregon Utility Notification Center in fulfillment of its mission or that justifies the Oregon Utility Notification Center questioning whether it should continue to employ the employee.
- An employee whose performance is judged to be unsatisfactory will be given a reasonable length of time after written notification to make the necessary corrections. If these are not made, termination will result.
- Positions may also be eliminated as determined by the Oregon Utility Notification Center's evolving programming and/or organizational requirements.

Exit Interview

Prior to or on your last day of employment with the Oregon Utility Notification Center, you may participate in an exit interview.

The Oregon Utility Notification Center will schedule the exit interview, arrange for the return of property, and discuss your post-employment benefits, reasons for leaving and references.

Final Paychecks

When an employee has given notice of at least 48 hours, excluding weekends and holidays, the final paycheck is due on the final day worked, or if the final day is a weekend or holiday, on the next business day.

When an employee quits without notice the final paycheck is due within five days, excluding Saturdays, Sundays, and holidays unless the regular pay day occurs within the five-day period, then the employee must receive all wages at that time.

When the Oregon Utility Notification Center terminates the employee, or if the termination is by mutual agreement, the final check is due no later than the end of the first business day after the termination.

Commented [JT3]: Check with TBC

VI. COMPENSATION PROGRAM

The Oregon Utility Notification Center strives to pay wages and salaries that are comparable with those in the industry, and in relation to the position and the size of the organization. The compensation program is designed to attract, retain, reward and motivate employees. The overall purpose of this program is to provide compensation that is:

- Competitive with the compensation paid by similar organizations in the labor market for similar work.
- Equitable with the compensation paid to other employees at the Oregon Utility Notification Center.
- Meritorious individual performance.
- To accomplish this, the Oregon Utility Notification Center will:
 - Analyze the content of your position based on a written job description.
 - Establish pay ranges based on the job market and internal equity.
 - Provide recognition and reward by adjusting your pay in accordance with your performance, within the Oregon Utility Notification Center's established guidelines.

The overall salary budget will be approved by the Oregon Utility Notification Center's Executive Director and Board of Directors at its annual budget hearing.

As provided by state law, Oregon Utility Notification Center employees are not subject to the statewide personnel salary plans.

Position Descriptions

The intention of the Oregon Utility Notification Center is to provide up-to-date descriptions of each position within the Oregon Utility Notification Center. Position descriptions are only guidelines and can be expected to change as business needs change. From time to time you will be expected to perform duties and handle responsibilities that are not part of your normal duties.

The Executive Director shall be responsible for developing position descriptions to assure that staff members know what is expected of them and how these expectations may be achieved.

Position descriptions shall be:

- reviewed by a staff member at the time of employment and signed by the employee to reflect understanding of duties;
- made part of the employee's personnel file;
- reviewed annually with the employee in conjunction with the annual performance review;
- reviewed and updated with the employee as new services are added or as operational changes take place.

Position descriptions shall be provided to all new employees or when a position description has been revised.

Payroll

Changes to Payroll Information

Requested changes to your payroll information need to be submitted to the bookkeeping service for appropriate action and forwarding to follow the payroll process. All changes will need to be submitted at least one week before payday in order to be effective for that period. Changes received after that time will be reflected in the succeeding pay period.

Timesheets

Each employee will complete a timesheet every two weeks. The Executive Director and Board Chairperson will review all timesheets. On the timesheet, the employee must record number of hours worked per day, and hours used for paid time off. Reporting also includes reimbursement of mileage and expenses. **Reconciliation of company credit card expenses is handled separately (see section x).** The employee is responsible for accurately recording this information.

Paydays

Paydays are every two weeks.

Automatic Deposit

Most employees find it convenient to have their regular paychecks automatically deposited in their bank account. If you would like to make a similar arrangement, contact Payroll for details.

Honoraria

Staff members who receive compensation in the course of their work from organizations for services provided (ex. speaking engagements, presentations, etc.) shall retain their regular salary but must return or credit back to the Oregon Utility Notification Center any additional compensation received.

VIII. PERFORMANCE APPRAISALS

Annual Performance Reviews

Performance Evaluation

Commented [JT4]: Consider frequency

Oregon Utility Notification Center employees will be evaluated on an annual basis usually completed during the anniversary month of employment of the employee, during a performance review attended by the immediate supervisor and the Executive Director. The immediate supervisor will provide a written evaluation of each employee's performance based on such things as on job knowledge, skills, performance, working relationships, attitude, enthusiasm and any other appropriate criteria. The Executive Director will review the written evaluation before it is given to the employee. The employee will have the opportunity to read the appraisal, ask questions about it, and add written comments they feel are appropriate. The employee signs the review to acknowledge receiving it; your signature does not mean that you necessarily agree with the appraisal, only that you have seen it. If you disagree with your performance appraisal you may submit a written rebuttal to your evaluation.

A copy of the performance evaluation, including any employee comments becomes part of the employee's permanent employment file. The employee may retain a copy for his/her own file.

Supervisors and employees are strongly encouraged to informally discuss job performance and goals throughout the year.

In addition, each new Oregon Utility Notification Center employee will serve a six-month trial service period during which time they will be classified as a probationary Oregon Utility Notification Center employee. A performance appraisal and evaluation will be conducted at the conclusion of the trial period and the probationary employee will either move to regular employee status or will not be retained for further service.

Performance appraisals do not guarantee salary adjustments or continued employment. Any change in pay will need to be approved by the Executive Director prior to the actual employee performance review.

