



ARLINGTONSM
CONVENTION & VISITORS BUREAU

**EMPLOYEE POLICIES & PROCEDURES
MANUAL**

“Our Mission”

The Arlington Convention & Visitors Bureau, sells and markets the City of Arlington as a premier destination for overnight visitation, generating sales and lodging taxes to the City of Arlington, Texas and enhancing the vitality of the City by helping to sustain business and employment.

Mission Statement

To Build and Market Arlington, Texas as a Premier Destination

Core Values

- We Own It!
- We Lead!
- We Win
- We Celebrate

Operating Principles

This Bureau makes a commitment to the City of Arlington, its Board of Directors, its marketing partners, and the citizens of Arlington to conduct business ethically and transparently, to be accountable for our actions and appreciated for our achievements, to effectively invest every dollar entrusted to this organization, to achieve the greatest Return on Investment (ROI) possible and to leverage existing resources and assets to support our mission.

ARLINGTON

TOURISM PUBLIC IMPROVEMENT DISTRICT

The Arlington Tourism Public Improvement District (ATPID) is housed at the Arlington Convention and Visitors Bureau. ATPID consists of its own board of directors that govern the rules of this entity, however, employees of ATPID follow the same guidelines of the Arlington Convention and Visitors Bureau Employee Handbook.

Mission Statement

The Arlington Tourism Public Improvement District is a public improvement district dedicated solely to increasing convention and group hotel bookings, hotel room nights, and marketing for the City of Arlington ATPID hotels. ATPID funds are legally restricted to spending only on special supplemental services relating to the ATPID marketing, business recruitment, and promotional activities authorized by Chapter 372, Local Government Code for improvement and promotion of the ATPID.

History of the District

The organization is a 501c6 organization organized under the State of Texas Local Government Code Chapter 372. The Arlington Tourism Public Improvement District (ATPID) is a business-based district and includes 47 hotels with 75 or more rooms that are located within an area coterminous with the entire City of Arlington and is supported by assessments collected from those hotels. ATPID is registered with the Secretary of State (Texas).

- The District is funded by revenue generated from a two (2) percent assessment on occupied room nights in Arlington hotels with 75 rooms or more. The assessment is subject to state and local hotel occupancy tax.
- The assessment applies to occupied rooms for lodging stays less than 30- consecutive days.
- ATPID is a 10-year program with budgets approved annually by the City of Arlington. The District began collecting funds in 2016 and operates on an October to September fiscal year.
- Funds are administered by ACVB through a contract with the City of Arlington and Arlington Tourism Public Improvement District Corporation (ATPIDC). "ATPIDC" is used on legal documents, its operations are informally referred to as Arlington Tourism Public Improvement District (ATPID).
- The District can be renewed after 10 years with approval and agreement from Arlington hotels, City of Arlington and Arlington Convention & Visitors Bureau.
- District hotels represent three tiers: three (3) hotels (300 rooms or more), six (6) hotels (151 to 299 rooms) and thirty-eight (38) hotels (75 to 150 rooms).

District's Purpose

The primary purpose of the District is to advance and promote business within the hotel and tourism industry for the benefit of ATPID hotel stakeholders in the City of Arlington. The District is authorized to conduct all activities necessary for the primary purpose and goals:

- Fund enhanced sales, marketing and promotional programs of the Arlington Convention & Visitors Bureau (ACVB).

- Fund incentive programs to attract additional citywide, mega events, large group and new business to Arlington that is consistent with the criteria adopted by the ATPID Board of Directors and administered through the ACVB.
- Establish financial reserves for the District and administration of the ATPID; maximize coordination with the City of Arlington and other business improvement districts and community benefit districts to avoid duplication of services and improvements, and to leverage resources.
- Ensure delivery of services and improvements through a cost-effective, non-bureaucratic, and easy-to-access organizational structure.

Service Plan

Under contract with the City of Arlington and Arlington Tourism Public Improvement District Corporation, the Arlington Convention & Visitor Bureau manages the day-to-day operations of the District.

Pursuant to the Annual Service Plan adopted as part of the original petition, funds are allocated for sales, marketing, administration and a reserve fund. The Service Plan is approved annually by the ATPID Board of Directors and Arlington City Council.



Organization Summary

The Travel & Sports Legacy Foundation (TSLF) is the 501c3 charitable arm of the Arlington Convention & Visitors Bureau. The foundation provides job training, scholarships, mentoring, and internship placement assistance for underserved youth and adults interested in careers in travel and tourism and sports management.

Mission

The Travel & Sports Legacy Foundation connects underserved youth and adult students with great careers, tourism enterprises with amazingly talented people, and our entire community with a more sustainable economic future.

History of TSLF

The Travel & Sports Legacy Foundation was initially created as the Spirit of Arlington Foundation in July 2015. Although preliminary paperwork had been filed with the Internal Revenue Service (IRS), the foundation remained inactive for two years. In 2017, the Spirit of Arlington Foundation created a mission that was more aligned with IRS nonprofit guidelines and a mission that better addressed the needs of the community.

The foundation filed legal documents with the Internal Revenue Service and the Secretary of State to change the organization's name to the Travel & Sports Legacy Foundation and to amend its legal documents to correspond with the name change. The Travel & Sports Legacy Foundation commenced operations in October 2017. The Travel & Sports Legacy Foundation's name received the IRS 501c3 tax exempt status in April 2018.

Program of Work

TSLF programs provide career pathways for students that include scholarships, internships, mentoring and certifications that clear paths to higher wage tourism jobs and careers.

Its innovative programs address the needs of community youth and tourism employers including (hotels, sports franchises, amusement parks, restaurants, and museums).

TSLF works primarily with secondary and post-secondary school students enrolled in the local career and technical center, a community college, or a four-year university, who are interested in careers in hotel management and related tourism positions.

TSLF goals are strategically aligned with the Arlington Independent School District (AISD), and higher education institutions in Arlington.

TSLF has been highly successful in developing and implementing programs that address the needs of underserved Arlington youth in AISD, TCC and UT Arlington. Programs include:

Secondary Programs for AISD Dan Dipert CTC

- 40 Futures Initiative (Life Skills Training)
- Hotel Training Program and Certifications (American Hotel & Lodging Educational Institute)
- Travel & Sports Careers 180 Guest Speakers Program & Career Exploration Programs/Tours
- Hospitality Careers Symposium (students and educators)

Post-Secondary Programs

Tarrant County College Southeast Campus

- Two-year scholarships for Hospitality Management & Culinary Arts Program students
- Milestones Mentoring Program for TCC scholarship recipients
- Industry Mentoring program
- Travel & Sports Careers 180 Guest Speakers Program
- Career Exploration Programs/Tours
- Internship placement assistance program

UT Arlington

- UT Arlington \$1000 scholarships for Kinesiology Sports Leadership & Management Program junior and senior-level students
- Milestones Mentoring Program for the scholarship recipients
- Industry Mentoring Program
- Travel & Sports Careers 180 Guest Speakers Program
- Internship placement assistance for students

TABLE OF CONTENTS

I. Introduction.....8

II. Employment.....9

III. Compensation... ..16

IV. Benefits... ..20

V. Employee Relations.....27

VII. Operations.....33

VIII. Safety.....36

IX. Specific Policies and Procedures

Remote Work.....42

Travel & Entertainment.....43

Globe Life.....47

Social Media.....49

Computer & Email Usage.....51

Personal Appearance & Behavior.....53

Retaliation (Whistleblower).....53

Conflicts of Interest.....54

Outside Employment.....55

I. INTRODUCTION

This handbook outlines the Arlington Convention & Visitors Bureau's philosophy and guidelines regarding Human Resources Policies and Procedures. TSLF and ATPID employees are held accountable to these policies and procedures as well. If employees have additional questions about a particular policy or procedure, they should ask management or the Human Resources Department. If there is a conflict between anything in this handbook, the City Charter, or state or federal law will take precedence.

Authority

Except for matters reserved by State law or the Articles of Incorporation, the general and final authority for personnel administration rests with the President/CEO.

Arlington Convention & Visitors Bureau (the Bureau) reserves the authority to modify, revoke, suspend, interpret, terminate, or change any or all of the policies specified in this manual, or procedures published pursuant to its authority, in whole or in part, at any time. The issuance of this manual does not constitute a contract between the Bureau and its employees.

Proper policy administration must select goals and encourage the discharge of duties above the minimum standards of criminal and civil responsibility. These policies create high standards of conduct so that training and performance can be aimed at the highest levels; however, these policies may, in appropriate cases, serve as the basis for internal discipline even though they are not intended for civil or criminal proceedings.

The President/CEO has the sole authority to administer Bureau operations. Management authority includes but is not limited to the following:
discipline or termination

direct the workforce:

- hire, assign, or transfer employees
- determine the mission of Bureau departments
- determine the methods, means, and allocation/assignment of personnel needed to carry out the Bureau's mission
- introduce new or improved methods or facilities or change such
- terminate employees under the policies established in this manual
- determine reasonable schedules of work and establish the methods and processes by which such work is performed
- require the performance of duties stated and intended in job descriptions with the understanding that every duty connected with the operations enumerated in job descriptions is not always specifically described and determine position availability by:
- Authorizing lateral reassignments
- Freezing, hiring and promotions
- Authorizing delay in position utilization due to budget, facilities, or other business necessity

directly related to the delay; or

- Authorizing temporary assignment into a vacancy.
- Remove positions, reclassify positions, and reassign employees to different positions with different pay as required by business necessity.

These policies apply to all employees of the Bureau both on and off duty unless otherwise indicated, restricted by proper authority, or limited by law.

The contents of this handbook are guidelines only and supersede any prior handbook. Neither this handbook nor any other Bureau guidelines, policies, or practices create an employment contract. The Bureau has the right, with or without notice, in an individual case or generally, to change any of its guidelines, policies, practices, working conditions or benefits at any time.

Upon employment, new employees will have access to an electronic copy of this Employee Handbook. Employees are required to review this Handbook to ensure compliance with Bureau regulations and will be required to sign an electronic receipt of same, along with any other policies management believes all employees should sign.

Terminology and Meaning

Any statement in a directive found to be illegal, incorrect, or inapplicable, shall not affect the validity of the remaining contents.

The term "Department" as used in this manual shall mean those segments of the Bureau organization listed. The term "department manager" shall mean that classification in the Bureau listed.

The term "days" wherever used in this manual without specification of business days or calendar days, shall be deemed to mean regular Bureau business days.

The term "month" whenever used in this manual shall be deemed to mean thirty/ thirty-one (30/31) calendar days except February.

II. EMPLOYMENT

Equal Employment Opportunity

The Bureau is committed to equal-employment principles, and we recognize the value of committed employees who feel they are being treated in an equitable and professional manner. Therefore, the Bureau is an equal-opportunity employer. This policy applies to such matters as recruiting, hiring, training, compensation, benefits, layoffs, employer-sponsored training, and social and recreational programs within the limits imposed by law.

The Bureau will recruit, hire, train, and promote persons in job titles without regard to race, color, religion, sex, age, national origin, gender, genetics, physical or mental disability, veteran status, pregnancy, sexual orientation, gender identity, marital status, or any other factor determined to be unlawful by federal, state, or local statutes.

The Bureau will base decisions of employment to further the cause of equal opportunity employment.

The Bureau will ensure that promotion decisions are in accordance with equal opportunity employment by imposing only valid requirements for promotional opportunities.

The Bureau will make reasonable accommodations whenever necessary for individuals with known disabilities, provided that such individuals are otherwise qualified to perform the essential functions and assignments of the job, and provided that the accommodations would not impose an undue hardship on the Bureau.

If you have any reason to believe that you (or someone else) haven't been treated in accordance with this policy, you should immediately inform the Human Resources Department.

Volunteer Staff

The Bureau occasionally has opportunities for volunteers. All volunteers must adhere to all policies of the Bureau.

Interns

The Bureau has several opportunities for interns. All interns must adhere to all policies of the Bureau, including all applicable employment policies, and can be dismissed from a program for any lawful reason at the discretion of the Bureau. These interns may have different work hours, work assignments, and other features unique to each internship.

Bureau employees are expected to welcome each intern and to provide guidance, training, supervision, and mentoring based on the expectations of each program. Bureau employees are expected to treat interns as if they were employees of the Bureau. If you have questions or concerns about interns, contact your supervisor or Human Resources.

Hiring and Selection

Employment status begins as follows:

Applicants seeking full-time, part-time, or temporary employment or re-employment with the Bureau must submit a resume to the Human Resources department to receive employment consideration.

Selection for employment with the Bureau shall be based on job-related qualifications. Such qualifications may include but are not limited to possession of the necessary knowledge, skills, abilities, training, education, and experience required for the position, satisfactory results on driving record and background checks. It is the policy of the Bureau to encourage the promotions of qualified employees whenever employees can be given the opportunity for growth and development and/or whenever the Bureau can achieve a more effective utilization of human resources. This will be achieved by job postings.

Vacancies in the Bureau will first be posted internally through a 3-to-5-day job posting via email.

Employment of Relatives

The Bureau is committed to an environment of employment and advancement based on qualifications and merit and does not discriminate in favor or opposition to the employment of relatives. Condition of conflict:

- whenever the performance or exercise of official powers or duties may be influenced by relatives.
- Nepotism: potential for favoritism shown to relatives or bestowal of patronage because of

blood, adoption, or marital relationship.

- Relative: related by blood or adoption

All applicants as well as employees at the time of taking a position or prior to a change in position are required to immediately disclose to the Human Resources Department any relative serving as the Mayor, a Council member or Board of Directors, and any relative who is employed by the Bureau. No employees who are relatives or move into a relationship with each other are eligible for employment, in the same organizational unit; In positions that would place one in the same line of supervision as the other; or In positions where a condition of conflict would exist.

If employees become relatives after employment, and they are in the same organizational unit or the same line of supervision or in positions where a condition of conflict would exist, or otherwise be asked to resign. Affected employee(s) will have ninety (90) calendar days to seek other employment.

Employees are required to disclose any current relationships which fit the definitions outlined above. Employees must disclose the creation of any new relationships that fit those same definitions to their immediate supervisor within thirty (30) business days of their development.

Recruiting/Relocation Expenses

In most instances, applicants are responsible for interviewing/relocation expenses, except for VP Level and above as designated by the President/CEO. When the recruiting process requires a regional or national recruiting effort the Bureau may pay all or part of certain direct, out-of-pocket interviewing/relocation expenses, particularly those relating to travel or relocation from out-of-state, upon approval by the President/CEO. When possible, the Bureau prefers to pay the expense directly to the vendor rather than reimbursing the employee.

Introductory Period

All new or rehired full-time employees are required to complete a performance introductory period of three (3) months in the position for which they were hired. A new or rehired employee who fails to satisfactorily complete the performance introductory period will be terminated.

- These are employees subject to dismissal at any time with or without cause.
- The three (3) month introductory period may not be extended.
- No introductory employee may be reassigned, promoted, or allowed to voluntarily transfer during the introductory period unless it is determined by the President/CEO that: no other employee with the Bureau is more or equally suitable for the vacancy; such change is in the best interests of the Bureau and the employee.

In such case, the employee will serve a three (3) month performance introductory period in the new position beginning with the date of the position change.

The Human Resources Department is charged with the responsibility of implementing and monitoring the introductory period policy and shall take the actions necessary to ensure an orderly administration of the policy. Exceptions to the above policy and/or procedure must be coordinated with and approved by the President/CEO.

