



**GASLAMP QUARTER
ASSOCIATION**

**EMPLOYEE
HANDBOOK**

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MISSION STATEMENT

The Mission of the Gaslamp Quarter Association is to promote and protect the historic Gaslamp Quarter as San Diego's premiere Shopping, Dining and Entertainment District, using advocacy, community relations and promotional programs to present an exciting, sophisticated, world-class destination for the residents of, and visitors to San Diego, for the prosperity of the Association's membership.

DISCLAIMER

The document is prepared to assist the employee in the understanding of the policies that govern the activities involved with their employment with the Gaslamp Quarter Association. This document and all of the information provided within does not constitute or imply a contract and that all employees of the Gaslamp Quarter Association are not hired for any specific term and are hired at will.

This handbook can and will be updated to reflect amendment of organizational policies. These amendments will be based on changes in governing law, reasonable accommodation, and best practices. All employees will receive these updates, in writing, when they occur.

By my initials below, I further agree that I will preserve as confidential all trade secrets, confidential information, knowledge, data, or other information relating to products, procedures, custom software, proprietary data, client lists or other subject matter pertaining to any business of the *Gaslamp Quarter Association* or any of its Members, officers, or employees.

POLICY

The *Gaslamp Quarter Association* employees shall not, during the term of employment or at any time after termination, without the prior written consent of the *Gaslamp Quarter Association*, disclose to any person, corporation, business, or legal entity, for any purpose whatsoever, any business financial, technical, or other information about the *Gaslamp Quarter Association* or its membership of a confidential nature, not generally or publicly known, or to endeavor to solicit a member, person, firm, or corporation doing business with the *Gaslamp Quarter Association* during a period of an employee's tenure. Furthermore, all records, data, files, books, manuals, materials, equipment, drawings, blueprints, and software are the property of the *Gaslamp Quarter Association* and remain the property of the *Gaslamp Quarter Association*. All such documents, equipment, and media shall not be removed from the office or work site without the approval of the Executive Director or his designee. An employee's work product is the property of the *Gaslamp Quarter Association*.

PRACTICE

Upon termination an employee must surrender all company property, including any current work product, future appointment scheduling, notes, writings, drawings/sketches, computer data disks pertaining to any *Gaslamp Quarter Association* project, wherever the materials cited may be located. After leaving the *Gaslamp Quarter Association*, the employee is still legally prohibited from disclosing sensitive, propriety, or confidential information. The *Gaslamp Quarter Association* will seek legal remedies for loss due to raiding activities of former employees as well as take legal action to recover the *Gaslamp Quarter Association* property and/or damages.

PROCEDURE

All actions to enforce this policy will be under the direct supervision of the Executive Director of the *Gaslamp Quarter Association*.

EQUAL OPPORTUNITY

POLICY

The *Gaslamp Quarter Association* is an equal opportunity employer and does not discriminate in its hiring practices against any employee because of race, color, sex, age, marital status, creed, religion, national origin, politics, or sexual preference. Our equal opportunity policy applies to all aspects of employment including recruiting, hiring, training, promotion, job benefits, and social and recreational activities.

PRACTICE

Employment applications, interview forms and inquiries, and evaluations of qualifications will be free from discriminatory content. Any recruiting activities will include public notice that provides equal opportunity for access to the *Gaslamp Quarter Association*.

PROCEDURE

The *Gaslamp Quarter Association* will use employment documents that conform to Equal Opportunity requirements. Recruiting activities for full-time employment shall use appropriate media to advertise the employment opportunity.

Written interview guidelines will be structured so as to ensure that inquiries are not discriminatory, and will be used for all personnel interviews.

HARASSMENT

POLICY

The *Gaslamp Quarter Association* requires its employees to abide by Federal and State Employment Harassment Laws and will not tolerate such harassment of any employee. It is our policy and responsibility to provide our employees with a workplace free from harassment. Harassment undermines our workplace morale and our commitment to treat each other with dignity and respect.