Evaluation of the performance and/or accomplishments of individual staff members is an important process in improving the effectiveness and efficiency of the Oregon Utility Notification Center and its staff members. The evaluation will review your strengths as well as point out ways to improve your performance. Additional written appraisals may be done at any time to advise you that your performance is below expectations or acknowledge outstanding performance. Staff members are expected to perform the duties identified in their position descriptions in addition to any additional responsibilities that may be assigned by his/her individual supervisor and/or the Executive Director.

Problem Review (complaint handling procedure)

Informal Problem Review Procedure Steps

If you have a job related concern, problem, question or complaint, you should first attempt to resolve it informally by discussing it with your supervisor. The simplest, quickest, and most satisfactory solution will often be reached at this level.

If the discussion with your supervisor does not address your concern to your satisfaction, you may then orally present your concern to the next higher level or management up to and including the Executive Director.

If your concern is with your supervisor or manager, with whom you would ordinarily discuss a problem; you may bypass that individual and go to the next higher person in authority without fear of reprisal. At any time, you may seek the advice and guidance of Human Resources.

If your concern is still not resolved to your satisfaction, you may pursue the Oregon Utility Notification Center's Formal Problem Review Procedure without fear of retaliation. The time you take to present or process concerns during normal working hours will be paid as work time. Any difficulties you experience using this problem review procedure should be brought to the attention of Human Resources.

Formal Problem Review Procedure Steps

The following steps are to be used when informal discussions have failed to resolve your concern satisfactorily. The Oregon Utility Notification Center will make every effort to settle the matter in the following manner:

- Step 1 – Document your concern in writing, and present it to your supervisor. Your written document should: state that you are pursuing the Formal Problem Review Procedure, describe your concern as explicitly as possible, and include your recommendation as to how your concern might be resolved. Your supervisor will review your concern and suggested resolution and attempt to resolve your concern at this time.
- Step 2 – If the concern cannot be settled by your supervisor, your supervisor will, within five work days, submit your written concern along with his or her recorded steps, to the Executive Director. The Executive Director will work with the involved parties and/or investigate the situation in an attempt to resolve your concern and will provide you a response within 10 work days of receiving notification from the manager.
- Step 3 – If the concern cannot be resolved at Step 2, the matter will be reviewed by the Executive Director and/or Board Chairperson. The Executive Director's decision will be final and binding.

Misconduct (Whistleblower)

A staff member who wishes to disclose information regarding the "improper governmental action" of a staff member shall make a good faith effort to report any such improper actions to the Executive Director or Board Chairperson. For purposes of this policy, "improper governmental action" means any action taken by a staff member undertaken in the performance of official duties which violates state law, abuses authority, endangers public health or safety, or wastes public funds. Improper governmental action does not include personnel actions involving employee grievances and related complaints.

A staff member may report such improper governmental action to the Oregon Department of Administrative Services. The notification should include a description of the improper action, the name of the staff/board member(s) involved and any other details necessary to conduct an investigation. No retaliatory action shall be taken by the Oregon Utility Notification Center. Refer to ORS Chapter 659.

IX. INSURANCE BENEFITS

Group insurance (PEBB) See Public Employees' Benefit Board Summary Plan Description for full explanation of benefits. <http://www.oregon.gov/DAS/PEBB/2011Benefits>

The Oregon Utility Notification Center's insurance coverage available to the employee and family will follow the guidelines and programs set by the State. The employee must select from the medical, dental and vision programs available from the Oregon Public Employees Benefit Board (PEBB) Criteria for eligibility will be explained at the time of hire.

The Oregon Utility Notification Center may pass a portion of the cost of insurance coverage on to the employee. This amount is determined by the type of coverage selected and your status as a full or part-time employee. The Oregon Utility Notification Center's contribution is pro-rated for part-time employees. The Oregon Utility Notification Center reserves the right to change the employee share of the cost insurance coverage at any time. Temporary employees are not eligible for insurance coverage. Premiums will be deducted from the employee's monthly paycheck.

Eligible Employees

Eligible employees (32 hours or more worked per week) are eligible for group insurance benefits the month following the month they begin employment.

Dependents Eligible for Coverage

Employees may enroll the following individuals for coverage:

- Spouse or domestic partner: an ex-spouse or former domestic partner is not eligible.
- Dependent children
- Domestic partner's dependent children

Benefit Options for Full-time Employees

Core Benefits – Core benefits include:

- All available medical plans, (which include vision coverage except those labeled "Part Time") and dental plans according to where you live or work. (At least 50% of the time).
- Basic employee life insurance coverage of \$5,000 paid by the Oregon Utility Notification Center.

Employees who enroll in core benefits can also enroll in all available optional benefit plans as described below, for which they pay the premiums.

Medical Opt Out –

Opting out is a choice of **medical plan**.

Employees may opt out of either medical coverage **only** if they have other employer-sponsored group medical coverage or both medical and dental coverage if they have other employer-sponsored group coverage for each as defined by PEBB.

Employees cannot opt out of dental coverage alone.

Other group coverage does not include Medicare, Medicaid, Veterans Administration Health Benefits, or Student Health Insurance.

All members who opt out will receive a monthly opt-out amount determined by the PEBB Board and prorated for part-time employees according to hours worked compared with full-time.

Members who opt out of medical coverage, only, must enroll in and pay the premium for PEBB dental coverage.

All employees who opt out must pay the premium for the employee basic life coverage otherwise paid by the employer.

The costs of dental and basic life premiums are deducted from the monthly opt out amount pretax.

The balance of the opt-out amount after deduction for the dental premium and basic life premium is added to monthly pay as taxable income.

Employees who opt out may enroll in the optional benefit plans listed above, for which they pay the premiums.

For Opt out details, see HR.