Hiring Part-time Employees for Full-time Positions

Part-time employees hired into full-time positions will be treated as any other new full-time employee.

Terms and Conditions of Employment

All employees designated at the time of hiring/promotion are "at will" employees having no property interest in the positions they hold and therefore may be dismissed, transferred, or demoted without cause.

Employment status, entitlement to continue employment, benefits, and termination procedures vary among the following categories of employees:

Introductory: an employee during the performance introduction period of initial employment or re-hire as previously specified.

Regular full-time: any employee with an officially scheduled work week of thirty (30) hours plus in one position who has completed three months of continuous satisfactory full-time service with the Bureau after initial employment or re-employment periods.

Regular part-time: any employee in a budgeted position with an officially scheduled work week of less than thirty (30) hours. The number of hours worked per week is a distinguishing feature of such positions.

Temporary: an employee in a position for a specified length of time to perform work assignments of a limited nature. Such employees may have definite starting and ending dates of employment. Length of employment rather than number of hours worked is a distinguishing feature of such positions.

Classification of Employees

It is the policy of the Bureau to properly classify employees in compliance with state and federal regulations.

Exempt Employees

Employees whose primary duties are defined by the exempt duties test under the Federal Fair Labor Standards Act are not subject to the provisions of the law. These positions are generally paid a salary intended to compensate fully for all hours worked each week and are not compensated based on the number of hours worked. Therefore, they do not receive overtime pay. The Overtime Rule by the Department of Labor states that employees should be paid at least \$884 per week or \$43,888 annually on July 1, 2024, and then effective January 1, 2025, \$1,128 per week or \$58,656 annually to maintain an exempt status.

Non-exempt Employees

Employees who are not engaged in executive, administrative, or professional capacities, as defined in the Federal Fair Labor Standards Act, are subject to the provisions of the law. This law sets forth requirements governing wages, hours, and working conditions for covered employees. Non-exempt employees are typically paid by the hours for each hour they work in a pay period. They also receive overtime pay.

Changes in Employee Status

A change in employee status can mean moving an employee from benefit eligibility to another. They include:

Promotions

Current employees may be promoted to positions of greater responsibility depending upon qualifying skills, education, and demonstrated performance.

Demotions

Regular full-time employees may be demoted at any time when minimum performance standards established for that position are not met or when determined appropriate as disciplinary action for misconduct. Regular full-time employees returned to a former position or reassigned to a comparable or lower-level position for not meeting the performance standards during the review period of a promotion or reassignment are not considered to be demoted since there exists no property right in the position until the review period is satisfactorily completed.

Demotions are a form of disciplinary action for misconduct and/or poor job performance and/or failure to meet and/or maintain job standards.

Demotions are accomplished by reducing the employee's salary by an amount equivalent to that received at the time of promotion.

Temporary Reassignment in Higher Classification

Employees may be temporarily assigned to an "acting status" in a higher-level position having different duties and responsibilities.

- "Acting status" assignments must be made for not less than thirty (30) calendar days and may be made with a temporary salary increase, depending upon the level and responsibility of the position. Such temporary assignments require President/CEO approval, or in the event an employee(s) are acting as President/CEO, the temporary assignment would require approval of the Chairman of the Board of Directors.
- An employee who is temporarily assigned to serve in an "Acting Status" must be minimally qualified for the position and must be able to perform the full range of duties of the higher-level position.

Reclassification of Positions

Reclassifications of positions may occur at the discretion of management. Reclassifications may result in increases or reductions in pay by the Bureau's guidelines for promotions and demotions. Reclassifications are not an appealable personnel action. Employees whose positions are reclassified will be given advance written notice of the reclassification by the supervisor.

Termination of Employee

Resignations/Retirements

An employee must submit a written resignation to their immediate supervisor at least ten (10) business days before the effective date of resignation. The resigning employee must indicate in the resignation letter the last day to be worked.

An employee who chooses to retire by length of service should give written notice of their intent to retire no more than ninety (90) calendar days nor less than thirty (30) calendar days before the effective date to their immediate supervisor. The retiring employee must indicate in the retirement intent notice the last day to be worked.

An employee who gives less than the required notice forfeits terminal pay benefits unless the employee submits a written request to the President/CEO to waive the notice requirement and the President/CEO in writing approves the waiver request.

Application for long-term disability retirement shall satisfy the required resignation notice.

Layoffs

Layoff of employees may occur at the direction of the President/CEO. A layoff is not an appealable personnel action. Employees who are to be laid off from the Bureau will be given advance notice in written form. Employees laid off will receive one-week severance pay for each year of employment up to a maximum of four weeks. Vice-Presidents and above will receive four weeks

of severance regardless of their time with the Bureau.

Dismissals

Introductory, part-time, seasonal, and temporary employees, full-time, and other employees may be terminated from the Bureau at any time with or without cause.

All other employees may be terminated from Bureau employment only as the result of misconduct, performance, or upon layoff as specified in this section.

Exit Processing

When a supervisor has been notified by an employee of the intention to terminate, the supervisor and Human Resources Specialist is jointly responsible for the following:

- Interview the employee, if the employee agrees to this, to determine the reason for termination.
- Contact the Finance & Administration manager immediately with termination date, reason for leaving, and projected hours to appear on the final paycheck.
- Determine if the employee has submitted all reimbursements to the Bureau with regard to expense reports covering Bureau reimbursable activities, credit card and credit card receipts, building key, Bureau equipment including computers, cell phones, and sales displays.
- Ensure that the details have been coordinated for the receipt of Bureau property.
- Submit a final time sheet to accounting for non-exempt employees.

At the employee's option, all terminating employees should schedule an exit meeting with the Finance & Administration manager or Human Resources Manager and with the President/CEO, on their last day of work.

Performance Planning and Review

Supervisors and employees need to have working relationships that permit clear communication of the work to be accomplished, the performance expectations for accomplishing the work, and the measurement of performance against those expectations. It is the role of the performance appraisal to help this process in a way that will improve the productivity and satisfaction of both the supervisor and employee.

It is the policy of the Bureau that supervisors and employees have discussions specifically devoted to performance appraisals every year with emphasis on employee development; a review against performance objectives/ responsibilities, of performance strengths and weaknesses, and capitalizing on relative strengths.

This appraisal process and evaluation of performance provides the basis of understanding to:

- establish salary increases,
- clarify job responsibilities and expectations,
- establish benchmark objectives for the next review period,
- modify job descriptions and planning for job enrichment and career opportunities, and
- determine bonus for achievement of goals.

New employees should receive a copy of the performance appraisal to view expectations, even

if they are not eligible to receive a review in the year they start. Supervisors are encouraged to review the performance appraisals with new employees within 3 to 6 months of their start date.

Training/Professional Development/Certifications/Tuition Reimbursement

The Bureau may have a professional development program for full-time employees that will permit attendance at local seminars and classes when the subject matter covered would result in increased knowledge and productivity related to job responsibilities. **Employees should make their supervisor aware of any training and professional development programs before the new budget year. If opportunities arise during the year that were not previously budgeted, the supervisor must look at their budget to make room for or allow the training if funds are available. Supervisors may also submit a request to the President/CEO for approval.** Time spent attending classes during normal work hours will be considered paid work time and not Paid time off.

Bureau employees are encouraged to be actively involved in professional organizations to promote personal and professional growth. Whatever networks and benefits derive from that relationship to the Bureau is a bonus but not necessarily a requirement for participation. The Bureau is investing in continued growth and an expanded knowledge base. When the Bureau requires attendance, a comp day may be earned. When the employee accepts an extended benefit, a comp day would not apply. Examples of educational opportunities that are excluded from earning comp time are TACVB, IACVB, DMAI, SGMP, MPI and ACOM.

The Bureau also offers Tuition Reimbursement as the budget allows. The Bureau offers full-time employees reimbursement in the amount charged for tuition for courses taken for credit (not continuing education courses) that directly relate to an employee's present position or a position of possible promotion. The amount reimbursed will not exceed \$500 per semester per employee. The Bureau reserves the right to change any benefits, reimbursement programs, or retirement plans as needed for the entire Bureau, but not for single or multiple users. Eligibility for and receipt of tuition reimbursement is conditional upon the employee:

- submitting an email to the employee's Department manager requesting reimbursement, obtaining the employee's department manager's approval signature on it, and filing the approved email with Human Resources Department before enrollment in the course;
- making a grade of "C" or better in undergraduate courses or a "B" or above in graduate courses;
- not receiving payment for the course through any other program (i.e., outside sources such as Veterans' benefits, grants, loans, scholarships, etc.)
- submitting a copy of the employee's grade, fee slips, and additional funding verification if applicable to the Human Resources Department within one month of completion of the course;
- the school must be an accredited institution by a recognized body.

Employees receiving payment for courses from another source such as a grant, scholarship, etc., must indicate the amount received in the memo to the department manager. Reimbursement for these courses from the Bureau will be offset by the amount of funding received from others. Reimbursement will be made for correspondence courses taken from an accredited institution of post-secondary education as certified through a commission on higher education of a regional educational agency for colleges and universities.

Major certification / long-term tuition reimbursements greater than \$5,000 require employees to agree to remain with the Bureau for two years after taking the course. If this agreement is not satisfied, the employee will be charged at the time of termination of employment with pro-rated

costs of the tuition/ certification expenses incurred and reimbursed by the Bureau.

According to IRS tax laws in 2024, if tuition/ certification costs exceed \$5,250 in a calendar year, the Bureau will be required to document this expense on the employee's wages.

Personnel Records

The Human Resources Department will maintain personal work history records of each active and inactive employee. No information on current or former employees will be released to outside parties except by way of legal subpoena, court order, and to governmental agencies in accordance with the law.

Employees are required to report promptly to the Human Resources Department changes in name, marital status, beneficiary change, 401/457 deduction changes, voluntary election deduction changes, and Naturalization/Citizenship.

Employees can utilize the online HR platform (Trinet/Zenefits) to update their benefits, withholding exemptions, emergency contact, and address or phone number changes. Documents completed on this platform are accessible digitally. Employees can also access their paper documents (forms completed before the Trinet/Zenefits platform) like performance reviews, 401/457 forms, and voluntary election forms in their personnel file.

III. COMPENSATION

The Bureau subscribes to the philosophy of maintaining an active compensation planning and administration program. It is the Bureau's goal to attract and retain qualified and competent staff to carry out the mission of the Bureau. It is the policy of the Bureau to maintain compensation standards (salaries and benefits) that are competitive in the marketplace. **Compensation studies are periodically run for newly created positions and promotions, and bi-annually (if budgeted) to maintain market standards for all positions.**

Salary Pay System

The bureau's staff is paid via direct deposit semimonthly on the 15th and at the end of the month. If a payday falls on a weekend, the employees will be paid the preceding business day.

Hours of Work

The Bureau has a forty (40) hour work week for non-exempt employees. The Bureau has a flexible work schedule, whereby each employee, whether exempt or non-exempt, should select one of the following flex times Monday through Friday (7:30 a.m. to 4:30 p.m.; 8:00 a.m. to 5:00 p.m.; 8:30 a.m. to 5:30 p.m.; 9:00 a.m. to 6:00 p.m.). Other times may be approved with the consent of the department manager and the approval of the President/CEO. Contingent upon Bureau activities and with the approval of their immediate supervisor and the President/CEO, non-exempt employees may work any of the flexible hours above (consistent) to equal a 40-hour work week. Employees are entitled to a one (1) hour scheduled lunch. Breaks may not be used to extend lunch periods or to leave work early unless approved by the department manager and solely on an occasional basis.

Authorized paid leave shall be considered hours worked and shall be paid at the regular rate of pay. Examples of authorized paid leave are outside/out-of-town sales calls and bureau-related travel.

All employees are occasionally required to work hours over their official hours when necessary, as determined by department management. Employees are expected to respond to a

reasonable request to work extra hours and may be subject to disciplinary action for failure to work such hours. Compensation shall be paid as applicable and in line with FLSA law.

Unless approved in advance by the employee's immediate supervisor, non-exempt employees performing work at any time other than authorized working hours is prohibited. Such time would include but not be limited to work performed before or after regular work hours or work taken home, as all time must be recorded per FLSA law.

All absences should be submitted for approval by email or text to the department manager in advance of the absence and then submitted accordingly into the payroll processing platform. Non-exempt staff should submit the payroll period's timesheet through the online payroll portal in time for the supervisor to review and approve.

Rates of Pay

The base rate of pay for each employee is as follows:

- The amount the employee is designated to receive within the salary range for the employee's job classification, excluding any merit or incentive bonuses or additional types of pay (mileage, internet, or cell phone allowance).
- The "regular rate of pay" for each employee shall be the employee's base rate of pay plus other amounts for which the employee's specific assignment may entitle him, e.g., acting status pay.
- The "premium rate of pay" or "overtime rate" shall be one and one-half (1.5) times the regular rate of pay.

Compensation for Additional Hours Worked

Overtime shall be defined as actual time worked by a non-exempt or salaried employee that exceeds forty (40) hours in the seven (7) day pay period, claimed to the next quarter hour (excluding PTO leave time taken during the same week). If PTO leave or a holiday falls in the same week, the employee must actually work forty (40) hours before overtime is paid. Employees will be paid at one and one-half the regular rate of pay for the hours worked over forty (40) hours rounded up to the next quarter hour. Overtime should be preapproved through the employee's direct supervisor.

The work week is designed as Monday through Sunday, not Sunday through Saturday as in a calendar week. The Human Resources Department is responsible for determining the exempt/non-exempt status of positions in accordance with guidelines established by the Fair Labor Standards Act (FLSA). All non-exempt employees required to work overtime except those seasonal employees who are exempt from overtime under the FLSA exemption, will be paid for all overtime worked rounded up to the next quarter hour.

Compensatory Time Off

Exempt employees are "exempt" from overtime pay. It is expected that exempt employees will work forty (40) hours or more regularly or occasionally. Compensatory time off with pay is a decision made by management to provide exempt employees who have worked hours during the weekend. Exempt employees working hours outside the normal weekday hours are not eligible for compensatory time off; however, management may elect to give an employee whom has worked excessive time outside normal weekday business hours flex hours during the same week. Staff planning ahead of the event for possible flex hours should be done for time-off during the same week. Management has determined the following guidelines to provide compensatory time off for these exempt employees:

- Less than four hours worked on Saturday or Sunday = no comp time
- Four hours or longer time worked on Saturday or Sunday = one full day comp day
- Four hours or longer worked on both Saturday and Sunday= two (2) comp days
- One-day/overnight/sites during the week do not qualify for comp time.
- Travel days on a Saturday or Sunday, whereby no meetings were held, no time was spent doing business – solely travel -- does not qualify towards compensatory time-off.
- Monday through Friday evening work does not qualify towards compensatory time-off as comp'ed time is for weekend / holiday work solely

Compensatory time earned should immediately be reported to the appropriate manager and to the Human Resources department via a Leave Request Form signed by their supervisor and should be taken within thirty (30) calendar days unless approved by the employee's manager. Unanticipated events will be reviewed on a case-by-case basis. Educational opportunities are excluded from earning compensatory time off. Educational opportunities are considered to be a paid benefit.

Acting Status Pay

Any employee who is temporarily assigned to serve and actually serves in a higher-level position for a minimum of thirty (30) calendar days will be compensated for the additional duties and responsibilities of the higher-level position. The employee must be qualified to perform and must actually perform the range of duties of the higher-level position required during the temporary assignment in order to be eligible for the additional compensation.