PRACTICE

The *Gaslamp Quarter Association* prohibits any form of harassment of employees in the workplace whether in an office of the *Gaslamp Quarter Association* or in the field. This applies to all forms of harassment, including sexual, racial, religious, or sexual preference that have the purpose or effect of creating a threatening, coercive or uncomfortable work environment for any employee where the *Gaslamp Quarter Association* has control of that environment.

PROCEDURE

Any instances of alleged or perceived harassment or discrimination must be reported to the Executive Director or his/her designee, who will investigate all such reports and take timely action to resolve the matter. If warranted, the employee can choose to report to the Chair of the Board of Directors, who will investigate all such reports and take timely action to resolve the matter.

DRUG FREE WORKPLACE

POLICY

The *Gaslamp Quarter Association* supports a drug free work environment for our employees. The *Gaslamp Quarter Association* explicitly prohibits:

- The unlawful manufacture, distribution, dispensation, possession or use of controlled substances in the workplace.
- The use, possession and/or solicitation for, or sale of narcotic or other illegal drugs in the *Gaslamp Quarter Association* office and any of its event-related venues at any time.
- Being impaired or under the influence of illegal drugs away from the *Gaslamp Quarter Association* if such impairment of influence adversely affects the employees work performance, the safety of other employees or puts at risk the *Gaslamp Quarter Association's* reputation.
- The use, possession and/or solicitation for, or sale of narcotic illegal drugs away from the *Gaslamp Quarter Association* if such impairment of influence adversely affects the employees work performance, the safety of other employees or puts at risk the *Gaslamp Quarter Association's* reputation.
- The presence of any detectable amount of illegal drugs in the employees system while at work, while representing the *Gaslamp Quarter Association* or otherwise in the general area of the *Gaslamp Quarter Association* office.

PRACTICE

Violation of this policy will subject the employee to disciplinary action (page 18) to include immediate termination.

PROCEDURE

Should it be necessary the *Gaslamp Quarter Association* will conduct drug testing under any of the following circumstances;

- FOR CAUSE TESTING – based on the following;
 - Evidence of drugs on or about the employee's person,
 - Unusual conduct by the employee,
 - Negative performance patterns, or
 - Excessive and unexplained tardiness and/or absenteeism
- POST ACCIDENT TESTING – Any employee involved in an on the job accident or injury under circumstances that suggests possible impaired behavior or judgment may have contributed.

EMPLOYMENT ELIGIBILITY VERIFICATION

POLICY

The *Gaslamp Quarter Association* complies with the Federal immigration laws which require employers to follow a verification procedure before hiring an individual and to file an I-9 Form to document that verification.

PRACTICE

The *Gaslamp Quarter Association* will not make a final offer of employment to any individual until that person can verify their legal right to work as required by this law.

PROCEDURE

The prospective employee must submit for inspection the following:

List A - Documents that establish Identity and Employment Eligibility: U.S. Passport; U.S. Passport Card; Certificate of U.S. Citizenship; Certif. of Naturalization; Unexpired foreign passport with attached Employment Authorization; Alien Registration card with photograph. (One item)

- OR -

List B - Documents that establish Identity (one required): State issued, valid driver's license or ID card with photograph, and includes identity data; U.S. Military card; Other (specify document and issuing authority).

- AND -

List C - Documents that establish Employment Eligibility (one required): Original Social Security Card; Birth Certificate bearing a seal or other certification; Unexpired INS Employment Authorization.

CLASSIFICATION OF EMPLOYEES

POLICY

The **Director of Sales and Marketing** position is classified as **"Exempt."** Exempt employees

Will be on salary and will not be eligible for overtime hours.

PRACTICE

Full-time exempt employees are paid bi-weekly based on their annual salary. Full-time non-exempt employees are paid bi-weekly based on their actual hours worked. Temporary exempt employees are those who are hired to work on a specific job or project; work for the *Gaslamp Quarter Association* less than six months in a calendar year; and, are paid a fee for their services by the project. Temporary employees do not participate in the *Gaslamp Quarter Association* benefits program.

PROCEDURE

The *Gaslamp Quarter Association* will classify employees based on their job description, the scope of their responsibilities, the full-time, part-part or temporary need for their services, and in harmony with the rules and regulations of a governing authority, if any.