Decline – Employees may decline core benefits. If they decline core benefits, they choose not to participate in the PEBB program. They will not receive a portion of the monthly benefit amount and they cannot enroll in any of the optional benefit plans.

Eligible Part-time Employees

The current monthly benefit amount for eligible part-time employees is pro-rated based on hours worked in the month compared with the month's full time hours.

To be eligible for benefits, part-time employees must work or receive 80 paid regular hours per month or be in a job share position. New part-time employees are not required to work at least half time in the month they are hired to be eligible for benefits the next month, but they will need to meet this requirement in following months.

Part time employees receive a pro-rated monthly benefit amount from the employer for the core benefits of medical, dental and basic life insurance coverage. For most part-time employees, the pro-rated amount is based on the number of hours worked in the previous month. For job-share employees, the amount is fixed by their share of the position.

Benefit Options for Part-time Employees

Core Benefits – Core benefits are

- All available medical plans, (which include vision coverage except those labeled “Part Time”) and dental plans according to where you live or work. (At least 50% of the time).
- Basic employee life insurance coverage of \$5,000 paid by the employer.

Employees who enroll in core benefits can also enroll in all available optional benefit plans as described below, for which they pay the premiums.

Commented [JT5]: Check with PEBB for consistency

Domestic Partner Benefits

for details regarding eligible Domestic Partner and Domestic Partner dependents coverage qualifications.

Commented [JT6]: Same as above

Flex Spending Plan

The Oregon Utility Notification Center provides an Internal Revenue Service (IRS) Code 125 Cafeteria plan of benefits to employees. This plan allows employees to receive healthcare benefits pre-tax. To maintain the Cafeteria Plan status, PEBB must follow code 125 federal regulations. The regulations mandate that participant elections are irrevocable for the plan year and provide only limited circumstances in which the election may change.

Optional Benefits

Employees choosing core benefits can also enroll in all available optional benefit plans, for which they pay the premiums. Optional plans include:

- Optional Life Insurance
 - Employee Life Insurance
 - Spouse or Domestic Partner Life Insurance
 - Dependent Life Insurance
 - Retiree Life Insurance
- Short-term Disability
- Long-term Disability
- Accidental Death & Dismemberment
- Long Term Care Insurance

Please see PEBB website or HR for more information; (<http://www.oregon.gov/DAS/PEBB/OpBen>).

Commented [JT7]: Double check PEBB

Insurance Continuation (COBRA)

Former PEBB members may continue their insurance coverage in PEBB healthcare plans through Consolidated Omnibus Budget Reconciliation Act (COBRA).

COBRA gives employees along with their spouses, domestic partners, eligible dependents, and domestic partner’s dependents a chance to continue coverage under an employer’s group health plan. Participants must experience a

qualifying event for COBRA to apply. In general, employees receive the opportunity to elect only the healthcare coverage they were receiving immediately before the event. The employee must pay the entire premium cost for the benefit coverage.

Mandatory Benefits

Federal and state laws provide for certain additional benefits that are paid for in part or in full by the employer as follows:

Social Security

Social Security may provide income when an employee retires becomes disabled or dies; it also provides Medicare benefits. These benefits are provided by contributions made equally by employees and employers through payroll taxes (FICA). Tax rates, benefits amounts and qualifications are determined by federal law and subject to change at any time.

State Unemployment Insurance

Depending upon circumstances, you may be eligible for unemployment compensation upon termination of your employment with the Oregon Utility Notification Center. While the State Employment Division determines eligibility, the Oregon Utility Notification Center pays the full cost of this benefit through payroll taxes.

Worker’s Compensation

State laws require employers to carry worker’s compensation insurance to cover the costs incurred by employees who have work-related injuries or illnesses. This insurance may pay your medical bills and provide a portion of your income until you can return to work. The benefits are administered and paid by the Worker’s Compensation Insurance carrier and are subject to government regulations.

Employees who are hurt in accidents while at work or who develop work related diseases must report all such occurrences immediately to your Supervisor and HR. HR will help you complete the necessary forms, reporting and work requirements for this benefit. Employees may not use sick leave, short-term disability, or any other paid leave time for any days covered under Worker’s Compensation.

X. Time Off Benefits

Paid Time Off

Commented [JT8]: Adjust accrual to reflect one bank of hours

<u>Years Worked</u>	<u>Accrual Rate</u>
1- 5 years.....	12 days per year
5-10 years.....	15 days per year
10-15 years.....	18 days per year
15-20 years.....	21 days per year
20 -25 years.....	24 days per year
25+ years.....	27 days per year

Commented [JT9]: Include detailed breakdown

A new employee, after six months of service may take accrued vacation leave on or after the first month following the month in which it is accrued. A part-time employee, a full-time employee on leave without pay, or an employee beginning work after the first working day of the month shall accrue vacation leave on a pro rata basis. Employees shall not accumulate vacation leave in excess of 300 hours.

Vacation leave may be used with prior approval of the immediate Supervisor except as otherwise provided by the Family and Medical Leave Act. The Executive Director may cancel approved time off as determined by workload needs. If necessary, the Executive Director shall direct the return of employees from vacation leave if an urgent need arises.

Upon termination of employment, employees will be paid for accrued vacation time, up to 250 hours of accrued time. An employee must have completed six months of service to qualify for payment.

Commented [JT10]: Can also depend on tenure – fix this section

Commented [JT11]: County example 220/250 or less each mMarch

Commented [JT12]: Figure this out – combined for convenience . Create issue brief on this issue

Personal Business Leave with Pay

An employee is granted up to 24 hours of personal business leave with pay each fiscal year.