"Actually serves" specifically excludes employees temporarily assigned to higher level positions for purposes of learning the job (i.e., on-the-job training).

Lactation/Breastfeeding Policy

As part of our family-friendly policies and benefits, the Arlington CVB supports breastfeeding mothers by accommodating the mother who wishes to express breast milk during her workday when separated from her newborn child. **FLSA gives employees the right to take reasonable break time to express milk for a nursing child. For one year after the child's birth, employees may take reasonable break time each time such employee has a need to express milk. The frequency and duration of the breaks needed to express milk will likely vary depending on factors related to the nursing child. Factors such as the location of the space and the steps reasonably necessary to express breast milk, such as pump setup, can also affect the duration of time an employee will need to express milk. Employees who remote work are eligible to take pump breaks under the FLSA on the same basis as other employees.**

Terminal Pay

Terminal pay is compensation upon termination of Bureau employment of a regular full-time employee's accrued PTO leave (excluding the Extended Illness bucket) up to a maximum of eighty (80) hours. Retiring employees must comply with the written notice requirements found under the Benefits section of the handbook, to be eligible for terminal pay.

Regular full-time employees who resign, retire, or are dismissed or the beneficiary of a deceased employee will be paid for all accrued PTO (excluding the Extended Illness bucket) leave up to a maximum of eighty (80) hours.

Deductions will be made from the amount payable for any Bureau equipment not returned or

returned in unusable condition by the terminating employee, for recoupment of reimbursement owed to the Bureau according to the Texas Payday Law.

Performance Bonus

A Performance Bonus program is offered to all Bureau employees. The President/CEO's bonus is considered separately by the Board of Directors. This may be modified or eliminated at any time. The program shall not be considered as an entitlement of employment with the Bureau.

Sales Incentive Program Policy:

The Sales Incentive Program for Arlington Convention and Visitors Bureau recognizes the need to be competitive with other convention and visitor bureaus. This Policy describes the current incentive program:

- The President/CEO will approve the overall total annual room night and convention center room night goals as recommended by the Senior Vice President of Sales and Services.
- The President/CEO and Senior Vice President of Sales will allocate annual goals to each sales employee. The weighted percentage of each goal will fluctuate based on position.
- The Senior Vice President of Sales will provide each sales employee with their annual goal in writing.

Each sales employee will be required to acknowledge receipt of their goal by signing off on the sales goal spreadsheet. This sales incentive program is intended as a financial vehicle to recognize exceptional sales performance across a variety of Key Performance Indicators (KPI). As such it is important to understand that a minimum of 80% must be achieved in a particular KPI to earn any points associated with that KPI and that a total of 80 points out of a possible 100 must be earned for any incentive funds to be disbursed unless directed by the President and CEO. Furthermore, the maximum number of points that can be earned in any one KPI shall be 140% of the potential points associated with that KPI, and the absolute maximum value of the sales incentive to be paid out shall be 140% of the baseline value.

Incentive funds will be disbursed at both the half-year time frame and at the end of the fiscal year following a review of your performance to those points. This sales incentive program is offered at the discretion of the Arlington Convention & Visitors Bureau management and as such is subject to change at any time during the Fiscal Year.

The Senior Vice President of Sales earns an annual incentive bonus based on the yearly performance goals met by the sales team, as well as individual KPIs established by the President/CEO, but is not eligible for the half-year bonus.

New employees must complete a three (3) month probation period before participation in the incentive program can commence. The incentive will be prorated based on the number of months left in the fiscal year. At their discretion, the President/CEO may elect to pay out a prorated portion of the incentive bonus for a newly hired Sales employee that works less than a full year.

An Overflow room night is defined as additional contracted rooms above/beyond what was initially contracted at the time that the booking was converted to definite. New overflow room nights will be handled by the same Sales Representative unless they are no longer employed with the Arlington CVB or have moved into a different role. Overflow rooms are any hotel room nights needed for an event outside of the host hotel property.

For some events, Overflow rooms are a part of the original RFP and included in the original lead. Overflow rooms can also be requested after a lead has been sent or after a lead has been turned definite and the client has contracted with the host property.

If a booking is canceled within the same fiscal year that it is booked, then the sales representative will have this booking removed from their incentive room night total. If the canceled booking takes place outside of the fiscal year booking occurred, then the sales representative will not be penalized. For example, if a sales representative books 200 rooms in FY2019 and but the cancellation happens in FY2020 then the representative will still receive the rooms counted towards their FY2019 room incentive goals.

Non-Sales Incentive Program

Employees that are not required to complete KPIs related to room night goals fall under non-sales incentives. These incentives utilize qualitative metrics to measure incentive performance and are paid out annually. Incentives are prorated based on the employee's start date. Employees starting after 6 months into the physical year are not eligible for the incentive. Non-manager roles can earn up to 3%, while manager roles can earn up to 5%. This program may be modified or eliminated at any time based on budget and/or the CEO's discretion.

Years of Service Award

A monetary Service Award is given to a full-time employee starting on their 15th, and every five years afterwards (see chart below) for their years of service at the bureau.

15 Years = \$500 (after tax)
20 Years = \$1,000 (after tax)
25 Years = \$1,500 (after tax)
30 Years = \$2,000 (after tax)
35 Years + \$2,500 (after tax)

These amounts can be modified or eliminated at any time.

IV. BENEFITS

Regular full-time employees are eligible to participate in the group Healthcare which includes Medical, Dental, Vision, Employee Life at one-time the employee salary with a minimum of \$50,000, Accidental Death & Disability (AD&D), Short Term Disability (STD), Long Term Disability (LTD), and the Employee Assistance Program. The Bureau provides a retirement plan for all eligible employees. The amount of the benefit at retirement is determined by years of continuous service, age, and the retirement option selected. Information on the retirement program provided to employees may be obtained through the Human Resources Manager. A voluntary Deferred Compensation benefit is also available through the Human Resources Manager.

Paid time off (PTO) is time off available to the regular full-time staff (salary and non-exempt) to be used for any reason the employee elects. The employees are given a set amount of time on January 1st of each year (or in the case of new employees a pro-rated amount of time until year-end based on if the employee arrives on or after February 1st).

PTO time is maintained in "buckets". There are currently four (4) buckets: PTO, Pre-2013 Year, Extended Illness, and Non-Exempt Personal Leave buckets. Each bucket has different contingencies that dictate its use. Management may elect to change this policy for the next calendar year at any time.

PTO Bucket

PTO leave may be used for purposes of attending to personal business, an extension of holiday or sick leave, inability to get to work because of bad weather, or for other purposes at the discretion of the employee and approval of the department management. All regular and introductory employees will be given PTO leave, at regular rates of pay, and compensated as indicated below:

- Eighteen (18) Days of Leave for 0 to 5 years of employment
- Twenty- three (23) Days of Leave for 5 to 10 years of employment
- Twenty- eight (28) Days of Leave for 10 to 15 years of employment
- Thirty-three (33) Days of Leave for 15 years and up

Employees who are promoted to a VP position or above, receive an additional (40) hours of PTO above their years of service (prorated based on the month of promotion), and continue to receive the additional hours every year. These hours do not roll over and they do max out at the (33) days of leave.

The PTO bucket has a “use it or lose it” contingency. The employee will “lose” any of their unused PTO time in this bucket at the end of the calendar year and will not “roll over” to the next calendar year. All PTO time in each employee’s “bucket” not used by December 31st of each year will be zeroed out. On January 1st of the next calendar year, the employee will receive their new allotment of PTO time based on the compensation indicated above.

PTO leave shall be granted to new full-time employees if approved by their department manager. PTO cannot be taken during the first ninety (90) calendar day introductory period for general time off (illness is approved for time off) without approval by the department manager or President/CEO for a department leader.

Approval of any PTO leave is subject to the operational requirements of the department, and any request for paid leave may be denied due to staffing needs and work scheduling of the department. An exception for emergencies or illnesses will be made, but all requests for leave must be submitted for approval via HR Platform (Trinet/Zenefits) to the department manager, which requires the manager’s signature for approval, and then given to Human Resources for the appropriate payroll.

Exempt employees, when absent from work-related activities, will be charged either 4 hours (for four to less than eight hours absent), 8 hours (for the entire day being absent) or zero hours (for less than four hours absent).

Unauthorized absences/leave are those absences where the department manager’s approval is not given and are considered hours absent without pay.

The Human Resources Department shall be responsible for maintaining accurate records of employees' PTO time. Use of PTO leave may be approved in periods of less than one week or more than two weeks when such time off schedule will not interfere with the needs of the department, or such leave is necessary to meet an emergency.

When leave is taken for a sick child or parent, the employee must take PTO, as the unwell individual will need assistance and a full commitment to work cannot be made. PTO leave is not considered time worked to compute overtime.

Unused PTO at the designated period may be “cashed in” and the funds be paid to the employee

via direct deposit on the last payday of the calendar year. Up to forty (40) hours of PTO time may be “cashed in” and paid via direct deposit on December 31st. The PTO time built up in the Non-Exempt Personnel Leave, as well as the PTO time built up in the Pre-2013 Bucket, cannot be “cashed in”.

Upon voluntary separation from the Bureau, PTO leave remaining, up to a maximum of 80 hours, may be paid. Time from the Extended Illness Bucket, or the Pre-2013 Bucket is not eligible for this.

Non-Exempt Personal Leave

PTO has a second “bucket” referred to as the “Non-Exempt Personal Leave” bucket. The purpose of this bucket is to allow full-time non-exempt employees who have various needs requiring their attention to be able to take the time off without having to use their main PTO bucket. Examples of this bucket’s use might be but are not limited to, going to or taking a family member to the doctor, spending time at their child’s school, dealing with home issues, car repair, etc. It is not to be used for vacation time.

An employee must use these leave hours in two-hour increments and can only use up to four (4) hours in one day. The bucket is funded on January 1st of each year with 24 hours. The PTO time built up in the Non-Exempt Personal Leave Bucket cannot be “cashed in” at year-end or upon termination of employment. All PTO time in each employee’s “bucket” not used by December 31st of each year will be zeroed out.

Extended Illness

PTO has a third “bucket” referred to as the “Extended Illness” bucket. The purpose of this bucket is to allow exempt and non-exempt employees who have been out four consecutive days with illness, to be able to take the time off without having to use their main PTO bucket.

Requirements:

The bucket is funded on January 1st of each year with 24 hours of PTO leave specifically for extended illness.

This bucket can only be used when the employee has been out ill (or an illness in the immediate family has taken place) for four (4) consecutive business days.

The first three (3) days of illness cannot be funded by the Extended Illness Bucket; solely day four and any continued, consecutive time off associated with that illness. If all regular PTO leave is used up, the employee will not be compensated (with pay) for time off until day four of the extended illness. The Extended Illness Bucket does not “lose” its unused time at the end of the calendar year. Instead, any unused time “rolls over” to the next calendar year and an additional twenty-four (24) hours will be added to it on January 1st. The Extended Illness Bucket leave may be accumulated to a maximum of seven hundred twenty (720) hours (ninety (90) days).

An employee must provide written documentation of the hospitalization or confinement in the form of a physician's statement after being absent for three (3) business days. An employee who cannot provide such documentation will be charged with unauthorized absence for the days in question. When the absences exceed the amount of paid leave earned and authorized, the employee may be placed on a leave of absence. Short-term and long-term disability (if available) may be used by the employee in conjunction with PTO leave hours to offset all use of regular and Extended Illness PTO leave.

The PTO time built up in the Extended Illness Bucket cannot be “cashed in” at year-end.

Upon separation from the Bureau, whether voluntary or involuntary, the time in the Extended Illness bucket remaining is not eligible for payment back to the employee.

Pre-2013 PTO

The fourth PTO bucket is for employees whose accrued leave time was not used by December 31, 2012. Their time went into this bucket to be used as directed by the employee.

The leave time in the bucket can be used as needed upon approval of the department manager. The PTO time built up in the Pre-2013 Bucket cannot be “cashed in” at year-end. The Pre-2013 Bucket does not “lose” its unused time at the end of the calendar year. Instead, any unused time “rolls over” to the next calendar year until all available time is gone.

No additional time will be added to the employee buckets. Upon separation from the Bureau, whether voluntary or involuntary, the time in the Pre-2013 bucket PTO leave remaining is not eligible for payment back to the employee.

Holidays

Paid holidays are extended to every introductory and regular full-time employee. Every other employee is extended the official holiday however without pay. The following official holidays will be observed:

New Year's Day - January 1st

Martin L. King Day - 3rd Monday in January

President's Day - 3rd Monday in February

Good Friday - Preceding Easter

Memorial Day - Last Monday in May

Juneteenth - June 19

Independence Day - July 4

Labor Day - 1st Monday in September

Thanksgiving Day - 4th Thursday in November

Thanksgiving Friday - Friday following Thanksgiving Day

Christmas Eve Day - December 24**

Christmas Day - December 25

****The President/CEO has the right to determine the exact days to be taken off around all holidays including the December holiday.**

If a designated Bureau holiday falls on a Saturday it will be observed on the preceding Friday if a holiday falls on Sunday it will be observed on the following Monday.

When an employee is required to work on an official Bureau holiday in order to maintain essential Bureau services or for a Bureau event, the employee will be allowed to reschedule the holiday within thirty (30) calendar days or may be paid for holidays worked. The final decision regarding the granting of holiday leave, re-scheduling the holiday, or paying for holiday work rests with the President/CEO and will be based on operational necessity. Exceptions to the thirty (30) calendar day limit may be approved by the President/CEO should specific department operations require. For pay administration purposes, a holiday shall be limited to the equivalent of eight (8) work hours. Temporary, seasonal, and part-time employees will be paid their regular rates on a holiday only if required to work.

An employee who wishes to observe a national or religious holiday not officially observed by the Bureau may, after request and approval by the Department manager, use PTO time or be granted Authorized Leave without Pay. Such leave must be requested at least two weeks before the holiday is observed. An official holiday occurring while other paid PTO is being taken will be reflected as a holiday on the payroll.

Bereavement Leave

All introductory full-time and regular full-time employees will be allowed time off with pay not to exceed three (3) business days upon the death of a family member or relative to attend the funeral and otherwise, if needed, to attend to the affairs of the deceased. All regular part-time employees will be allowed time off with pay not to exceed one (1) business day of regularly scheduled time/hours. Funeral leave with pay is not deducted from PTO leave. An employee may be required to provide information to document the absence. Additional time off may be taken as PTO leave or, if no PTO leave is available, the department management may authorize leave without pay.

Military Leave

Employees who are members of a uniformed service or who apply for membership in a uniformed service will be given the required time off for the performance of duty, including active duty, active duty for training, initial active duty for training, inactive duty training, full-time National Guard duty, and the time necessary to be absent from employment for an examination to determine fitness to perform any of these duties. Uniformed services generally include the Armed Forces, the Army National Guard, and the Air National Guard.

You or an officer of the service must give the organization advance notice, either written or verbal, of your need for military leave, unless advance notice is precluded by military necessity (as determined by the Secretary of Defense) or is otherwise not within your control. You should give notice and provide a copy of any official papers as soon as possible after receipt of military orders so that any necessary scheduling arrangements can be made. Failure to provide adequate notice may result in a denial of reinstatement.

Upon notification of your need for leave or upon your request to the organization, you will be provided with information regarding your rights and responsibilities for military leave.