NEW HIRE JOB PROBATIONARY PERIOD

POLICY

All new, part-time and full-time employees must successfully complete a probationary period of employment. The probationary for full-time, exempt employees is three (3) months. During this period, work performance will be evaluated to ensure that work is being completed in a satisfactory manner and that all policies and procedures are being followed.

This probationary period in no way guarantees employment. During the probationary period the employee is not eligible for the vacation pay, personal time pay and the employer subsidized health plan.

The employment relationship between the *Gaslamp Quarter Association* and the employee is defined as “at-will”, meaning that employment may be terminated by either the corporation or the employee at any time, with or without cause and with or without notice, not-with-standing any other provisions of this handbook or any other statements of policy or procedure.

PRACTICE

Employee *Probation Performance Evaluations* shall be written and presented to full-time employees directly, providing the *Gaslamp Quarter Association* and the employee has the time and opportunity to discuss any pertinent matters and/or issues. Temporary employees may be evaluated on the same criteria as full-time employees at the discretion of the Executive Director. Copies of the *Probationary Performance Evaluations* will be maintained in the employee’s confidential Personal Record Folder.

PROCEDURE

Each probationary full-time employee will receive a formal performance evaluation at the end of the probationary period.

PERSONAL APPEARANCE

POLICY

The *Gaslamp Quarter Association* requires that good-taste, modesty, safety, and job requirements should govern employees’ choice of work clothing. Dress and grooming should be appropriate for the time, place, and activity. An employee’s appearance should meet our Board of Director’s reasonable expectations and be in harmony with our industry’s customs.

PRACTICE

Generally, appropriate in-office dress is business casual, whereas business, committee and Board meetings with clients require more formal business attire.

The final judgment of appropriate dress will remain with the Executive Director as assigned by the Board of Directors.

PROCEDURE

The employee may exercise their choice within the scope of the policy. The *Gaslamp Quarter Association* reserves the right to counsel with an employee and request modification as deemed appropriate. Dress in an office setting may differ from meetings with client's in-office or in the field and may require specific dress appropriate to the activity.

JOB SAFETY

POLICY

The *Gaslamp Quarter Association* and its employees will comply with the Occupational Safety and Health Administration's standards, rules, regulations, and orders.

The *Gaslamp Quarter Association* shall provide a safe working environment for the employee.

PRACTICE

The *Gaslamp Quarter Association* expects its employees to conduct themselves in a safe manner. Please use good judgment and common sense in matters of safety. When working in the *Gaslamp Quarter Association* office or while working in the field, employees must report any potentially hazardous or unsafe conditions must be reported to the Executive Director or his/her designee immediately.

The *Gaslamp Quarter Association* will take reasonable measures to safeguard its personnel and property (Personal and Company) against violence, theft, and vandalism.

PROCEDURE

Reports of hazardous or unsafe working conditions will be investigated immediately and work will be suspended until the conditions are judged safe for return to work. A written record will be maintained that documents the report, the investigation, and the action taken or the resolution of the matter.

WORKERS' COMPENSATION (See Appendix A – Workers' Compensation Notice)

POLICY

The *Gaslamp Quarter Association* shall keep in force a Worker's Compensation Insurance Policy that covers all employees (Full-time, Temporary, and Part-time) at all times.

An employee injured on the job as a direct result of the performance of their assigned duties will be paid through the end of the workday in which the injury took place. An employee who is hospitalized on the day of the injury receives no further wages, but may receive benefits through workers compensation.

The Gaslamp Quarter Association and its insurance carrier shall not be responsible for the payment of Workers Compensation benefits for any injury which arises out of an employee's voluntary participation in any off-duty recreational, social or athletic activity which is not part of the employees' work-related duties. Details of our Worker's Compensation plan may be obtained from the Executive Director.

PRACTICE

If an employee has an accident on the job, resulting in personal injury, it must be reported to the Executive Director or his/her designee **immediately**. All accidents must be reported without exception.

If an employee has an accident while participating in an off-duty activity, resulting in personal injury, it must be reported to the Executive Director or his designee immediately upon arrival to the work site or office.