- A full-time employee receives 24 hours of personal business leave with pay after completion of six months of service.
- The Oregon Utility Notification Center will pro-rate the amount of leave for part time employees.

With management’s approval, an employee may use personal business leave for any purpose. An employee is eligible to use personal business leave for any absence qualifying under State HR policy 60.000.15 Family and Medical Leave.

Personal leave does not accrue, is not paid out, and does not count towards 300 hours of vacation time.

Please refer to DAS Statewide policy 60.000.10 for complete details.

Designated Holidays

The Oregon Utility Notification Center’s paid Holidays include:

New Year’s Day
MLK Day
President’s Day
Memorial Day
Juneteenth
Independence Day
Labor Day
Veterans Day
Thanksgiving Day
Christmas Day
Governor’s Day – if declared

Every day appointed by the President of the United States as a day of mourning, rejoicing, or other special observance only when the Governor also appoints that day as a holiday.

If the holiday falls on Saturday, the previous Friday will be recognized. If it falls on Sunday, Monday will be considered a holiday.

Part-time employees will receive Holiday pay on a pro-rated basis, of FTE equivalent of 8 hours.

Commented [JT13]: Note for future

Holiday Leave with Pay

An employee, whether Fair Labor Standards Act exempt, may work on a holiday only when required by his or her supervisor/employer. The employee receives compensation at time and one-half in addition to paid holiday leave.

Unrepresented temporary employees whom management requires to work on a holiday receive straight time pay.

The agency may designate an alternative day of observance for any of the designated holidays for all employees of the agency.

Leaves of Absences

Family and Medical Leave

It is the policy of the Oregon Utility Notification Center to provide leave to its employees so they can meet their family health and parental obligations and their own serious health conditions while maintaining a durable link to their job. Employees are granted entitlements for taking family and medical leave, in accordance with provisions of Federal Family and Medical Leave Act (FMLA) for (1) birth of a child (including maternity and paternity leave); (2) placement of a child with the employee for adoption or foster care; (3) to care for a spouse, son or daughter, or parent who has a serious health condition; employee's serious health condition that makes the employee unable to perform essential job duties. Also in accordance with the Oregon Family Leave Act (OFLA) for (1) birth of a child; (2) to care for newly adopted or newly placed foster child under 18; (3) to care for spouse, child, parent, parent-in-law or same-sex domestic partner who has a serious health condition; (4) employee's serious health condition which makes employee unable to perform the duties of employee's regular position, including pregnancy-related disability or absence for prenatal care; (5) to care for an employee's child who is suffering from an illness or injury which requires home care, but is not a serious health condition.

The use of accrued leave shall be required while on approved FMLA or OFLA. An employee must exhaust all accrued leave, including vacation, sick, and personal business days prior to being placed on leave without pay. An employee's FMLA/OFLA 12 week leave entitlement shall run concurrently with any employee absence resulting from a worker's compensation claim. An employee shall provide no less than 15 calendar days' notice for a planned absence under provisions of this policy. In the event of a medical emergency or other unforeseeable event, the Executive Director shall be contacted as soon as practicable, but no more than three days from date of occurrence.

Commented [JT14]: PTO??

Sick Leave

The Oregon Utility Notification Center follows DAS Statewide Policy 60.000.01 and Sick Leave with Pay. Sick leave with pay is an accrued benefit that is granted to eligible employees to provide time off from work for personal and family illness or injury. An employee may use accrued sick leave with pay on or after the first of the month following the month of accrual. A full time employee shall accrue eight hours of sick leave per month. Part time employees accrue sick leave on a pro rata basis.

A full time employee on leave without pay or a part time employee shall accrue sick leave on a pro rata basis.

Sick leave can be used for personal or a family member's illness, injury, medical or dental care, or death or any period of absence from employment qualifying as family or medical leave as follows:

1. Illness or injury of the staff member

2. Preventative health care
3. Exposure of other staff members to contagious disease when attendance at work would jeopardize the health of others.
4. Disability of the staff member due to pregnancy or childbirth.
5. Illness, injury, preventative health care of relatives or household members of the staff member. Except as may be required by OAR 105-010-0000, leave for this reason shall be limited to five days, unless extended by the general manager. For the purpose of this subsection, "relatives" shall include only:
 - o Spouse
 - o Child, grandchild, or foster child
 - o Parents
 - o Grandparent or household members as defined in DAS Statewide Policy 60.000.01(2) (C) may also be included.

When a condition listed above arises while the staff member is on vacation leave, the staff member shall be granted accrued sick leave as provided above for the condition (in lieu of the approved vacation leave) provided that the staff member requests such sick leave within fourteen (14) days after return to work.

No compensation for unused sick leave hours shall be allowed upon separation, except as provided in the applicable provisions of the Public Employees Retirement Act.

Sick leave is accrued and used in accordance with State of Oregon policy No 760.000.01

Absence due to illness or injury shall be reported to immediate supervisor or the Executive Director at the beginning of the absence, or as soon as practical. Failure to do so will be considered unexcused leave.

Upon return to work, the staff member may be required to complete a written statement (leave request form) explaining the nature of his/her absence. The Executive Director may require a medical certificate.

Sick leave may be charged on an hourly basis.

Commented [JT15]:
 Commented [JT16R15]: PTO – remove?

Return to work for Illness or Injury Policy

If you are on a medical or disability leave of absence, including workman’s compensation, you must return to work when your physician, or a company-appointed physician, determines that you are able to resume your normal duties. The Oregon Utility Notification Center requires that you produce a release to return to work from your physician before we reinstate you to the active payroll. If you wish to extend your leave beyond the date your physician releases you, you must apply for a personal leave of absence by submitting a written request to your Supervisor and HR. A physicians’ release may also be required when you return to work from any illness of three days or more or other short-term disability or medically related absences.