Jury Duty/Court Appearance

Upon receipt of notice for jury duty, an employee shall notify their department manager and put in for Jury Duty on the HR Platform (Trinet/Zenefits). An employee is expected to work as much of the employee's regular hours as jury duty schedule permits (i.e., if jury duty starts at 1:00 p.m., the employee is expected to arrive at the Bureau at their normal business time and leave at a reasonable time to report for jury duty). The employee will be paid their regular salary, up to three weeks, while serving on jury duty.

Administrative Leave with Pay

Administrative leave with pay may be granted as a matter of discretion by the President/CEO. The absence of an exempt employee of less than a full day or a full workday approved by the immediate supervisor will be charged as administrative leave with pay.

Parental Leave

Parental Leave is the period of time taken off from work for the birth of a baby or adoption of a child.

Employees can take up to 12 weeks (60 business days) of consecutive leave. For pregnancies, the 12 weeks start as soon as leave is taken, which includes early leave prior to birth. For adoptions, the 12 weeks start at the transfer.

Leave related to pregnancy can be taken in conjunction with short term disability, extended illness, and paid time off. The employee may take leave without pay by request. Leave related to adoption can utilize paid time off and can request leave without pay. The employee is responsible for paying benefit deductions that are not covered by paycheck. They should make payments directly to the Arlington CVB. Section 401 deposits will not be made on behalf of the employee during no paycheck periods, as section 401 derives from the employee's monthly gross pay according to payroll.

A new benefit the ACVB is providing to its employees is a “remote work transition period” for up to six weeks (30 business days), and in cases listed below, the employee will first be required to use 80% of their PTO before the “remote work transition period” begins. Remote work is defined under the Remote Work policy (*Specific Policies, Page 66*) and the employee is required to be available during their regularly scheduled work hours, with accommodations being made for medical appointments. Please note that there could be one or more occasions during the remote work transition period where employees could be asked to come into the office to help with a project, see a client, etc. This time in the office does not extend the remote work transition period. This transition period, if taken, must fall within the 12 weeks’ leave. The employee is not required to use this “remote work transition period” if they want to take the full 12-weeks leave, but the transition period will not be offered after the 12 weeks of leave. After the remote work transition period, the employee must be back in the office as regularly scheduled.

Examples:

Example one: (Employee has plenty of time off and does not want to return early) Employee desires to be off the entire 12 weeks leave, does not elect to work during that time and has enough PTO to cover this – the employee would simply use their PTO, extended illness and short-term disability times to accomplish this.

Example two: (Employee has plenty of time off: however, is considering returning early) The employee may elect to reduce their PTO use for time off by up to six weeks (30 business days) by electing to use this new “remote work transition period”; however, the employee would be required to be available for normal remote work & communications (emails, phone calls, TEAMS & Zoom meetings) and possibly be asked to come into the office, if needed.

Example three: (Employee does not have sufficient PTO for the entire 12 weeks; therefore, is considering returning early) Employee desires to be off the entire 12 weeks leave; however, the employee does not have enough PTO to make the entire 12 weeks (being between 1 and 30 days short). At that point the new “remote work transition period” can be used to extend their leave up to 30 days, towards the 12 weeks leave period. For this, the employee will have to use a minimum of 80% of their PTO / Extended Illness / Short-term disability leave, as well as, during this “remote work transition period”, the employee would be required to be available for normal work, communications (emails, phone calls, TEAMS & Zoom meetings) and possibly come into the office, if needed. Again, the “remote work transition period” will not extend past the 12 weeks of leave time.

Example four: (Employee does not have sufficient PTO for the entire 12 weeks; therefore, will have to take some unpaid leave) Employee desires to be off the entire 12 weeks leave; however, the employee does not have enough PTO to make the entire 12 weeks (being more than 30 days short). At that point the new “remote work transition period” can be used to extend up to 30-days more towards the 12-week leave period. The employee will have to use a minimum of 80% of their PTO / Extended Illness / Short-term disability leave. If this “remote work transition period” does not extend fully to the 12-week leave period, the employee will have to take the remaining desired business days unpaid to get to the 12 week leave period. Please remember, during this “remote work transition period”, the employee would be required to be available for normal work & communications (emails, phone calls, TEAMS & Zoom meetings). The employee would not be required to be available during unpaid days.

Inclement Weather Pay

When weather conditions are such that the Bureau offices are declared "officially closed" by the President/CEO, full-time employees are excused for the day without penalty. Such employees will be paid their regular rate of pay for their regular working hours. Part-time employees will

receive regular working hours pay until the time they leave the Bureau. If bad weather occurs before employees arrive at work, the Bureau's leadership team will notify their employees by phone of the offices being closed and to work remotely. If bad weather occurs during a period when the Arlington ISD is already closed for holiday break, the President/CEO and the - CFO will determine if the Bureau will be open/close/open late that day.

When driving conditions, as a result of ice or snow for example, are such that the employee believes they would endanger their life or property in driving to work but the Bureau has not been "officially closed," an employee may elect to decide whether to report to work. If unable to reach the offices, the employee should contact their supervisor immediately to request authorization for leave; such approved time will be recorded as PTO leave for payroll purposes. An employee who fails to comply with this provision shall be considered to be on Unauthorized Leave and is subject to disciplinary action.

Paid Leave

Paid leave is the time employees are paid without work being performed.

Unpaid Leave

Authorized Leave without Pay may be granted upon written request at the discretion of the President/CEO to regular full-time employees for a period not to exceed the remainder of the pay period in which it is requested when all other paid leave has been exhausted.

Authorized Leave without Pay does not affect an employee's rate of pay, position, or entitlement to other benefits.

Leave of Absence

There are times when an employee must take a leave of absence due to unavoidable or unusual circumstances. The Bureau may grant requests for a leave of absence on the assumption that the employee will be available to return to full-time employment.

An employee may request a personal leave of absence without pay. This leave is subject to the approval of the Department manager and for a duration specified and approved by the President/CEO. During a leave of absence that extends to the next calendar year, the employee will not receive the regular or Extended Illness bucket PTO leave until they return, and then only a pro-rated amount for each bucket.

Non-Leave Benefits

The purpose of PTO Donation is to provide a means for employees to share their accrued leave benefits with employees during a serious illness or crisis that would result in financial hardship for the employee.

Due to HIPAA laws and for the privacy of the employee, the nature of the illness will not be included in the request. The procedure for donating includes a signed statement indicating the number of earned leave hours the employee wishes to donate to the "bank" and is to be submitted to the Finance and Administration Department with your supervisor's authorization. Employees should indicate the leave being donated as coming from the PTO bucket they wish to donate from (excluding the Extended Illness Bucket). Employees may not for PTO leave donations. Employees wishing to donate PTO leave hours must do so on a strictly volunteer basis.

To receive a donation from the bank, the recipient must have exhausted all of their own PTO leave benefits including Extended Illness Bucket (as applicable) in order to qualify. The recipient must use their short-term and long-term leave policy to the fullest extent possible. The recipient must submit a signed request, on forms available from the Administration Department, for a specified number of hours if the recipient is hospitalized or otherwise unable to complete the

forms themselves, a request from their supervisor on their behalf may be made. The President/CEO, in cooperation with the Administration Department, will evaluate the eligibility of the recipient for donated time off. Based on the request, donated time off will be evaluated and if approved, provided to the recipient on a week-to-week basis to a maximum of thirty (30) days per 12-month period.

Cell

The Bureau provides cell phones (or reimburses a set amount monthly via payroll system) to approve designated employees who use their phones frequently on company-related business. Not all employees receive this benefit dependent on the need for this equipment for their jobs as determined by the President/CEO and/or Finance & Administration manager.

Phones provided by the Bureau are the property of the Bureau, as well as all contacts, emails, downloads, programs, etc. Employees providing their own phones retain their rights to the phones; however, any Bureau-related files or data are the property of the Bureau. Contacts may be kept by the employee with approval by the President/CEO.

Phone reimbursements are made through payroll in ½ payments per pay period. Phones are to be returned to the Administration Department upon termination or the last day of the employee's tenure with the Bureau. Excessive data use for non-Bureau related activities (i.e., movies, GPS usage, personal & international use, etc.) will require the employee to reimburse the Bureau within 30 days of notice from the Administration Department. Inappropriate use of a phone may result in the discontinued use of the phone, probation, or termination of the employee. Loss or damage of Bureau provided phone or tablet will result in the Bureau purchasing the first item (dependent on the reason for the loss/damage and decided upon by the President/CEO); however, loss of the second item will result in the employee reimbursing the Bureau for the replacement/repair cost.

V. EMPLOYEE RELATIONS

All employees are expected to maintain acceptable standards of conduct, efficiency, and economy in the performance of their work for the Bureau. When an employee's conduct or job performance falls below an acceptable level, supervisors are required to communicate these deficiencies to the employee and take appropriate action to improve conduct and/or performance.

All employees are expected to maintain acceptable standards of conduct on and off duty. An employee may be disciplined under the applicable provisions of this manual and subject to its authority, requirements, and procedures for any conduct prohibited by federal, state, or local law.

Introductory, part-time, temporary, and seasonal employees are employed "at will" and for indefinite terms. Response and appeal rights are not available to such employees in the case of their reprimand, demotion or discharge and no property right exists to their continued employment.

Workplace Violence

The Bureau has a Zero Tolerance Policy concerning threats of violence in the workplace. All threats of violence will be taken seriously and investigated promptly. Workplace violence is any incident in which employees and other people are abused, threatened, or assaulted at work. It can range from verbal abuse, intimidation, and veiled threatening behavior to direct physical assault. All employees are responsible for maintaining a safe working environment. Employees who become aware of threats in the workplace should report such threats immediately.

Employees who violate the policy may be subject to immediate disciplinary action up to and including termination of employment.

Discrimination & Harassment Policy

It is the policy of the Arlington CVB whereby no employee shall discriminate against or harass any individual on the basis of race, color, religion, sex, age, national origin, genetics, gender, physical or mental disability, veteran status, sexual orientation, gender identity, pregnancy, marital status, or any other status protected by applicable federal, state or local laws. Discrimination/harassment may take many forms including:

- verbal
- physical
- visual
- cyberstalking
- sexual

These kinds of behavior can occur in one-on-one interactions or group settings. No employee shall engage in sexual harassment of any employee, applicant, or any other individual. Sexual harassment includes unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment; or

Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individuals; or

Such conduct has the purpose or effect of interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment, whether or not it is directly linked to the granting or denial of an economic benefit.

Sexual harassment can also occur in the context of a relationship that was once consensual but has changed so that the behavior is no longer welcomed by one party. While it is impossible to define every action or all words that could be interpreted as harassment, the examples listed above are not meant to be a complete list of objectionable behaviors.

If you believe a co-worker, manager, vendor, customer, visitor, client, or agent of the Bureau, management encourages you to tell the harasser in clear language that the behaviors or advances are unwelcome or unwanted and must stop. The individual may not realize the behavior is offensive and a simple communication may effectively end the behavior. However, if you are not comfortable with that approach, you should immediately report your concern to your manager or to the Administration Department. All harassment claims will be investigated in a timely, objective, and thorough manner as confidentially as possible. All employees are expected to cooperate fully in any investigation. If it is determined that prohibited harassment has occurred, the appropriate corrective action, up to and including termination of employment of the offending employee, will be taken along with any additional steps necessary to prevent further violations of this policy.

Standards of Conduct

The following are examples of employee conduct for which an employee may be disciplined. This list is not intended to be all-inclusive or gender specific.

Attention to Duty:

An employee shall remain occupied with Bureau business during the time he is on the job. When at work, an employee shall devote his time and attention to the business of the Bureau. An employee shall not engage in any activity or personal business which would cause him to neglect or be inattentive to his assigned duties.

Dereliction of Duty:

Dereliction of duty on the part of any employee detrimental to the proper performance of the functions of the Bureau is cause for disciplinary action.

Performance of Duty:

An employee shall maintain sufficient competence to properly perform his duties and to assume the responsibilities of his position. He shall direct and coordinate his efforts in a manner that will tend to establish and maintain the highest standards of efficiency in carrying out the functions and objectives of the Bureau. The fact that an employee was deemed competent at the time of employment shall not preclude a judgment of incompetence as the result of job performance deficiencies.

An employee shall perform his duties as required or directed by law, departmental rule, policy, or by order of a supervisory employee.

Personal Business:

While it is recognized that some instances may occur when personal business must be conducted during Bureau working hours (i.e., scheduling doctor appointments, children, etc.) employees should keep these instances to a minimum.

Personal Calls:

While it is appreciated that personal calls made and/or received during regular office hours may be necessary, it should also be recognized that these calls should be kept to a minimum to avoid restricting lines for incoming and outgoing business use. Personal long-distance calls shall not be made from or charged to the Bureau.

Unauthorized Absence/Job Abandonment:

No employee shall be absent without leave, either by a failure to report for work at the time and place assigned or by leaving a place of duty or assignment without proper authorization. This rule applies to any scheduled activity for which the employee is compensated by the Bureau.

When the employee misses three (3) consecutive days without notification to the supervisor of absence, it will be considered job abandonment. The employee's supervisor will attempt to reach out to the employee and emergency contact to confirm that extenuating circumstances are not the result of the absence.

Reporting for Work:

An employee shall report for work physically and mentally fit at the time and place specified by his supervisor. He is to be properly prepared to immediately assume their duties, which includes being cognizant of information required for the proper performance of that work.

Reporting Absence:

An employee who cannot report for work due to illness shall notify their immediate supervisor within the first hour of work via phone call or text. A voicemail message may be left on the supervisor's voicemail.

Failure to Respond:

No employee shall fail to respond to official calls for service, notices of assignments or any other method of duty directive requiring a duty performance at or by a designated place or time.

Confidentiality

In the course of employment, each employee has access to confidential information, the unauthorized disclosure of which could be counter-productive to the Bureau. All employees will keep in strictest confidence all confidential Bureau matters. Release of corporate information should have prior approval of the President/CEO. Only current employees should have access to confidential information. This confidential information includes, but is not limited to:

- Giving confidential information regarding the Bureau to the media or other outside parties, in any manner acting as a spokesman for the Bureau, unless designated to act as such. Such information includes but is not limited to any information from bank statements, employee records, personnel records, salaries, marketing strategies, company/partnership records, income and expenses, sales files, City/convention center/bureau client information that could be perceived to be negative, or other types of files or documents. Under no circumstances shall social security numbers or benefits information, including the identity of dependents, be released.
- The contents of discussions and conversations by Departmental personnel concerning privileged, personal, or confidential cases.
- Any personal information stored in Departmental computers, including passwords.
- Any material or information that could result in the creation of an unfair advantage to an individual or member over another individual or member in their procurement of business.

Violation of confidentiality would be a serious breach of responsibility. Unauthorized disclosure, direct or indirect, of confidential information may result in immediate termination of employment.

Code of Business Ethics and Conduct

Just as the Bureau has a responsibility to conduct its business in strict compliance with all applicable laws and regulations, so too it expects its employees to act by the highest standards of business ethics both on and off Bureau premises, and to avoid any appearance of impropriety. Employees must observe all applicable laws and regulations while conducting business on the Bureau's behalf.

Additionally, employees are expected to abide by the spirit as well as the letter of this Code and cooperate with any inquiries or investigations concerning a possible or suspected violation of this Code, use sound judgment, self-discipline, common sense, and integrity. No employee shall procure or maintain fraudulent employment in the Bureau using willful misrepresentation or omission of any fact concerning his personal history, qualifications for employment, or physical condition.