PROCEDURE

The procedures followed in matters of Worker's Compensation are those required by the insurer and/or other authority.

ACCIDENT REPORTS

POLICY

Employees are responsible for reporting all accidents that result in a personal injury to any person and/or property damage.

PRACTICE

Accidents are to be reported to the Executive Director or his/her designee **immediately**. Damage to company property is a reportable accident.

PROCEDURE

A written account of the incident which includes a full description of the accident, location, injuries, property damage, action taken to abate or alleviate the accident and its consequences, names of parties involved and witnesses must be submitted to the Executive Director or his/her designee within 24hrs, unless otherwise specified by law or authority.

HOUSEKEEPING

POLICY

The *Gaslamp Quarter Association* will maintain its offices and facilities to provide its employees and its clients a clean and professional place to conduct business.

PRACTICE

The *Gaslamp Quarter Association* employees are responsible for keeping their work area organized and presentable. Whereas, the *Gaslamp Quarter Association* shall provide on a regular basis, a professional cleaning service to maintain office floors, general areas, bathrooms, and trash disposal.

PROCEDURE

Employees are encouraged to seek assistance, if they are having difficulty with the maintenance of their area/office.

OFFICE EQUIPMENT

POLICY

The *Gaslamp Quarter Association* will provide the proper office equipment and service necessary for the successful performance of the employee's responsibilities. Misuse of company equipment for other than the *Gaslamp Quarter Association* business, without prior permission of management, is cause for disciplinary action (See page 18).

PRACTICE

The *Gaslamp Quarter Association* is a PC based company utilizing several software programs in the day-to-day office operations.

The Executive Director in conjunction with the employee shall determine the schedule for the purchase of new equipment for the employee. All office equipment supplied by the *Gaslamp Quarter Association* shall be the property of the *Gaslamp Quarter Association* and shall be surrendered at the request of the Executive Director or his/her designee.

PROCEDURE

The *Gaslamp Quarter Association* will supply all of the equipment required for the successful completion of the employee's duties at its discretion. The employee may request at anytime, in writing, equipment and supplies to be used in the execution of the employee's duties. All requests are subject to the review and approval of the Executive Director and/or the Executive Committee.

OFFICE TELEPHONES

POLICY

The *Gaslamp Quarter Association* will provide the proper communication equipment and service necessary for the successful performance of the employee's responsibilities. The *Gaslamp Quarter Association's* telephones are for company business only.

PRACTICE

The *Gaslamp Quarter Association* shall provide and maintain an adequate telephone system to handle the volume of calls necessary to operate an efficient and professional office.

If it becomes necessary for an employee to make a personal call, brief local calls may be made. Long-distance personal calls require prior approval of the Executive Director, with exception of an emergency call. Incoming personal calls should be limited to emergencies only.

PROCEDURE

If an employee incurs any telephone charges for business conducted on the behalf of the *Gaslamp Quarter Association*, the employee will be reimbursed by the *Gaslamp Quarter Association* only after the submission of a completed 'Expense Report' form with copies of bills attached.

If an employee incurs any telephone charges because of personal use, it must be reported to the Executive Director.

CELL PHONES

POLICY

The *Gaslamp Quarter Association* will provide the proper communication equipment and service necessary for the successful performance of the employee's responsibilities. The *Gaslamp Quarter Association's* as a policy does not reimburse for cell phone use unless agreed to in advance of project or event that may require that use.

It is the policy of the *Gaslamp Quarter Association* that all employees conform to all laws, traffic or otherwise, in the commission of their work related duties. Specifically the *Gaslamp Quarter Association*

prohibits all employees from using cell phones (text-based communication as well) while driving unless the device is equipped with a hands-free device.

PRACTICE

Should the *Gaslamp Quarter Association* decide to provide a temporary cell phone to the employee for a pre-approved project or event, the standard telephone policies (page 18) are in force.

Though the *Gaslamp Quarter Association* does not own any vehicles, nor does it require its' employees to use their personal vehicles for commercial use, but it easily understood that from time to time the employee may use their vehicle (or a rented vehicle) to fulfill their duties.