Commented [JT17]: PTO – remove?

Bereavement Leave

The Oregon Utility Notification Center follows state policy 60.000. 10(1)(a), and which currently allows up to 24 hours of paid bereavement leave per occurrence for full time employees. This leave will be prorated for part-time employees. Employees may ask to use accrued sick leave, vacation leave, or time off without pay for bereavement purposes beyond the 24 hours provided. This leave is to be used to discharge customary obligations when a family member dies. The term family member applies of the employee’s spouse or domestic partner, and the following for the employee and his or her spouse or domestic partner:

- Parent (Includes one who stood in loco parentis (in place of a parent) and when the employee was a child)
- Child (and child's spouse) (includes a child whom the employee stood in loco parentis)
- Sibling and sibling's spouse
- Grandparent
- Grandchild
- The above include step, adoptive and foster
- Members of the immediate household

Commented [JT18]: PTO

Jury Duty

The Oregon Utility Notification Center follows DAS Statewide Policy 60.000.12 and. Employees will be granted leave with pay for jury service (except temporary employees). Employees will waive any money paid by the court for serving on a jury. Employees may keep any reimbursed expenses. Leave with pay is also granted if an employee is required by subpoena or other direction by proper authority to appear in court or before a legislature, judicial, or quasi-judicial body. Employees may keep compensation received for an appearance that is required by subpoena or other direction by proper authority for matters other than officially assigned duties.

Military Leave

The Oregon Utility Notification Center follows State of Oregon policy 60.000.25, OAR 105-010-0000 and state and federal law regarding military leave. Employees taking time off for military duty or who wish reinstatement to their former position when they return are protected by federal law.

Military Training Leave With Pay

An employee shall be granted military training leave with pay for a period not exceeding 15 calendar days or 11 work days in any federal training year if the employee:

- has been employed with the State of Oregon or its counties, municipalities or other political subdivisions for 6 months or more immediately preceding application for military leave;
- is a member of the National Guard or reserve component of the United States armed forces; and
- has provided advanced written or verbal notice of the absence.

Commented [JT19]: Add note under PTO on leave requests (paid or unpaid)

Oregon Victims of Crime

Oregon employees are eligible for state-mandated leave after 180-days of employment, if you have worked a minimum of 25 hours weekly. This leave allows job-protected time off to attend criminal hearings should you or an immediate family member be a crime victim. Please provide Oregon Utility Notification Center with a reasonable notice and a copy of the hearing notice. You may apply earned PTO accruals, but are not required to do so.

Refer to State Policy 60.000.12 and OAR 105-00-0000.

XI. OTHER BENEFITS

Employee Assistance Program (EAP)

The Oregon Utility Notification Center offers an Employee Assistance Program (EAP) through a PEBB contract with Cascade Centers, Inc. The EAP is a free and confidential employee benefit that can assist the

employee and eligible family members with personal issues including: individual counseling sessions, crisis counseling, legal and financial advice, homeownership savings, child and elder care resources, and identity theft recovery. An employee can receive five face- to- face sessions and an 800 number for unlimited phone contacts. For more information or to access these services contact 1-800-433-2320 or visit www.cascadecenters.com.

Training and Development

As the need arises, direct supervisors and the Executive Director may determine through performance management that additional training and education may be needed for certain staff members in order to carry out the duties of their job, or for professional development. The Executive Director must make prior approval for all staff development expenditures within the budgeted amount for staff training and education approved by the Board of Directors annually

In some situations, the Oregon Utility Notification Center may require the employee to fulfill a minimum service requirement to be determined on a case by case basis. If an employee terminates employment prior to meeting the minimum service requirement, the employee may be required to reimburse the Oregon Utility Notification Center for the costs of the training program.

Professional Organizations/Paid Professional Memberships

Subject to Executive Director approval, two personal professional memberships, including national, state and local affiliates, will be paid by the Oregon Utility Notification Center for program employees. Memberships in other organizations which clearly benefit the Oregon Utility Notification Center will be held in the Oregon Utility Notification Center's and the appropriate employee's name. All such memberships will use the Oregon Utility Notification Center's address.

XII. EMPLOYEE SAFETY & SECURITY

Emergency Procedures & Safety

The Executive Director establishes and communicates emergency and safety procedures.

Security Expectations

Consider security a personal responsibility. Report any unusual situations to your supervisor, HR, or Executive Director. Do not allow unauthorized visitors to wander through the Oregon Utility Notification Center's offices. Be friendly but firm. Escort all visitors who refuse to identify themselves or do not provide a satisfactory reason

for being in your work area to the exit. Notify your supervisor, HR, or Executive Director immediately. If you feel uncomfortable or threatened, leave the visitor and notify management immediately, never jeopardize your safety.

You are responsible for the security of your own personal belongings. The Oregon Utility Notification Center does not assume responsibility for the loss of personal items from the premises or parking lot. We recommend that you keep your vehicle locked while parked in the Oregon Utility Notification Center lot. You are requested to report any theft of any personal or Oregon Utility Notification Center company to your supervisor, HR or the Executive Director immediately. Turn in any unclaimed items to HR.

Weapons in the Workplace

The use, possession, sale of purchase of firearms, personal weapons, or explosives at any time on Oregon Utility Notification Center premises, or by an employee on Oregon Utility Notification Center business anywhere is prohibited. A parked car in the Oregon Utility Notification Center parking lot is considered on Oregon Utility Notification Center premises. The only exception to this policy will be police officers, security guards, or other persons authorized by virtue of their employment to carry a weapon on the property.