Reports submitted by employees shall be truthful, and no employee shall knowingly enter or cause to be entered any inaccurate, false, or improper information, or misrepresent the facts in any Bureau records or reports. Employees shall be truthful at all times in oral or written reports, whether under oath or not. No material facts should be omitted from any report.

An employee shall not feign illness or injury, falsely report himself ill or injured, or otherwise deceive or attempt to deceive any official of the Bureau as to the condition of his health.

Miscellaneous Conduct Considered Not Acceptable

No expenditure of money or contract signage shall be made, or liability incurred in the name of the Arlington Convention & Visitors Bureau or an employee's department unless approved by an authorized representative of the Bureau, usually the President/CEO or the VP of Administration. This also includes:

- refusing to accept work assignments or refusing to perform tasks assigned by a supervisor in the appropriate manner.
- Conducting personal business, including outside employment, on Bureau time or with Bureau equipment, supplies, or other resources.
- Sleeping/dozing off due to the effects of being under the influence of alcohol, illegal drugs, or intoxicants while on Bureau property, while on duty, or while operating a vehicle or potentially dangerous equipment leased or owned by the Bureau.
- Altering or falsifying information, including expense or time reports.
- Damaging, destroying, removing without authority, or failing to return any property belonging to the Bureau.
- Threatening, intimidating, bullying or coercing any employee or visitor, in any by use of abusive or vulgar language.
- Soliciting gratuities, and discounts on tickets or merchandise, from customers, clients, or vendors for personal gain. This includes obtaining donated or comped tickets and reselling the tickets for personal gain.

Any conduct that reflects adversely on the Bureau or Bureau employees.

Grievances

Grievance is defined as: an allegation of improper application or misapplication of policy, regulation or procedure of the Bureau or department for whom the employee works which has personally affected the grieving employee.

The Bureau recognizes that problems can arise, and grievances occur. Each employee is obligated to make good efforts to work cooperatively with all other employees. In the event of a serious problem or complaint, the following procedures should be followed.

An eligible grievance/appeal includes an application, interpretation or disagreement of written rule, policy, procedure, law or certain disciplinary action (suspension, involuntary demotion or termination) for which the employee feels was unjustified or unfairly applied. The employee must clearly communicate specific concerns and resolution sought.

Complaints of all grievances including civil rights violations, discrimination or harassment should follow procedures outlined in the "Discrimination and Harassment Policy."

Procedures:

Employees with concerns regarding their jobs or work environment are expected to work through the chain of command promptly, within one work week of an issue arising, in an attempt to communicate and allow supervisors to understand and address the concern prior to escalation, beginning with most direct supervisor first.

Should a situation persist following such attempts at the direct supervisor level resolution, an eligible grievance or appeal may be filed.

It is the Bureau's intent to:

- Provide fair and timely grievance review to employees utilizing the process.

- Encourage open communication and dialogue among parties.
- Base decision upon facts and doing what is right.
- Ensure parties treat one another respectfully throughout the process; and
- Ensure that no retaliation or reprisal occurs for having filed a grievance.

The following steps indicate the orderly process that should be followed:

Employees should talk to their immediate supervisor about any work- related problems. The supervisors are usually in the best position to handle the problem quickly and satisfactorily.

At any time during this procedure, employees may ask for counsel from the Human Resources Department.

The Employee can put the grievance/appeal into writing and submit for a formal review process. The formal review process will take place over a five (5) business day period for investigation and resolution, or as soon as all parties are available to discuss.

The Human Resources Department will arrange a meeting between the employee and the President/CEO, whose decision is final.

If conflict arises between two departments or two Leadership Team members, the Leadership Team members are expected to make every attempt to resolve or find a resolution before bringing the subject matter to the President / CEO, unless the situation involves major violations such as civil rights, discrimination or harassment.

Disciplinary Action

It is the policy of the Bureau to establish and maintain standards of conduct, appearance, and performance that promote the well-being of employees and visitors and permit the Bureau to operate in an orderly and efficient manner.

The Bureau, as a matter of policy, will not tolerate misconduct of employees. Any misconduct will be subject to disciplinary measures. The purpose of this policy is to provide a system whereby employees can become aware of problem performance or the fact that they have broken rules or regulations and be allowed to correct their performance.

Management may exercise its judgment in determining whether the severity of the action should result in disciplinary action or immediate termination. When formal disciplinary action is warranted, the following steps should be applied. Discipline may include counseling reports, oral reprimands, written reprimands, suspensions without pay, demotions, and dismissals. Employees will be provided with a written report for any disciplinary action initiated. While progressive steps of discipline are encouraged, management reserves the right to exercise any of the discipline options as the facts may warrant.

Effect of Resignation

Employees whose resignation of employment with the Bureau is tendered and accepted after the initiation of a disciplinary action forfeit their right to respond to and appeal a disciplinary action.

Employees who have tendered their resignation and then have disciplinary action initiated against them may reserve their right of response and appeal.

General Administrative Expectations

Expectations for general office administration are as follows:

Overall Office Atmosphere

It is critical that the Bureau operates an office efficiently and effectively, and that the office

decorum and operations reflect these objectives. Each staff member has a responsibility to ensure that the office as a workplace reflects positively upon the Bureau and each individual has an obligation to the Bureau to appear appropriately dressed and to maintain a personal workspace which is neat and well organized. Additionally, we all have a special obligation to keep the public areas of the office tidy and well organized. All employees and especially visitors must be treated with respect and proper formality.

Public and General Work Areas

Each individual has an obligation to help monitor the public areas and to address any needs that arise. After each meeting in any of the 4 conference rooms, the rooms should be cleaned and re-set for future use. It is particularly important that any activities be appropriate, and that the area be kept neat. Staff also needs to be especially cognizant of keeping general work and storage areas neat. The mailroom, storage closets and the kitchens should always be kept tidy and well-organized.

Social Events in the Office

It is appropriate and encouraged that there be social occasions, i.e., birthdays, etc., in the office. These types of events should take place at the least disruptive time in the workday, and with approval of the President/CEO or the senior staff member in charge of the office.

Personal Visits

The Bureau is visited by many important persons, including clients and our Board of Directors. Therefore, it is especially important that the office environment always be in order and appropriate for the workplace. From time to time, personal visitors, which may include former employees, may come by. Each of us must ensure that the office work environment does not change into social gatherings. All staff have the responsibility to discourage personal visits and to control them when they may occur. In no case should a visitor be allowed to loiter on the Bureau's premises without a staff escort.

Office Noise

Because of the open workspaces located in the Bureau offices, work, radio volume levels and staff conversations must be conducted in such a way as not to interfere with the regular work activities going on. The key principle is to be considerate of your co-workers and the general work environment. It is possible to be congenial and friendly without being disruptive.

Individual Offices

Individual office neatness is an expectation. It is expected that all offices be kept clean and well organized. Certainly, there will be various times when the pressure of particular projects may make this goal difficult. However, it is reasonable to expect a business office to appear neat.

VI. OPERATIONS

Purchasing Procedures

No obligation of debt (ex. Line of Credit, loan, personal debts) in the name of the Bureau or an employee's department shall be made unless approved by the President/CEO or Chief Financial Officer.

Requests for orders for General Office Supplies and other items that are for general consumption should be submitted to the Human Resources Manager. For items other than General Office Supplies, a comparative bid from three vendors will be secured for items costing more than \$3,000.00, unless authorized by the President/CEO. The order will be placed with the vendor offering the best price, quality and/or timeliness of delivery. The comparative bids will be initialed by the approving department manager. Arlington businesses will be given primary consideration

as applicable.

In cases of orders exceeding \$10,000, the order must be specifically authorized by the Board of Directors prior to the financial commitment unless such expenditure has been specifically included in the approved budget.

The approved order will be forwarded to the requesting department for encumbering funds and placing the order. These exceptions are as follows:

- Airline tickets
- Advertising charges (w/approved Advertising Plan)
- Recurring Dues and Subscriptions
- Travel Expenses/Advances
- Postage for Postage Meter
- Fixed expenses (rent, utilities, etc.)
- General office supplies

Fixed Assets

The purchase of equipment and software costing \$500 or more shall be capitalized.

Petty Cash Reimbursements

The Administration Department will be the Petty Cash Custodian and responsible for reimbursing employees, maintenance, and control of the petty cash fund. In the absence of the Petty Cash Custodian, the President/CEO and/or their designee shall make all disbursements from the petty cash fund.

\$200.00 will be maintained by the Human Resources Manager for the purpose of reimbursing employees for out-of-pocket authorized expenditures and will be replenished as needed.

Employees may be reimbursed up to \$100.00 per transaction. Requests for reimbursements exceeding \$100.00 will be submitted through Nexonia. Appropriate receipts must be submitted with the request for reimbursement and receipts should be properly documented. Authorized reimbursements include, but are not limited to, gas/car wash for Bureau vehicles, office supplies, refreshments for meetings, monthly luncheon fees, etc.

A petty cash voucher must be completed to support all disbursements of cash from the petty cash fund. Each petty cash voucher must be accompanied by a receipt. Each department manager will be responsible for indicating the appropriate charge code for reimbursements and approval of reimbursement prior to submitting to the Petty Cash Custodian. All petty cash vouchers must be signed by the employee to acknowledge receipt of cash.

Loans to employees from the petty cash fund are strictly prohibited. Cashing employees' personal checks is strictly prohibited. All checks to reimburse the petty cash fund are to be made payable to the order of the Petty Cash Custodian. Petty cash funds are to be maintained in a locked cash box. The Petty Cash Custodian and the CFO are the only persons to maintain or have access to the keys of the locked cash box.

Corporate Credit Cards

Corporate credit cards are issued to employees for business-related expenses. To be eligible for a credit card, an employee must hold a position that requires frequent travel, meeting or hosting clients, and incur other regular frequent business expenses of a kind appropriately paid by credit card.

Each expense must be supported by a receipt for an expense report. Expense reports detail purchases made by employees on behalf of the company with their American Express Card. The reports can be found in Nexonia, where each month's purchases must be allocated to the correct account numbers, contain descriptions of the purchases, list any people present, and contain an uploaded itemized receipt for each purchase.

All receipt descriptions must contain:

- Name of the person/persons entertained
- Name of the company (ACVB, TSLF, TPID)
- Account number & name
- Purpose

If an employee is unable to obtain a receipt after multiple attempts, only then should a "Missing Receipt Affidavit" be completed. The same information listed above should be included in the description of the lost receipt.

Repetitive misuse of the card can result in cancellation of the card and withdrawal of the employee's corporate credit card. If the card is used for personal expenses the employee must immediately pay the Arlington CVB back. Failure to follow this policy can result in written disciplinary action and up to termination based on fraudulent or significant misuse of the card.

Mileage Reimbursement

Mileage reimbursement refers to the refund of the mileage costs associated with the use of employees' private vehicle for business purposes. Reimbursement rates are set by IRS and updated in Nexonia as changes occur. Examples of mileage reimbursement might include:

- Travel to educational class or luncheon
- Travel to an employer paid association
- Travel to airport
- Travel to client meeting

Reimbursable mileage is calculated from the Bureau office to the destination and back. Mileage from home to the Bureau or the Bureau back to home is not included in the calculation.

- Example 1: A trip from an employee's home to the bureau is 10 miles each way. The employee drives 70 miles from their home to a nearby city on company business and back home. The overall reimbursable mileage is 50 miles.
- Example 2: Using the example above, an employee drives to the local airport that is 5 miles away from their home, and then drives back home. The employee would not be able to claim any mileage from this trip, unless the commute took place on a Saturday or Sunday whereby the employee could claim full mileage.
- Example 3: Using the example above, the employee drives to the bureau, then later to the airport that is 10 miles away to leave on a business trip. Upon return, the employee drives back to the bureau and then home. The overall reimbursement would be 20 miles.

Employees can create a mileage reimbursement request through the online platform Nexonia. The employee must enter the to and from destination addresses to create a map of the drive to calculate the reimbursement. The CFO and Accountant will review all mileage reimbursements for accuracy following the guideline examples above. If the CVB vehicle is used for the drive then no reimbursement will take place unless the employee drives to pick up the vehicle on a Saturday or Sunday as noted in example 2 above.

Mileage reimbursements should be submitted in the month they occur. Employees receiving a monthly stipend for mileage through payroll should be aware that mileage reimbursements for any driving over 200 miles can be submitted for your manager's review. The Austin-based

employee receiving a monthly stipend includes all driving in Bexar and surrounding counties. Any driving outside the surrounding counties is eligible for mileage reimbursement from the designated home office.

Expense Reimbursement Reports

Employee created Expense Reimbursement reports are reports that can be entered into Nexonia detailing itemized expenses that were made on behalf of the organization that were paid for by the employee and need to be reimbursed. Including but not limited to:

- Parking fees
- Supplies
- Tips

The creation and approval of these expense reports are mandated to be recorded in a timely manner, The deadline is typically two weeks from the credit card statement closing date. Once all receipts and detailed notes are uploaded by the employee to Nexonia, the submitted report will be approved by their supervisor and the CFO. A reimbursement check will be given to the employee within a few days of approval.

As the CFO reviews all expenses for accuracy and content, if any one item is questioned, the entire employee's statement of expenses will be rejected with a note explaining the reason of rejection of the item(s) in question. When the item in question is corrected or detailed added, the employee can resubmit the report in its entirety again. The purpose of this review is to ensure that any individual can fully understand without question. the validity of the expense.

Office Keys/Cardkeys

Upon employment, new employees will be issued a key card and an office key if it applies. Choctaw Building Management has a fee for lost key cards of \$35.00. The employee is notified upon the original receipt of the key card that they are responsible for the replacement cost.

Problems with FOB keys should be reported to the Human Resources Manager. Upon termination of employment, employees are required to return FOB keys and/or office keys issued.

Parking

Bureau employees shall park in the B Lot on non-Ranger game/event days, and in the K Lot in their designated parking spot on Ranger game/event days.

VIII. SAFETY

The Bureau regards the personal health and safety of each employee to be of primary importance. To the greatest degree possible, management will provide all mechanical and physical facilities required for safety and health in keeping with the highest standards of the Bureau. Every effort will be made to provide a workplace free from unsafe conditions and to provide adequate safety equipment.

Employees also have a stake in keeping the workplace safe, pleasant, and free of hazards of any kind. The Bureau relies on each employee to help make our Bureau a friendly, secure place to work.

When faced with an undetermined health problem or injury by a Bureau staff member or any guest, it is the standing policy of the Bureau to call Emergency 9-1-1 as a safety precaution.

Employees are responsible for exercising care and good judgment in preventing accidents and

for observing safety rules when performing their duties. All employees are required to:

Report all accidents to the Human Resources Department and their supervisor immediately and seek first aid for all injuries, however minor these may be.

Report any unsafe work conditions, equipment or practices to their supervisor as soon as possible. Refrain from horseplay and practical jokes on-premises.

Become familiar with the Bureau's Emergency Plan, as provided in a red binder. This plan details who is to call each employee in the event of an emergency or bad weather, who may talk with the media, where to go in the building in the event of a tornado or where to meet outside in the event of a fire in the building, etc.

The Bureau will investigate occupational injuries and illnesses when and, in the manner that it determines is appropriate. This may involve an inspection of the location where an injury occurred, the circumstances that led to the injury or illness, and whether specific procedures, practices, or preventive measures could have helped to reduce or eliminate the danger or prevent the injury or illness. When the Bureau determines that an unsafe or unhealthy condition or work practice/procedure exists, the Bureau will take steps that it determines are appropriate. Employees will be informed of problem matters relating to occupational safety and health as they occur. An employee who causes or contributes to a preventable accident or who is found to have been negligent in the observance of safety rules is subject to disciplinary action.