On July 1, 2008 it became illegal in the State of California to drive a motor vehicle while using a wireless telephone unless the phone is equipped with hands free capabilities. On January 1, 2009, text based communication while driving is prohibited as well. Specifically, the law prohibits writing, sending or reading text-based communication including text messaging, instant messaging and e-mail, on a wireless device or cell phone while driving.

PROCEDURE

If an employee incurs any telephone charges on their personal cell phone account for pre-approved business conducted on the behalf of the *Gaslamp Quarter Association*, the employee will be reimbursed by the *Gaslamp Quarter Association* only after the submission of a completed 'Expense Report' form with copies of bills attached.

If the *Gaslamp Quarter Association* incurs any telephone charges because of an employee personal use of *Gaslamp Quarter Association* cell phone equipment, the Executive Director may require the employee to reimburse the *Gaslamp Quarter Association* for the amount of those charges. Payment of the charges does not automatically prevent further disciplinary action (Page 18).

If an employee incurs any fines, injuries, damages and/or legal consequences as the result of any illegal activity, regardless of whether it was during the commission of their duties for the *Gaslamp Quarter Association*, the employee is personally responsible for all consequences. Further, the *Gaslamp Quarter Association* may, at its sole discretion, pursue further disciplinary action (Page 18).

DISCIPLINARY ACTIONS

Work rules at the *Gaslamp Quarter Association* are based on common sense and have been established to assure the safety and welfare of all employees. While it is impossible to list rules that will address every possible incident, the following are examples of behavior, which may subject the employee to discipline, **including discharge with or without notice.**

1. Insubordination, inefficiency, or incompetence;
2. Failure to conform to the *Gaslamp Quarter Association* rules, public laws, health and safety regulations, or engaging in an activity that creates a safety hazard;

3. Possession and/or use of alcoholic beverages or illegal drugs or substances or working under the influence of same while performing for the *Gaslamp Quarter Association*;
4. Defacing or deliberate destruction of the property of the *Gaslamp Quarter Association*, the *Gaslamp Quarter Association's* employees, or the membership;
5. Habitual misuse of the *Gaslamp Quarter Association* telephone;
6. Failure to report changes pertinent to an employee's personnel record;
7. Leaving a work assignment before being relieved or excused by a supervisor;
8. Excessive tardiness and/or absenteeism;
9. Divulging confidential and/or proprietary information of the *Gaslamp Quarter Association* or its membership;
10. Falsification of personnel or *Gaslamp Quarter Association* records including, but not limited to, applications, reports, time records and communications;
11. Making threats against the *Gaslamp Quarter Association*, its membership, suppliers, contractors, or its employees;
12. Violation of rules of no solicitation, distribution or sale of goods to the *Gaslamp Quarter Association* employees or the engaging in the promotion of personal causes in the workplace;
13. Possession of firearms or other weapons in work locations;
14. Theft or unauthorized removal of the property of the *Gaslamp Quarter Association*, its employees, or the membership;
15. Disorderly or disruptive conduct at any *Gaslamp Quarter Association* workplace or event;
16. Harassment or discriminatory activities against any *Gaslamp Quarter Association* employee or member of the *Gaslamp Quarter Association*;
17. Misuse of the *Gaslamp Quarter Association* property for personal gain.

Unacceptable behavior, which does not lead to immediate dismissal, may be dealt with in the following manner:

- Step 1: Verbal Warning
- Step 2: Written Warning
- Step 3: Termination

The Executive Director will be responsible for the implementation of disciplinary action as the authorized representative of the Board of Directors. All *Gaslamp Quarter Association* employees can, if they choose, dispute the findings of the Executive Director by bringing their appeal, in writing, to the current Chair of the Board of Directors for consideration at the next regularly scheduled monthly meeting of the Executive Committee.

BUSINESS EXPENSES

POLICY

The *Gaslamp Quarter Association* shall be responsible for all reasonable expenses incurred by the employee in the performance of company business.

The *Gaslamp Quarter Association* shall not be responsible for any expenses incurred by the employee during off-duty hours.

The employee is required to request permission from the Executive Director or his/her designee, in advance, on all expenditures over \$25.