Workplace Violence

The Oregon Utility Notification Center is committed to providing a safe and secure environment for employees. We do not tolerate threats, threatening behavior, or acts of violence against employees, visitors, guests, or other individuals by anyone on our property. Violation of this policy will result in disciplinary action, including immediate termination.

Anyone who threatens another, or engages in violent acts on company property may be removed from the premises and remain off premises pending the outcome of an investigation.

Alcohol and Drug-Free Workplace Policy

The Oregon Utility Notification Center maintains a drug and alcohol free workplace in order to promote employee safety, health, and efficiency. Employees who engage in any work for the Oregon Utility Notification Center must, as a condition of employment, abide by the Oregon Utility Notification Center’s Alcohol and Drug-Free Workplace Policy. Reporting to work under the influence of alcohol or drugs, or the use, possession, unlawful manufacture, sale, distribution, or dispensing of alcohol, drugs or other controlled substance (defined as any drug or drug-like substance whose sale, use, purchase, or possession is unlawful without a prescription) is strictly prohibited and will result in disciplinary action up to and including termination. This policy applies to employees while on Oregon Utility Notification Center premises, on or in Oregon Utility Notification Center property, during work time, meal and break periods, and at Oregon Utility Notification Center-sponsored events.

Employee Assistance for Alcohol or Drug Concerns

The Oregon Utility Notification Center recognizes its commitment and responsibility to its employees and provides an opportunity for employees to deal with alcohol and drug-related problems. We view alcohol and drug dependency as treatable medical conditions and encourage employees who may have alcohol or a drug dependency to seek assistance through the Employee Assistance Program (EAP) or other resources before dependency leads to safety concerns for the employee and others, or a violation of this policy or to unacceptable performance or other poor work habits.

Commented [JT20]: Change to reflect meetings and events , representing OUNC in an official capacity – CONDENSE!

IX. STANDARDS OF CONDUCT

Ethics

Commented [JT21]: State mandated training (also for harassment)

Oregon Utility Notification Center employees are considered “public officials” under Oregon law relating to government ethics. The provisions in Oregon Government Ethics law restrict some choices, decisions or actions a public official may make. The restrictions placed on public officials are different than those placed on private citizens. Service in a public office is a public trust and the provisions in ORS Chapter 244 were enacted to provide one safeguard for that trust.

Employees should familiarize themselves by reading ORS244 (available at http://www.oregon.gov/OGEC/forms_publications.shtml—click on “Guide for Public Officials” –ORS Chapter 244).

Political Activity

The restrictions imposed by the law of the State of Oregon (ORS 260.432 (2)) on your political activities are that “no public employee shall solicit any money, influence, service or other thing of value or otherwise promote or oppose any political committee or promote or oppose the nomination or election of a candidate, the gathering of signatures on an initiative, referendum or recall petition, the adoption of a measure or the recall of a public office holder while on the job during working hours. However, this section does not restrict the right of a public employee to express personal political views.”

It is, therefore, the policy of the state and of your public employer that you may engage in political activity except to the extent prohibited by state law when on the job during working hours.

X. OFFICE STANDARDS

Acceptable Use Policy (DAS Statewide Policy 107-004-110 – would be the state policy if you want to follow, however we are not required to follow, but may follow at our option.)

Whenever you access the Oregon Utility Notification Center’s communications systems and/or services, you are expected to understand and abide by the following policy, including waiver of any expectation of privacy in connection with the use of these systems and services:

All communications systems and services, e.g. business equipment, electronic and telephone communications systems, and all communications and stored information transmitted, received, or contained in the Oregon Utility Notification Center’s communications systems is considered Oregon Utility Notification Center property. You are prohibited from accessing information files, or retrieving any stored communications, for other than legitimate business purposes.

The Oregon Utility Notification Center may monitor employee’s use of its communications systems, services and associated equipment from time to time to ensure proper use and operation of communications systems and services. This means that others may access your telephone and electronic messages, or employees with legitimate business purposes may overhear or view those messages, at any time, without notice. The Oregon Utility Notification Center maintains the right and ability to enter any of these systems and inspect and review data in those systems.

You are not to sue the communications systems and services to engage in the downloading, dissemination or printing of copyrighted materials (including articles and software) in violation of copyright laws. You may not copy or use data stored in the Oregon Utility Notification Center computer systems or use Oregon Utility Notification Center purchased or leased software contrary to the provisions of the contract.

Use of passwords is to be restricted to only those persons approved by the Oregon Utility Notification Center. Your computer password is confidential and is not to be shared with anyone outside the company, and only with authorized individuals within the Oregon Utility Notification Center. Disclosure of confidential password information is considered a breach of Oregon Utility Notification Center security.

The Oregon Utility Notification Center may choose to restrict your use and/or access to the communications systems and services at any time, for any reason, without notice.

Media Relations

Because much of the information we work with can be of a sensitive nature, all contacts with the media are to be referred to the Executive Director or Board Chairperson.

Release and Approval of Materials for Public Consumption

All business related communications materials, papers, articles, speeches, press releases or presentations - for public release must be approved by the Executive Director or Publicity Chairperson before publication, presentation, or release.