Accident and Injuries

Arlington CVB employees are covered for work-related accidents regardless of where the situation occurs. All on-the-job accidents and injuries must be reported by the employee to Human Resources within three (3) working days of the accident/injury. The Arlington CVB reserves the right to inspect remote offices in case of injuries.

Smoking Policy

The Bureau operates as a non-smoking facility including cigarettes/ electronic cigarettes and also includes extensions to visitors and vendors.

Employee Notification

An employee who is suspected of drug or alcohol abuse will be immediately removed from their position, placed on Administrative Leave pending the outcome of the investigation, and required to submit to testing for drug and alcohol use. The employee will be required to sign a consent form.

An employee who refuses to consent or submit to testing makes themselves unavailable for testing, or disobeys an order related to testing will be subject to disciplinary action, which could include dismissal.

If an employee's drug or alcohol test results in a positive finding, they will be allowed to use accrued paid leave to seek medical treatment. If needed, a leave of absence may be granted at the discretion of the President/CEO. If an employee's drug or alcohol test results in a positive finding, they will not be allowed to return to their position until they have passed a return-to-work drug or alcohol test. An employee who is required to take a drug or alcohol test will have access to their test results.

Illegal Drug and Alcohol Policy

Alcohol

The Arlington Convention & Visitors Bureau does not tolerate illegal drug usage and drug or

alcohol abuse.

The Arlington CVB does not condone excessive consumption of alcohol under any circumstances. The Bureau is concerned not only for the potential liability of how alcohol can affect working relationships and impose potential liability on the Bureau, but also for the personal safety and welfare of our employees.

Under no circumstance should a staff member ever find him/herself in a position of being confronted with excessive alcohol consumption that might otherwise create a negative impression on either the Bureau or the individual. Even in those instances when alcohol consumption is not related directly to work, but when staff members gather with clients, industry personnel, etc. together in a social setting, it is urged that consideration be given for the impression/perception that may be created by staff or the general public if alcohol consumption is viewed as excessive or frequent. While the Bureau does not legislate how people spend their free time away from work, we can express concern if personal time consumption of alcohol and its repercussions becomes a topic of discussion in the workplace. Therefore, it is our opinion that moderation in consuming alcohol is both appropriate and responsible. The Bureau also believes staff members should never place themselves in a position where employees or the general public are left with speculation and perceptions that are either wrong or misleading. As an example, gathering after work for "*a few drinks*" frequently may create either the appearance or impression of potentially unprofessional conduct. While it's recognized that these are personal choices that people have to make, the Bureau urges responsible behavior is far more appropriate than irresponsible conduct or behavior.

Furthermore, the Bureau will not be responsible for paying or reimbursing expenses for alcoholic beverages unless there is a clear client relationship involved. Only, in these instances, will the Bureau then reimburse for alcohol consumption and all such expenses will be scrutinized.

Drinks purchased when in groups where a specific client is not being entertained or detailed conversation does not take place to inquire how the client handles various situations that our Bureau is also trying to implement will not be reimbursed. When dining solely with other Bureau employees or alone, alcohol will not be claimed or reimbursed by the Bureau.

The employee shall submit a receipt for the expense which documents the client's name, company, and business discussed as previously detailed.

Additionally, if alcohol is consumed during the business day hours (8 am to 5 pm), the employee will not be allowed to return to work and PTO time will be accessed against that time away from work.

Drug and Alcohol Testing

Each employee must maintain the physical and mental fitness necessary to perform the duties of their position. When it is suspected that the physical or mental condition of an employee constitutes a hazard to individuals or property or prevents the employee from effectively performing their assigned duties, the employee can be sent to take a drug or alcohol screening. The employee will be paid for the time required to take such an examination. The Bureau shall require and obtain all reports related to such examination(s). Authorization for disclosure of the reports shall be a condition of continued employment with the Bureau. Correction or treatment of conditions diagnosed during this examination is the responsibility of the employee.

Reasonable suspicion means:

A conclusion based on good information and belief produced by a credible and reliable person with knowledge of an employee's possession or use of drugs or alcohol; or

A conclusion based on personal observation is that an employee's conduct is such that their ability to satisfactorily perform their job duties is or may be impaired, due to the use of drugs or alcohol. Such inability to perform may include but is not limited to, a noticeable change in the employee's performance level, impaired judgment or reasoning, a noticeable change in this level of attention, behavioral changes, or decreased ability of senses.

Physical characteristics indicating reasonable suspicion may be, among others, a pattern of abnormal or erratic behavior, physical symptoms (i.e., glassy, or bloodshot eyes, slurred speech, unsteady gait, poor coordination or reflexes) or direct observation of drug or alcohol use.

If the employee is unable to perform their assigned duties and whose health fitness is impaired not as the result of injury in the course and scope of Bureau employment to such an extent that they are incapable of performing their regularly assigned duties, shall utilize accrued sick and/or vacation leave until they are fully recovered and capable of resuming their full duties or until they are medically released for limited duty.

Driving and Vehicle Use Policy

General Operation of Company Vehicles, Personal Vehicles, Rentals & Equipment

Employees who operate vehicles or equipment, whether it be the company vehicle, a rented vehicle, or their own vehicle in the course and scope of employment with the Bureau should already be instructed, where applicable, in the use of that equipment.

Any Bureau employee may be assigned official Bureau business which would require driving a privately owned, rented or Bureau vehicle. Every employee must have:

- A valid Class C Texas driver's license or operator's license from another state;
- Qualified for insurance coverage under the Bureau's standard coverage.

Employees who operate vehicles in the course and scope of their employment must notify the Finance & Administration manager when their driver's license becomes invalid or suspended for any reason.

An employee shall utilize Bureau equipment by established procedures and shall not abuse, damage, or lose Bureau equipment. Bureau property or equipment shall not be used for any personal non-Bureau business without express written permission of the President/CEO or otherwise specified in administrative policy.

An employee shall promptly report the need for repairs of any Bureau-owned, rented, or leased property issued to, used, or possessed by him/her to their supervisor and the Finance & Administration Department. Employees who become aware of a defect or need for maintenance in a Bureau vehicle must notify the HR & Facilities Specialist or SVP of Finance & Administration. No employee shall alter, repair, or in any way change, add to, or remove any parts or accessories of any Bureau-owned, rented, or leased property without the permission of the Administration Department. This includes buildings, office equipment, machines, clothing, tools, and other equipment. Communications equipment and motor vehicles may not be altered, repaired, or in any way changed, added to, or have any parts or accessories removed except with permission of the Bureau department officially charged with the maintenance of communications equipment and vehicles.

An employee shall operate any vehicle used for Bureau business carefully and shall obey the laws, policies, regulations, and procedures of the state and city. An employee shall always set a proper example for other persons by their operation of a vehicle.

An employee who receives a summons, complaint, or other charge regarding the operation of a

motor vehicle in the course and scope of their employment shall report that issuance to their supervisor. The Administration Department or their designee may conduct an inquiry into the circumstances and take such action as may be deemed necessary.

If driving the Bureau vehicle, the employees must return the vehicle with a minimum of ½ of the fuel tank full. If below ½ full, the employees should refuel the vehicle. Additionally, the vehicle should be cleaned both externally and internally before returning the vehicle. Boxes, luggage, brochures, cups, etc., should all be removed when returning
- leaving the vehicle clean and fueled for the next employees using the vehicle.

Personal Use

Bureau vehicles are furnished for official Bureau business and may not be used for personal reasons without prior express written permission of the Finance & Administration manager or President/CEO.

The Bureau vehicle may, with permission from the Administration Department or President/CEO, be taken to the employee's residence during instances whereby the employee is leaving early the next morning on Bureau business, and it would not make sense to pick up the vehicle at the office. Secured arrangements must be made for the vehicle to ensure its protection.

Accident Reporting

Reports of all job-related accidents shall be furnished to the employee's immediate supervisor, with copies of written reports provided to the Administration Department.

All of the following will be reported to the Finance and Administration Department, supervisor or both by the employee (s) involved (or witnesses if the employee is unable to so report) as soon as possible but not later than 24 hours after the accident or incident:

- employee injury accidents or incidents
- all accidents or incidents involving Bureau-owned or leased vehicles or equipment
- all accidents or incidents involving personal vehicles or equipment used for Bureau business
- all employee accidents or incidents involving citizen personal injury or property damage

An employee involved in a job-related accident shall also:

- Report the accident and any injuries immediately to the local law enforcement agency;
- Immediately notify their supervisor, who will, in turn, notify the Finance & Administration Department;
- Record the name, address, and phone number of any witnesses or party;
- Be courteous but not make or sign any statement for anyone other than the police officer responding to the scene or a Bureau representative;
- Record the make, model, and license number of any other involved vehicle and obtain the names, addresses, and telephone numbers of the driver and occupants of the other vehicle(s), if any.
- Remain at the accident scene until excused by their supervisor or the local law enforcement agency; and
- Complete and forward to the Finance & Administration Department an accident report.

Insurance on Bureau Vehicle and Rented Vehicles

The Bureau provides vehicle insurance on the Bureau vehicle and rented vehicles when used on company-related business only. The rented vehicles should be purchased using the Bureau's American Express card unless instructed otherwise, which provides additional insurance automatically. Additional insurance should not be purchased on rental vehicles when checking

out the vehicles. If the Bureau vehicle or a rented vehicle is not used on company-related business, the Bureau insurance will not cover accidents and repairs, as this will fall against the employee's insurance.

Insurance When Using Your Personal Vehicle on Company-Related Business

The Bureau-provided insurance will also insure your vehicle solely when on company-related business for liability only (accidents), unless the accident is related to criminal activity (i.e. DUI, DWI, Manslaughter, etc.). It would not cover other items such as hail damage when on company-related business. If this happens, you will have to claim damage on the employee's personal insurance plan. It is very important to get a police report of the incident if you are involved in an accident.

Traffic and Parking Violations

Drivers must report all ticket violations received during the operation of the company vehicle. Each driver is responsible for prompt payment of any fine incurred as a result of a parking or traffic citation.

DUI / DWI

Bureau employees with pending or current DUI/DWI's are not allowed to drive the Bureau vehicles. The employee must drive their vehicle but be aware that guests/clients of the Bureau cannot ride in the vehicle for business purposes due to the current vehicle insurance policy. Instead, have another employee drive them to their destination or rent a car using a personal credit card (not Bureau AmEx card) and then request a reimbursement within the Bureau reimbursement guidelines.

Texting, Emailing & Phone Use While Driving

Of increasing concern to the Bureau are the dangers of distracted driving. Numerous studies have demonstrated how the use of hand-held cell phones while driving poses a significant safety risk to motorists, their passengers, and others on the road. Additionally, the City of Arlington no longer allows texting while driving.

The Bureau is concerned about the safety of its employees. Therefore, the Bureau will no longer tolerate reading or writing text or email while operating a Bureau vehicle, a rented vehicle, or while driving your vehicle on Bureau business in the City of Arlington or in any other cities or states that do not allow texting or emailing.

In the event the laws change to not allow cell phone use while driving in the City of Arlington, the State of Texas, or any other cities or states, the Bureau will support these laws and not tolerate actions that violate these laws. Currently, cell phone usage in school zones is not allowed while driving.

The Bureau strongly suggests the following:

Research and follow the city and state laws regarding cell phone use while driving in the city/state (or even countries) you are doing business in before you travel to that area. As of September 1, 2017, Texas enacted a statewide ban on texting while driving, which prohibits drivers from reading, writing, or sending electronic messages unless the vehicle is stopped. Even though it does not prohibit dialing a number to call someone, setting a GPS Device, listening to music programs, or surfing on the internet, please use caution as these can also be a distraction while driving. Consider turning cell phones off or putting them on silent or vibrate before starting the vehicle. Consider using a hands-free or blue-tooth device to allow greater concentration while driving. If a text or email must be sent or reviewed, pull over to a safe place. Consider modifying your voicemail greeting to indicate that you are unavailable to answer calls or return messages while driving. If needed, inform clients, associates, and business partners of this policy as an

explanation of why calls may not be returned immediately.

Understand that the Bureau will not reimburse the employee for any citations or damages to the employee's vehicle (while used on Bureau business) if violating this policy. This includes receiving a call from any of the management team or President/CEO. An employee who causes or contributes to a preventable accident or who is found to have been negligent in the observance of safety rules is subject to disciplinary action.

IX. Specific Company Policies and Procedures

Remote Work Policy

This policy applies to working outside of the office for one or more days per week on a routine basis, as well as short-term or temporary assignments. Remote Work allows employees to work from home on the road or in a satellite location for all or part of their regular workweek. Remote Work is a voluntary work alternative that may be appropriate for some employees based on their scope of work and job descriptions.

Eligibility

Remote Work employees must be Full-Time employees, exempt or non-exempt, that have completed a three (3) month review period with the Arlington CVB, except the Austin-based position for the Director of State Accounts, or with approval by the President and CEO.

Types of Remote Work

- The Permanent or Alternative Workplace classification includes those employees that support the Arlington CVB from a remote location.
- Recurring Remote Work is ongoing and is on a set schedule. Example: An employee and their supervisor have agreed to allow them to work from their home every Thursday.
- Requested Remote Work is a type of telecommuting that is reviewed for approval on a case-by-case basis by an employee's supervisor.

Hours of Work, Leave and Overtime

The employee must have a designated work schedule that includes specific hours and days of work.

If an employee working remotely is unable to work from home or needs to change their work schedule, then they will need to alert their supervisor. The same policies apply to Remote Work employees for paid time off, extended illness, non-exempt personal leave, bereavement, and comp time. A PTO Form must be created and approved by the employee's supervisor. An employee who is not exempt from overtime requirements of the Fair Labor Standards Act is required to record all hours worked and follow all provisions of the Arlington CVB's overtime policy.

Expenses and Remote Office Setup

The Arlington CVB will determine the appropriate equipment needs (including software, hardware, modems, phone and data lines, photocopiers, etc.) for each Remote Work arrangement on a case-by-case basis. Equipment supplied by the Arlington CVB will be maintained by the organization and is to be used for business purposes only. The Arlington CVB will not reimburse or be responsible for remodeling, furniture or lighting, heat/air conditioning, electricity nor for repairs or modifications to the home office space.

The Arlington CVB will supply the employee with the appropriate office supplies. The employee may receive a set amount of electronic pay for use of phone and internet. Mileage and other

expenses can be reimbursed upon submission and approval of a manager through the online portal.

General Guidelines

- Employees cannot meet with clients or host any type of business meetings at the employee's home.
- Employees must be prepared to come to work if requested.
- Remote Work must not compromise availability for site inspections, meetings, or other required business.
- Employees will meet the Arlington CVB's expectations of information security and document confidentiality to ensure the protection of the company and the clients they work with.
- Employees should comply with the Arlington CVB retention policy as well as with the Texas State Library of retention for any documents created, before consideration of their destruction.
- Employees should be aware that a home office is not an automatic tax deduction. Remote Work employees should consult with a tax expert or review IRS regulations to examine tax implications.
- Remote Work is not a substitute for childcare or elder care. Employees must make or maintain care arrangements to permit concentration on work assignments at home. Due to COVID-19 childcare while Remote Work is permitted when approved by the President and CEO.
- Computer equipment used should be the laptop provided by the Arlington CVB and not personal computer equipment.