PRACTICE

The *Gaslamp Quarter Association* shall provide at its discretion, in the form of expense account, credit card, and/or reimbursement, the financial basis to support the employee in the performance of company business.

The employee is required to document and reconcile all expenses incurred with the final disposition of individual shows or general overhead.

Misuse of company funds, accounts, and/or credit cards is cause for disciplinary action (See page 18) and or criminal prosecution.

PROCEDURE

The *Gaslamp Quarter Association* shall require a reconciliation of all expenses upon the completion of all projects in the form of a final Cost/Profit analysis document.

The *Gaslamp Quarter Association* shall require a reconciliation of all expenses attributed to 'General Overhead' on a regular basis. This documentation must be available to the Executive Director on an informal basis (at his/her request).

All actions to enforce this policy will be under the direct supervision of the Executive Director of the *Gaslamp Quarter Association*.

TRANSPORTATION

POLICY

Though not a normal occurrence, the *Gaslamp Quarter Association* will provide for the employees transportation necessary for the successful performance of the employees responsibilities.

The *Gaslamp Quarter Association* shall not be responsible for normal transportation between the office and the employee's residence.

PRACTICE

The *Gaslamp Quarter Association* employees shall keep in force an automobile Insurance Policy that covers the employee at all times, while operating a rented or leased vehicle for the Association.

The *Gaslamp Quarter Association* shall not be responsible for any illegal action (Citation or Arrest) brought about by the actions of the driver (Unless such actions have been approved of in advance by the Ownership) while operating a rented or leased vehicle for the Association.

All vehicles supplied by the *Gaslamp Quarter Association* shall be the property of the *Gaslamp Quarter Association* (To include rented or leased vehicles and equipment), and shall be surrendered at the request of the Executive Director.

The *Gaslamp Quarter Association* shall reimburse the employee for costs associated with the use of the employee's personal vehicle for business purposes.

Use of the employee's vehicle for Gaslamp Quarter Association business must be approved of in advance by the Executive Director or his/her designee.

PROCEDURE

The *Gaslamp Quarter Association* shall provide, in the form of credit card, expense account, reimbursement, or cash advance, the financial basis to support the operation of a company vehicle by the employee.

Employees shall **immediately** report any and all maintenance and/or service costs, not part of the normal operating costs (Normal being; Fuel, Oil, etc.), to the Executive Director before any work is to be performed on a company owned, rented, or leased vehicle.

The *Gaslamp Quarter Association* shall reimburse the employee at a rate of 31 cents per mile for pre-approved usage incurred in the performance of company business with employees' personal vehicle. If the employee has been provided (by credit card or cash advance) financial means to pay for fuel, the employee shall be reimbursed at the rate of 25 cents per mile for overhead costs associated with the employee's vehicle. The employee must submit within 30 days of the expense, a completed 'Expense Report' form along with the mileage documentation to the Director of Business Operations to receive reimbursement.

The *Gaslamp Quarter Association* shall be responsible for any damages occurring to the employee's personal vehicle, resulting from the pre-approved use for and/or by the *Gaslamp Quarter Association*. In the event that the damages are covered under the employee's personal insurance, The *Gaslamp Quarter Association* will be responsible for the amount of the deductible prescribed by the insurance contract.

PERSONNEL RECORDS

POLICY

The *Gaslamp Quarter Association* will maintain personnel records that are accurate and complete and in compliance with any laws or regulations. Employee personnel records will be confidential to the extent of the law.

PRACTICE

An employee is solely responsible to accurately and promptly report any and all changes in their status, immediate family status, address or other personal data necessary to permit the *Gaslamp Quarter*

Association to legally administer their payroll records, tax and withholding records, and benefit administration and coverage. The duty to report change immediately is mandatory.

PROCEDURE

Employees shall report said changes to the Executive Director or his/her designee. Employees may inspect their Personnel files to assure the accuracy of the contents. Prior notice to Executive Director is required and the inspection must take place in the presence of Executive Director or his/her designee during normal business hours.

TIME RECORDS

POLICY

All *Gaslamp Quarter Association* employees are expected to maintain an accurate record of their time spent in the performance of their job responsibilities.