VII. TRAVEL & REIMBUSREMENT

Reimbursement for Travel Expenses/Meals

Oregon Utility Notification Center employees, officers and representatives shall receive their actual travel, lodging, and other expenses incurred in the performance of their official duties. Reimbursement will be for expenses absolutely required to accomplish the official duty. Any expenses related to an extended stay or expanded activities not related to official duty will be the personal responsibility of the individual involved. Meals will be reimbursed at their actual rates where receipts are provided, providing meal cost is reasonable (no \$50 dinners, etc.) if a receipt is not provided reimbursement will be at the rate of \$11.50 for breakfast, \$11.50 for lunch, and \$23.00 for dinner. All claims for reimbursement must be submitted to the Oregon Utility Notification Center no later than 30 days after the expense is incurred. All claims must be reported on the Oregon Utility Notification Center expense sheet and all receipts for the incurred expense must be attached. When a receipt is unavailable or lost, a written statement is required by the claimant providing the reason(s). In the absence of satisfactory explanation to the Oregon Utility Notification Center, a reimbursement may not be allowed.

The Oregon Utility Notification Center will only reimburse airfare for a coach economy ticket. Frequent Flyer Miles received from Oregon Utility Notification Center business travel may not be used for personal business, only to reduce the costs of Oregon Utility Notification Center travel expenses. (ORS244.040 Code of Ethics)

The use of privately owned vehicles for official state travel is permitted. When practical because of cost and work requirements a state owned vehicle or rented vehicle shall be permitted. The reimbursement of expense for authorized travel by private vehicle is limited to the state reimbursement rate for the most direct route mileage. The authorized personnel shall carry personal auto liability insurance for the use of the vehicle.

The Oregon Utility Notification Center shall reimburse employee meals only after the employee is in travel status for three hours beyond the employee's regularly scheduled working hours for any one day. Employees

must be in travel status during the entire agency determined meal period(s) in order to qualify to collect subsistence payments for meal(s) except as provided for in "Meals with Meetings." Meal periods are defined by the Oregon Utility Notification Center as the one -hour time period when that meal (breakfast, lunch, or dinner) is consumed.

A Oregon Utility Notification Centerer or employee may request a cash advance for travel, which will be limited to the amount estimated for travel expenses. The estimated travel expense must be signed by two of the approved check signers. Upon completion of travel, the Oregon Utility Notification Centerer or employee must submit a completed Oregon Utility Notification Center expense sheet detailing all expenditures. If the advance is less than expenses incurred, the Oregon Utility Notification Center will reimburse the employee the additional amount due. If the advance is equal to the expenses incurred, the Oregon Utility Notification Center will reconcile the travel advance with the Oregon Utility Notification Center expense sheet. If the advance is in excess of expenses incurred, a cash repayment by the employee is made to the Oregon Utility Notification Center and shall accompany the Oregon Utility Notification Center expense sheet.

If an employee would like to couple a vacation or other personal use onto a legitimate business trip it is allowed where all of the following conditions exist:

- The primary purpose of the trip is official business
- The employee uses, where necessary, his or her approved leave for the vacation or personal part of the trip.
- The Oregon Utility Notification Center does not incur any extra expenses beyond what it would normally incur had the trip occurred without any personal use coupled with the trip.

No extra per diem or field time will be authorized for employees when personal time or a vacation is coupled with a business trip.

Commented [JT22]: Gut and stuff with P&P manual

Employee Meals with Meetings

The Oregon Utility Notification Center shall reimburse employees and authorized guests for meals, coffee, and light refreshments for certain meetings, industry activities or events and training regardless of travel status and without regard to the three-hour rule when:

(1) The purpose of the meeting is to conduct official Oregon Utility Notification Center business or provide training to employees or board members;

(2) The meals are an integral part of the meeting, conference, convention or training session;

(3) Meetings to be included under this section include those in which attendance is advantageous in achieving the goals of the Oregon Utility Notification Center. Including, but not limited to:

- Strategic planning meetings
- Employee review and evaluation meetings.
- Board meetings
- Continuing education and professional development training sessions.
- Promotion, information, and research meetings, events or conferences

(4) The Executive Director must approve payment for the meals in advance. A justification supporting the authorization will include the names of the organization or persons attending the meeting and the purpose or accomplishments expected.

Commented [JT23]: Consistent with P&P

Oregon Utility Notification Center Credit Card Policy

Company credit cards may be issued to selected Oregon Utility Notification Center employees as a means to expedite budgeted expenditures, where usual methods of payment (checks, check requests, invoices) are either infeasible or untimely, given the nature of the transaction.

Cardholders will abide by the following policy for credit card use:

- Credit cards are to be used primarily for travel-related purposes including hotel, meals, and ground transportation.
- Cards will be used solely for business purchases. No personal, family or household use is permitted. If such purchases are made, employee will reimburse the Oregon Utility Notification Center for the full amount of purchase and will return card to the Oregon Utility Notification Center.
- Any hosted – meals will need to be pre-approved by Executive Director. The purpose of the hosted-meal and the names of the people for whom meals were provided need to accompany the receipt. For large groups of 15 or more, the name of the group and the purpose of the hosted – meal will suffice.
- Under emergency circumstances, cards may be used for occasional other purchases that are identified in a current approved fiscal year for the Oregon Utility Notification Center’s plan of work and associated budget. Any amount exceeding \$500 must be pre-approved by Executive Director.
- Cardholders are not eligible to gain points for awards programs through card use.
- Cardholder will keep all receipts and promptly code credit card statements when received, and submit receipts and codes to accounting in a timely manner.
- Card will be used only by cardholder whose name appears on card and card statement.
- Cards may not be used for recurring purchases on a monthly, annual or other basis.
- In addition to this card policy, card holders will also adhere to associated expenditure policies listed in the Oregon Utility Notification Center Policy Manual.
- The Executive Director will review all card purchases by individuals on a monthly basis.
- Credit cards may be withdrawn at any time.