In the event of another epidemic, similar to COVID, the President/CEO can determine how long employees will work remotely and when they will need to return to the office. The Arlington CVB has the right to discontinue an employee's privilege of Remote Work. Failure to follow policy, rules, and procedures may result in termination of the Remote Work arrangement and/or disciplinary action.

Travel and Entertainment Procedures

The primary objective of the Arlington CVB and its related entities – ATPID and TSLF- is to maximize the benefits from their expenditures and to spend their dollars judiciously and appropriately.

All employees must completely and accurately document expenses or risk delayed, partial, or forfeited reimbursement. Significant and/or repeated abuse or noncompliance may result in disciplinary action, including possible termination of employment.

The travel and entertainment policies, and procedures establish guidelines for expenditures and set forth the rules and procedures for employees to obtain reimbursement for expenditures made on behalf of the Arlington CVB, ATPID and/or TSLF while engage in necessary and appropriate business.

These policies apply to all individuals who travel, entertain, or otherwise incur expenses on behalf

of the Arlington CVB, ATPID and TSLF. They are effective 2024 and supersede all previous travel policies that were established by the ACVB. It will be reviewed periodically and updated as required.

International travel safety should be reviewed through the Department of State website and travel advisories should be reviewed prior to booking. Employees going to countries with safety concerns should consider and apply for coverage through the HR Department for terrorism insurance. The employee should also contact our medical provider (Blue Cross Blue Shield) to discuss what medical conditions are not covered by insurance and if needed, consider purchasing travel insurance to cover out-of-country medical insurance.

The Bureau also operates under an approved budget for each fiscal year with a detailed list of approved projects, events, etc. and an estimated budgeted amount for such activities. Thus, it is expected that all department managers will stay within the budgeted limit of expenditures.

The Arlington CVB, ATPID and TSLF each operate under an approved budget for each fiscal year with a detailed list of approved projects, events and more, and with an estimated budget amount for these activities. Thus, it is expected that employees and department heads stay within the budgeted limit of the expenditures.

If a client(s) needs to be housed in a hotel during their visit, employees should try to get comp'ed hotel rooms or rooms that cost less than \$300 per night. Hotel rooms running \$300 or more a night should be authorized by the department's Leadership Team manager.

If an entertainment opportunity arises which has not been budgeted, the department manager should secure the approval of the President/CEO. If the amount of the unbudgeted ATPID or TSLF is \$10,000 or more, it must be presented to the respected board for consideration before the expenditure is made. Note: Since funds are being designated, the proposing department head requesting the unbudgeted activity must determine in advance from where the funds will come to pay for that activity.

Note: Since funds are designated, the proposing department manager requesting an unbudgeted activity should have a proposal as to the source of funding for such unbudgeted expenditures.

Paying for Travel & Entertainment and other Business Expenses

Each claim of expense must be supported with an itemized receipt for the expense. Both the credit card receipt and the itemized receipt (if they are not one and the same) are required. The itemized receipt details the food and beverages ordered and received for the parties present. If a receipt is lost, every effort to obtain another must be done by the person requesting reimbursement. Expense claims not supported by a pre-printed receipt will be rejected unless written justification initialed by the department manager is submitted. Written justification is defined as a brief typewritten description detailing the expense, purpose of expense, amount of the expense and the reason for no receipt. The employee will be expected to accept responsibility for the expense by submitting a check equal to the amount of the expenditure for which there is no receipt. At any time within the fiscal year cycle, an employee may submit the "lost" receipt for reimbursement after the receipt has been reconciled in Nexonia.

Allowable Living Expenses

Allowable living expenses are related to ACVB, ATPID or TSLF travel and include ground/air transportation, lodging, conference-related entertainment and food and beverages while traveling. Employees are expected to be conservative in their expenditures. Expenses may be rejected if inappropriate and/or if applicable receipts, including itemized receipts, are not provided. Expenses in excess of maximum allowances must be approved by department heads and/or reimbursed or paid for by the applicable employees.

Actual living expenses may be claimed by all Bureau employees when they are representing the Bureau on official business away from Arlington and/or the Metroplex. Living expenses include such items as hotel rooms, meals, tips, parking, ground transportation, and telephone calls as outlined below:

Parking

Receipts must be provided whenever possible. Valet parking gratuities should be documented in expense reports, including event name, location, date and time, on the “Lost Receipt Affidavit” for receipts not provided. For hotel/resort parking charges, employees should choose the lowest parking rate option available for two or more days.

An employee should choose the most economical rates possible for parking greater than two (2) days.

Meals

Employees may claim daily personal meal expenses (excluding tips) as follows:

The total of all meal expenses should not exceed an average of \$120 per person per day. Exceptions must be approved by applicable department heads and the President/CEO. Each meal must have a credit card and itemized receipt if they are not one and the same. Where meals are provided at conferences and included in the registration fees, reimbursements will not be allowed.

When dining alone, liquor will not be reimbursed. Should employees order alcoholic drinks with personal meals while on ACVB, ATPID or TSLF business, the liquor must be ordered separately from the meal so liquor expenses do not appear on itemized meal receipts that will be submitted as documentation. In these cases, only the meals, and not the liquor, should be paid for with ACVB credit cards.

When paying for client meals and alcoholic beverages are purchased, expenditures must be found in a business-appropriate manner for the number of attendees and/or occasion. Employees are expected to be cost-conscious and drink responsibly. The tax law disallows “entertainment” and “business meal” expenses that are viewed as lavish or extravagant. Expensive bottles of wine and exotic foods are prohibited. Bottles of wine exceeding \$80 in most cases would be considered expensive. Employees should exercise their good judgment on beverages that are purchased for clients rather than how many drinks they consume.

When a situation occurs whereby a client or other employee has been determined to possibly not be able to make it back to their hotel/home safely due to their consumption of alcohol, it is the employee’s responsibility to get the client safely home. A taxi / Uber should be called to deliver the client safely to their home or hotel.

In-room dining

When dining in their hotel rooms, employees should request itemized receipts when payments are charged to their rooms. Those itemized receipts should be submitted when reconciling their monthly credit card expenses

Ground Transportation

Employees may claim reasonable ground transportation expenses when traveling on business provided that applicable receipts are submitted. These expenses include Uber, Lyft, taxis, shuttles, subways, buses, etc... When documenting these expenses, employees should explain the reasons for the expenditures.

Tips/Gratuities

Gratuities on meals and taxis should average 17-22 percent of the bills. Tips to bell caps should be no more than \$2 per box or piece of luggage unless airlines mandate a higher dollar amount. Tips for parking valet (per occurrence) and housekeeping (per day) should range between \$2 and \$5. Appropriate documentation is needed for all tips and gratuities and subsequent approval by department heads is needed for tips and gratuities above the amounts/percentages listed in this section.

Miscellaneous

If a trip extends to a period beyond five (5) days, or should an immediate need arise, the Bureau will reimburse any necessary cleaning and laundry expenses. Appropriate documentation will be needed in the case of "immediate need" or for accidents.

Non-allowable Expenses

Expenses such as haircuts, non-business entertainment, magazines/newspapers/books, mini-bar, traffic fines or violations, and toiletries and other personal items are not reimbursable. The cost of in-room movies, tours (personal entertainment) are specifically excluded from reimbursement.

Transportation

Except for reasons of time and/or monetary allocation, transportation for trips of 225 miles or less (one-way) shall be by Bureau or personal vehicle. Exceptions to this will be approved by the President/CEO.

Air transportation should be obtained at the lowest possible fare. All international travel should be purchased with refundable Insurance. Domestic travel valued at \$600 or more should be purchased with refundable insurance and approval by the department manager. Advance (four or more weeks) airfare purchases should be made when possible, to help secure lower fares. Employees must purchase coach airfare unless upgrades are approved in advance of purchases by the CEO. Employees can pay for personally and/or use their personal points to upgrade their airline seating on work flights. Costs will be reimbursed for personal and work baggage on work flights. Costs for shipping golf clubs on flights will be reimbursed only if playing golf is part of the conference itinerary. Trips under 200 miles one way should be made by personal or ACVB vehicle unless work-related issues make it more efficient to fly.

Vehicle Expenditure Payment & Reimbursement

The ACVB has a vehicle available for work purposes—local and out-of-town trips—which staff is encouraged to use. Please see the Administration Department for car keys and instructions.

Employees who use their personal vehicles for work trips will be reimbursed at the current mileage rate established by the IRS. The ACVB will not pay personal fuel charges.

When requesting reimbursement for use of personal vehicles for ACVB business, employees must submit appropriate mileage reimbursement forms detailing the mileage claimed.

ACVB vehicles (company and rental vehicles) will be driven only by ACVB employees. An exception is valet parking attendants.

ACVB employees with pending or current DUI/DWIs are not allowed to drive ACVB vehicles (company and rental vehicles) for 7 years from date of incident. In these cases, employees must drive their own vehicles, have others drive them to their business destinations, rent vehicles using their personal credit cards, or use Uber/Lyft. These expenses can be submitted for reimbursement

Rental Cars

The ACVB provides insurance coverage for hired (rental) vehicles paid for by ACVB American Express credit cards. Therefore, employees should not accept the liability/collision insurance agreement on the contracts of rental vehicles.

Travel Advance

Employees traveling on company business may request cash advances through their manager. The manager must make the request on their behalf in advance to the Finance and Administration Department so that a check may be cut. These advances are to be reconciled on their expense reports. Until fully paid/documented, employees will owe the ACVB for the entire amount of cash advances.

In no cases shall requests for advances be submitted more than one (1) month prior to dates of travel unless travel commitments are required by sponsoring organizations as part of registration requirements.

Cash advances must be accounted for with applicable receipts within thirty (30) calendar days of cash advances being delivered to employees. Employees must return any unused cash from these advances within thirty (30) calendar days. Employees will be invoiced by the ACVB for any unresolved cash advances after 30 calendar days from the dates cash advances were delivered.

Canceled Travel

All travel should be purchased with a refundable condition and with Traveler's Insurance. In the event of a cancelled function, or trip not taken after the issuance of Bureau funds, these monies should be charge and refunded to the Accounts Receivable – Employee line item 10220. If actual cash was received and still remaining or partially remaining, the cash needs to be given to the Finance department upon return to the office. If the Bureau check has not been cashed and will not be used, the check should be taken to the Finance Department to be voided.

Globe Life Park and AT&T Stadium Events

The purpose of the Hospitality Suite at both the Globe Life Ballpark and AT&T Stadium is to afford the Bureau the opportunity to host and entertain clients, potential clients, partners, and media. Sales & Services, Public Relations, and Tourism will have priority when reserving the suite.

Events will be reserved with consideration given to the following:

- Definite, tentative, and potential Arlington Convention Center users.
- Definite clients meeting in Arlington during scheduled events at the Arlington Convention Center, Globe Life Park, and AT&T Stadium events.
- Clients & potential clients visiting Arlington during individual site inspections. These are pre-scheduled visits representing tentative business e.g., tour operators, tour wholesalers, association/corporate executives, executives of various industries, and travel media.
- Marketing teams host guests from specific geographic locations. This is a combination of bureau and hotel clients targeted from regions such as areas in and around Texas, areas around the United States such as Washington, DC, Chicago, New York City, and various areas around the world that we are in contact with for tourism, such as Japan, Mexico, and Canada. Additionally, airline industry executives, convention tradeshow service contractors, consultants and hotel industry leaders are often involved in these

events.

- Bureau sponsored group site inspections which include association board meetings, visiting media, travel wholesalers, and corporate and incentive meeting/travel planners.
- Definite clients booked into future convention center dates that may be affected by expansion. This will allow us the opportunity for clients to meet with engineers, architects, etc. and allow them to see firsthand how their meetings may be affected and how the Convention Center can serve as an alternate site for conventions (if necessary).
- Partners and stakeholders including hotel sales managers and their clients as well as theme park sales managers and their key clients.
- Economic development related activities through the following entities (but not limited to): the International Relations Department and Department of Economic Development along with the Sports Foundation, Medical Destination, whom all interact with key industry contacts. Therefore, on occasion there will be opportunities to host decisions makers from common market profiles.
- Local corporate and association representatives who influence their national affiliations in selecting Arlington for national meetings.
- The Bureau frequently encourages city officials to participate and invite their association colleagues to meet in our city. On occasion city representatives will be needed to co-host their industry colleagues.
- The Bureau is responsible for administering this program and tracking suite utilization.

Procedures

The Hospitality Suite will be scheduled through the office of the Bureau's President/CEO. Individual departments may set additional parameters for their use of the suite, such a maximum number of guests dependent on the number of tickets that are shared with the Dallas CVB, catering limitations, etc. Any such departmental guidelines are to be used in conjunction with the overall suite procedures.

Reservations

All requests for use of the suite must be made by email to the Executive Assistant and the Convention Sales Administrative Assistant.

Reservation requests must include all the required fields including the potential or definite business presented by the invitees. The names of all guests who will receive a ticket, including Bureau's staff and guests, must be included. In the event a client does not provide the name of their guest prior to the game, the Bureau's staff member that made the original request must send a follow up email to the Convention Sales Administrative Assistant with names of who attended within the first working day after the game in order to accurately reflect attendance.

Staff are expected to make reservations prior to the deadlines as set by the Convention Sales Administrative Assistant. All reservation requests must be reviewed by SVP of Sales or a member of the Leadership team. The Bureau realizes there are often last-minute cancellation/changes that require new clients to be invited in place of the ones cancelling. These new clients should be approved by the SVP of Sales or a member of the leadership team.

Tickets will be issued by the Convention Sales Administrative Assistant upon confirmation that the request has been approved. Approval and Ticket use will be tracked in Simpleview.

The onsite contact hosting the event making the request is responsible for submitting a completed catering order to the Convention Sales Administrative at least five business days prior to the event, unless Dallas CVB is hosting in which, they order the food and beverage. Upon submission, an emailed confirmation will be forwarded to the requestor.

Attendance of employee's spouse, children, friend or other family members must be approved by SVP of Sales. There should be a business reason for the family member or friend to attend. Documentation of attendance should be made for transparency purposes of event attendance.

Bureau Staff Responsibilities

The Bureau's staff hosting clients in the suite are expected to do so in accordance with both the Event Suite /Ticket Operating Procedures and the Arlington CVB Employee Manual.

Every Bureau sponsored event with tickets provided to the Bureau clients must have a Bureau employee to serve as "host" for the clients. It will be the Host's responsibility to ensure that all guests in attendance are those that were approved prior to the event. At times, City of Arlington personnel (Mayor, Council, Stadium guest) may come by to greet & welcome the Bureau's guests.

It is the Host's responsibility to review the catering order confirmation prior to arriving at the suite. The Host is responsible for coordinating with the catering staff to ensure the order has been correctly supplied and to make any additional on-site orders. Only the designated host is allowed to place additional orders to be billed to the Bureau's account.

The Event Host is responsible for providing names of all the Arlington CVB holders and returning any unused tickets to the Executive Assistant or the Convention Sales Administrative Assistant.

Social Media Policy

The Bureau recognizes the importance of the Internet in shaping public thinking about our industry and our current and potential products, employees, partners, and customers. Additionally, the Bureau also recognizes the importance of our employees joining in and helping shape our industry conversation and direction through blogging and interaction in social media. So, the Bureau is committed to supporting your right to interact knowledgeably and socially in the blogosphere and on the Internet through blogging and interaction in social media.