Commented [JT24]: Alcohol purchases

Use of Employee-Owned Vehicles for Oregon Utility Notification Center Business

If you use your own car for Oregon Utility Notification Center business, you must:

- Have a valid driver’s license, and
- Carry full liability insurance coverage (personal injury and property damage) in at least the minimum amounts required by state law.
- If you receive a traffic citation while driving on Oregon Utility Notification Center business, you will be responsible for any fines court costs, etc.

Reimbursement of Expenses

- The Oregon Utility Notification Center’s rate of mileage is intended to compensate you for the use of your personal vehicle: we follow state reimbursement rates for the most direct route mileage.
- When using a private vehicle on Oregon Utility Notification Center business, private auto insurance is always the primary coverage (it applies first).

- There is no Oregon Utility Notification Center coverage for property damage (collision or comprehensive coverages) to the private vehicle.

Use of Rental Vehicles

Use of rental vehicles is permitted / recommended for travel on a case by case basis. The use of a rental car verses your owned vehicle will be determined based on the most cost effective choice. Please review with your Manager.

In addition:

- have a valid driver's license
- be 21 years of age or older
- use the vehicle only for Oregon Utility Notification Center business
- only the Oregon Utility Notification Center employee is allowed to drive the vehicle
- No unauthorized passengers allowed
- If you receive a traffic citation while driving the rental vehicle for any purpose, you will be responsible for any fines, court costs, etc.
- Use state agency rental agencies at the state rate, insurance coverage is by the state.
- Report accidents immediately to the Oregon Utility Notification Center.

XI. DISCIPLINARY GUIDELINES

Disciplinary Actions other than Termination

All employees are expected to meet Oregon Utility Notification Center's standards of work performance. If an employee does not meet these standards, the Oregon Utility Notification Center may under appropriate circumstances, take corrective action.

The intent of corrective action is to formally document problems, while providing you with a reasonable time within which to improve performance. The process is designed to encourage development by you with guidance in areas that need improvement, such as poor work performance, attendance problems, personal conduct, general compliance with the Oregon Utility Notification Center's policies and procedures and/or other disciplinary problems.

Not all situations will involve each corrective step. Steps may be used in any order at the discretion of the Executive Director; sometimes, steps may be repeated, or some skipped, depending on the severity of the conduct.

There may be circumstances in which you may be terminated immediately without application of any of these steps. (See Termination). The Oregon Utility Notification Center reserves the right to impose any other rules or take any other corrective steps it deems appropriate.

Types of Corrective Action

Verbal Warning

Generally, you and your supervisor will meet for a verbal discussion of the problem. The supervisor will document that the meeting took place, what was discussed and decisions or actions that resulted from the conversation. The document will be placed in your personnel file.

Written Warning

If the issue persists or is not corrected, the supervisor will discuss the problem and present a written warning to you. The supervisor will, if has not already done so, discuss the issue with HR and the Executive Director. The issue should be clearly identified and a course of corrective action within a specified time frame will be presented or developed. You should clearly understand the corrective action and the consequence if the problem is not corrected or reoccurs. You should acknowledge receipt of the warning and include any additional comments of your own before signing. A record of the discussion and your comments will be placed in your personnel file.

Employees who are currently working with formal written warnings in their file are not eligible for salary increases, promotions or transfers during the warning period. At the end of the warning period, any pay adjustments, if awarded, will not be retroactive.

Termination

If you are deemed to be unable or unwilling to correct and sustain the performance or behavior that is not meeting established standards, termination will result. Termination will be determined by the Executive Director.

Misconduct Leading to Immediate Termination

The Oregon Utility Notification Center considers certain conduct so serious as to warrant immediate termination. Such conduct includes, but is not limited to, the following:

- Insubordination
- Breach of trust or dishonesty
- Falsification of Oregon Utility Notification Center records
- Theft of Oregon Utility Notification Center or co-worker's property
- Malicious or careless behavior resulting in personal injury or damage to Oregon Utility Notification Center staff or property.
- Violation of the Anti- Harassment, Discrimination, or Equal Opportunity Policies
- Unexcused or excessive absenteeism.
- Violation of the Alcohol and Drug-Free Workplace Policy
- Violation of Oregon Utility Notification Center's Conflict of Interest/ Outside Employment Policy or Confidential Policy
- Possession of weapons on the premises
- Unauthorized possession, use or copying or destruction of any records that are the property of the Oregon Utility Notification Center.
- Any activity that is detrimental to the business operations of the Oregon Utility Notification Center.

The above list is intended to be representative of the types of activities that may result in termination; it is not exhaustive and is not intended to be comprehensive.

Handbook Receipt and Acknowledgement

Commented [JT25]: Code of Conduct

I have received a copy of the Oregon Utility Notification Center's Employee Manual, dated 2022.

I understand that the policies, rules, and procedures summarized in the Handbook apply to me and recognize it is my responsibility to familiarize myself and conform to them.

I agree to read the Handbook and comply with the policies and procedures during my employment with the Oregon Utility Notification Center.

I understand this guide is not all-inclusive with reference to the policies and procedures of the Oregon Utility Notification Center.

I further understand that the policies, rules, and procedures summarized in the Handbook may be amended at any time, with or without prior notice with the expectation that I will comply with the changes.

I understand this Handbook supersedes and replaces all previous policies and procedures and only Executive Director and Oregon Utility Notification Center Board has authority to modify the contents of this Handbook.

I also understand that the information contained in this Handbook is intended to be used as a guideline; it is not meant to create a contractual relationship between the Oregon Utility Notification Center and me.

If I have any questions about the information in this Handbook, I will ask the Executive Director or Human Resources.

Employee Signature _____ Date _____

Employee Name (Please Print)

Please keep one copy of this acknowledgement for your records and return the other copy to the Executive Director.

Social policy