Consequently, these guidelines in this blogging and social media policy not only governs the publication of and commentary on social media by employee of the Bureau but will additionally help you make appropriate decisions about your authorized work-related blogging and the contents of the Bureau and your personal social media sites or in the comments that you make online and elsewhere on the public Internet, and in responding to comments from posters either publicly or via email.

For the purposes of this policy, social media means any facility for online publication and commentary, including without limitation blogs, wiki's, social networking sites such as Facebook, LinkedIn, Pinterest, TikTok, Instagram, and YouTube. This policy is in addition to and complements any existing or future policies regarding the use of technology, computers, e-mail and the internet.

Guidelines for Interaction Regarding the Bureau on the Internet

Unless you have received permission from the President/CEO or Director of Public Relations, you are not authorized to speak on behalf of the Bureau, nor to represent that you do so. This pertains to your personal social accounts in addition to work-related. If you are developing a Web site or writing a blog that will mention the Bureau and/or our current and potential products, employees, partners, customers, and competitors, identify that you are an employee of the Bureau and that the views expressed on the blog or Web site are yours alone and do not represent the views of the Bureau.

You should not develop a site or write a blog that will mention our company and/or our current and potential products, employees, partners, customers, and competitors.

Confidential Information Component of the Blogging Policy

You may not share information that is confidential and proprietary about the Bureau, the City of Arlington, the venues and clients. This includes information about trademarks, upcoming product releases, sales, finances, number of products sold, number of employees, company strategy, and any other information that has not been publicly released by the company.

These are given as examples only and do not cover the range of what the Bureau considers confidential and proprietary. If you have any question about whether information has been released publicly or doubts of any kind, speak with your manager and the Public Relations department before releasing information that could potentially harm our Bureau, or our current and potential products, employees, partners, and customers.

The Bureau's logo and trademarks may not be used without explicit permission in writing from the Bureau's management. This is to prevent the appearance that you speak for or represent the Bureau officially.

Respect and Privacy Rights Components of the Blogging Policy

Speak respectfully about the Bureau and our current and potential employees, **the City of Arlington**, customers, partners, and competitors. Do not engage in name calling, arguing or behavior that will reflect negatively on your Bureau's reputation. Note that the use of copyrighted materials, unfounded or derogatory statements, or misrepresentation is not viewed favorably by the Bureau and can result in disciplinary action up to and including employment termination.

The Bureau encourages you to write knowledgeably, accurately, and using appropriate professionalism. Despite disclaimers, your Web interaction can result in members of the public forming opinions about the Bureau and its employees, partners, and products.

Honor the privacy rights of our current employees by seeking their permission before writing about or displaying internal company happenings that might be considered to be a breach of their privacy and confidentiality.

Competition Component of the Blogging Policy

You may not sell any product or service that would compete with any of the Bureau's products or services without permission in writing from the president. This includes, but is not limited to training, books, products, and freelance writing. If in doubt, talk with your manager and the president.

Your Legal Liability Component of the Blogging Policy

Recognize that you are legally liable for anything you write or present online. Employees can be disciplined by the company for commentary, content, or images that are defamatory, pornographic, proprietary, harassing, libelous, or that can create a hostile work environment.

You can also be sued by company employees, competitors, and any individual or company that views your commentary, content, or images as defamatory, pornographic, proprietary, harassing, libelous or creating a hostile work environment.

Media Contact Component of the Blogging Policy

Media contacts about our company and our current and potential products, employees, partners, customers, and competitors should be referred to the Public Relations or Human Resources department.

Policy violations may be subject to disciplinary action, up to termination for cause.

Computer & Email Usage Policy

Arlington CVB recognizes that use of technology, the Internet and e-mail is necessary in the workplace, and employees are encouraged to use the Internet and e-mail systems responsibly, as unacceptable use can place Arlington CVB and others at risk. This policy outlines the guidelines for acceptable use of Arlington CVB's technology systems.

This policy must be followed in conjunction with other Arlington CVB policies governing appropriate workplace conduct and behavior. Any employee who abuses the company-provided access to e-mail, the Internet, company issued phones or other electronic communications or networks, including social media, may be denied future access and, if appropriate, be subject to disciplinary action up to and including termination. The Arlington CVB complies with all applicable federal, state, and local laws as they concern the employer/employee relationship, and nothing contained herein should be misconstrued to violate any of the rights or responsibilities contained in such laws.

Questions regarding the appropriate use of Arlington CVB's issued phones, electronic communications equipment, or systems, including e-mail and the Internet, should be directed to Human Resources or the Chief Finance Officer.

The Arlington CVB has established the following guidelines for employee use of the company's phones, technology, and communications networks, including the Internet and e-mail, in an appropriate, ethical, and professional manner.

The Arlington CVB prohibits the use of personal computers for work use. The Arlington CVB is committed to providing our employees with a work laptop for employees to use on days on which they are working remotely. This is to provide a secure connection into our server for shared files without the need to install or invade your personal computers with apps owned by the bureau.

Confidentiality and Monitoring

All technology provided by the Arlington CVB, including issued phones, computer systems, communication networks, company-related work records and other information stored electronically, is the property of Arlington CVB and not the employee.

In general, use of the company's issued phones, technology systems and electronic communications should be job-related and not for personal convenience. Arlington CVB reserves the right to examine, monitor and regulate e-mail and other electronic communications, directories, files, and all other content, including Internet use, transmitted by or stored in its technology systems, whether onsite or offsite.

Internal and external e-mail, voice mail, text messages and other electronic communications are considered business records and may be subject to discovery in the event of litigation. The Arlington CVB follows the Texas State Retention Library. If an employee is unsure how long a document must be kept, they can confirm with Human Resources. Employees must be aware of this possibility when communicating electronically within and outside the company.

Appropriate Use

Arlington CVB employees are expected to use technology responsibly and productively as

necessary for their jobs. Internet access and e-mail use is for job-related activities; however, minimal personal use is acceptable.

Employees may not use The Arlington CVB's issued phones, Internet, e-mail, or other electronic communications to transmit, retrieve or store any communications or other content of a defamatory, discriminatory, harassing or pornographic nature. No messages with derogatory or inflammatory remarks about any protected classes or status by applicable federal, state or local laws.

Disparaging, abusive, profane, or offensive language and any illegal activities—including piracy, cracking, extortion, blackmail, copyright infringement and unauthorized access to any computers on the Internet or e-mail—are forbidden.

Copyrighted materials belonging to entities other than the Arlington CVB may not be transmitted by employees on the company's network without permission of the copyright holder.

Employees may not use the Arlington CVB's computer systems in a way that disrupts its use by others. This includes sending or receiving excessive numbers of large files and spamming (sending unsolicited e-mails to thousands of users).

Employees are prohibited from downloading software or other program files or online services from the Internet without prior approval from Human Resources or the CFO. All files or software should be passed through the Arlington CVB-provided virus-protection programs before use. Failure to detect viruses could result in corruption or damage to files or unauthorized entry into company systems and networks. Employees should be wary of using the Arlington CVB laptop for personal uses, such as picture storage, as it could reduce the speed and capability of the laptop. Again, as the laptop or computer belongs to the Arlington CVB, the right is reserved to clear the computer of its contents without transferring the images/software programs, etc... back to the employee. Every employee of Arlington CVB is responsible for the content of all text, audio, video, or image files that they place or send over the company's Internet and e-mail systems. No e-mail or other electronic communications may be sent that hide the identity of the sender or represent the sender as someone else. The Arlington CVB's corporate identity is attached to all outgoing e-mail communications, which should reflect corporate values and appropriate workplace language and conduct.

Arlington CVB-issued laptops are solely to be used by the employee and is not for use of other family members or friends.

Our third-party Vendor, Herrod Technology, is only allowed to repair or review Arlington CVB provided computers or laptops. Herrod Technology will not be allowed to work on personal computers or laptops.

Arlington CVB-issued laptops cannot be left in personal or the Arlington CVB company vehicle to prevent theft or damage. Stolen laptops will be reimbursed by the employee at the remaining depreciated cost if left in a vehicle.

Damaged laptops due to misuse, dropping, or otherwise, will be repaired by the Arlington CVB for the first incident, however, the second and any additional breakage will require the employee to pay the repair cost charged by Herrod Technology.

All components of the laptop including power cords, mouse, keyboards, docking stations and screens must be returned upon request, termination, resignation, retirement, or major repair. Failure to do so could lead to discipline, and even termination. Any costs associated with unreturned items will be deducted from payroll in accordance with the Department of Labor Wage and Hour Division.

Personal Appearance & Behavior Policy

The Arlington CVB dress code is intended to be business casual when employees have a workday that does not include meetings with clients, vendors, community executives, or the public. The expectation is that employees will wear clothing appropriate for the nature of the business and the type of work performed daily. Arlington CVB employees should present a positive and professional attitude towards their appearance.

Clothing and hygiene must be neat, clean, and appropriate according to executive management. Employees must be well groomed and avoid wardrobe, fragrances or other choices that distract or interfere with the ability of others to work. Department managers can ask an employee to go home and change their attire if the employee has selected attire that is deemed not suitable.

Casual days and special events are designated for denim jeans that are free of rips and tears. Special events such as "Opening Day," golf tournaments and certain familiarization tours, may require ACVB logo shirts or specific wear like caps, tee-shirts, shorts, and athletic shoes for example, that could have exceptions to the normal policy.

The Arlington CVB does have a limited numbers of items that are **NOT** appropriate for the workplace to include:

- Sheer, see-through clothing
- Shorts
- Sweats of any type or sweatpants-type outfits regardless of the material, or work-out or gym attire
- Any attire that exposes bare mid-drift/abdomen or underwear
- Mini-skirts or any skirts that are more than 3 inches above the top of the knee when standing
- Clothing with inappropriate/offensive content including foul language, political, drug related images and anything of a sexual nature; in addition, anything that could discriminate against the protected classes of race, color, religion, sex, national origin, disability, pregnancy, identity, sexual orientation, veteran status age, genetic information, or any other protected status by applicable federal, state or local laws out of respect for diverse backgrounds, beliefs, and perspective of our team members.
- T-shirts
- Jeans that have holes or are ripped, torn or frayed
- Spaghetti, halter, or tank tops (without wearing jackets worn over them)
- Jeggings, spandex, or yoga pants
- Leggings worn without coverage of backside – leggings can be worn under a dress/skirt of appropriate length only
- Flip flops

This is not an all-inclusive list.

The Arlington CVB executive management reserves the right to determine appropriateness in its sole discretion and to amend this policy at any time with or without notice. As a sales and marketing organization, employees are expected to represent the Arlington CVB in a professional manner that adheres to our Dress Code policy. Failure to comply with the Dress Code policy may result in disciplinary action.

Retaliation / Whistleblowers Policy

If any employee reasonably believes that some policy, practice, or activity of the Arlington CVB is in violation of law, a written complaint may be filed by that employee with the Finance &

Administration Officer or the Chief Executive Officer.

It is the intent of the Arlington CVB to adhere to all laws and regulations that apply to the organization, and the underlying purpose of this Policy is to support the organization's goal of legal compliance. The support of all employees is necessary to achieve compliance with various laws and regulations. An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy, or practice to the attention of the Finance & Administration Officer or the Chief Executive Officer and provides support with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described below is only available to employees that comply with this requirement.

The Arlington CVB, its Board of Directors, Officers, Management Team or other employees will not retaliate against an employee who, in good faith, has made a protest or raised a complaint against some practice of wrongdoing, or of another individual or entity with whom Arlington CVB had a business relationship, on the basis of a reasonable belief that the practice is in violation of law or a clear mandate of public policy.

The Arlington CVB, its Board of Directors, Officers, Management Team or other employees will not retaliate against an employee who discloses or threatens to disclose to a supervisor or a public body any activity, policy, or practice of wrongdoing that the employee reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning health, safety, welfare, or protection of the environment.

Conflict of Interest Policy

The Bureau insists on the undivided loyalty of all employees, including management and non-management staff. Employees must not engage in any conduct that would create an actual or potential conflict of interest or create the appearance of such a conflict. All employees are expected to avoid situations that create an actual or potential conflict in which an employee's actions or loyalties are divided between Bureau interests and those of another.

Conflicts of interest arise when an employee engages in a personal activity or has a personal interest that depends upon a specific outcome in the business of the Bureau. These personal activities or interests may influence the employee's judgment, causing the employee to make decisions based upon the potential for personal gain, rather than in the best interests of the Bureau.

Receiving or giving of merchandise, money, services, travel, accommodations, or lavish entertainment that might appear to have been given to influence a business decision. Gifts, event tickets, travel, etc., should have a benefit to the Bureau and not be solely for personal gain. For example, an appreciation trip or golf outing provided whereby no benefit to the company is provided due to that trip should be considered a conflict of interest and not taken.

Maintaining personal, business, or financial relationships with a customer or vendor where the employee has control or influence over the Bureau's relationship with that customer or vendor. For example, employees should not borrow from or lend personal funds to a customer or vendor of the employee's department.

Using information developed or learned on the job for personal or familial benefit.

Maintaining outside directorship, employment, or political office that might appear to conflict or compete with an employee's responsibilities.

Conducting Bureau business with or using position or authority to influence the company to conduct business with family members.

The list above serves only to illustrate sources of possible conflicts of interest and does not constitute a complete list of all the situations that may result in a conflict of interest.

Outside Employment and Related Activities

Although it is not the policy of the Bureau to be unduly restrictive, it must be realized that the Bureau has the right to expect that outside employment or business enterprises will not in any way detract from the employee's performance or effectiveness with the Bureau or create a conflict of interest.

The Bureau work requirements, including overtime, will have precedence over any outside employment or business enterprises.

The Bureau does not encourage its full-time employees to take employment outside the Bureau other than as an independent consultant to community service and government boards and panels.

Bureau employees serving in an independent consultant capacity, and which makes monetary gain are expected to do so on their own leave time. The Department manager and/or the President/CEO must be advised prior to making the commitment.

Employees who are unable to maintain a high work performance as a result of their outside employment or business enterprises may be subject to dismissal.

The Bureau will not pay medical benefits for injuries or sickness resulting from outside employment or business enterprises.

Outside business enterprises must not be conducted during what is normally considered Bureau time.

Outside business must not involve a disproportionate amount of the employee's time.

Employees are encouraged to disclose to the Human Resources Department or President/CEO any outside employment or business enterprise. Failure to disclose outside employment or a business enterprise that may appear to create a conflict of interest could create serious difficulties for the employee and the Bureau and may require the termination of employment of the employee with the Bureau.



Employee Manual Acknowledgement Form

I have received my personal copy of the Arlington CVB's Employee Manual, which applies to ACVB, ATPID, and TSLF employees.

I have read the Manual and understand that the Arlington CVB reserves the right to change, alter, or rescind the employment policies and programs at any time. It is my expectation to be held accountable to expectations in those policies, now and in any future versions that become published.

I am aware of the policy prohibiting unlawful discrimination, harassment, and retaliation that is included in the Handbook, and understand the need to report complaints immediately pursuant to the policy.

I understand that my employment is "at will."

I am aware that no individual manager, supervisor or employee may orally, or in writing, alter or modify the terms of my employment. Any questions I have should be directed to the Finance and Administration Department.

Finally, I understand that it is my responsibility to adhere to the policies outlined in this Handbook.

Name Printed: _____

Signature: _____

Date: _____