Non-exempt employees are required to document their work hours daily for submission to payroll.

PRACTICE

The employee will be expected to maintain the record to an accuracy of at least 15 minutes. The record will be submitted to the Executive Director or his/her designee on a weekly basis.

The Executive Director will collect and maintain these records for the purpose of;

1. Creation of payroll report to be submitted for processing.
2. Calculation of profit/loss documentation for projects, events and programs.
3. Allocation of future staff resources.

PROCEDURE

The employee is responsible for the accuracy and timely submission of their timecard. The Executive Director must review every timecard before submission to payroll and the *Gaslamp Quarter Association* reserves the right to dispute any timecard entry with just cause.

Gaslamp Quarter Association has provided QuickBooks as the means for all employees to document their time spent in service to the organization. Employees needing assistance with their reporting procedures should contact the Executive Director for help.

PERFORMANCE AND SALARY/ WAGE REVIEWS

POLICY

Each full-time employee's work performance, job assignment, and productivity will be reviewed annually (*May/June*). Salary and wage adjustments are based on the employee's annual evaluation and Association's overall success.

PRACTICE

The Executive Director or his/her designee will prepare an annual written Performance Review for each employee. Generally, these reviews will include the following subjects:

- * Productivity
- * Dependability
- * Creativity and Problem Solving
- * Attitude, Conduct, and Appearance
- * Knowledge and Implementation of Policies, Practices, and Procedures
- * Communication Skills
- * Flexibility

The *Gaslamp Quarter Association* reserves the right to change, amend, add or delete any evaluation factors at its discretion. The Performance appraisal criteria will be standardized for each class of employee.

PROCEDURE

The Executive Director will prepare the annual performance review. A private interview will be scheduled for the employee to permit the *Gaslamp Quarter Association* and the employee the opportunity for open communication.

HOURS AND BREAKS

POLICY

The *Gaslamp Quarter Association* office hours will be 9:00 AM to 6:00 PM, Monday through Friday under normal circumstances.

The full-time exempt employee is expected to work a minimum of 40 hours per week that includes a regular office presence. The full-time non-exempt employee is expected to work a maximum of 40 hours per week that includes a regular office presence.

Gaslamp Quarter Association employees are to be granted a one hour non-paid meal period when they work more than five hours in one day.

The *Gaslamp Quarter Association* provides paid break time up to 10 minutes for each four hours worked as required by law. This time is not structured and the employee is expected to be responsible for taking these breaks.

Though not a normal occurrence, an employee of the *Gaslamp Quarter Association* is expected to perform duties on weekends, evenings and holidays as needed.

PRACTICE

The employee will have **9:00AM to 6:00PM** as their regular daily work hours. Changes to this schedule must be agreed to by the employee and the Executive Director.

During *Gaslamp Quarter Association* events and special projects all employees will be expected to be available to fulfill the staff commitments.

Non-exempt employees cannot work overtime hours unless they are authorized, in advance, by the Executive Director or his/her designee. The non-exempt employee is awarded overtime compensation when hours worked exceed eight hours in one workday or 40 hours in one workweek. A workday begins at 12:01 a.m. and ends 24 hours later. A workweek begins each Sunday at 12:01 a.m.

With a small staff, coordination between all of the staff members to effectively maintain the office coverage is mandatory. With the exception of pre-arranged scheduling with the Executive Director, lunch breaks and rest periods should be coordinated to effectively maintain the office presence through-out the work-day.

PROCEDURE

The *Gaslamp Quarter Association* reserves the right to ask employees to make adjustments to their schedule in the event there are unforeseen office responsibilities, event requirements or special projects that may require the employee's attendance. Requests for exemption during such periods must be made in advance with Executive Director or his/her designee.

Overtime compensation for hours in excess of 40 for the workweek, or in excess of eight and not more than 12 for the workday, and for the first eight hours on the seventh consecutive day of work in one workweek, shall be paid at a rate one and one-half times the employee's regular rate of pay. Overtime compensation for hours in excess of 12 in one workday and in excess of eight on the seventh consecutive workweek shall be paid at double the regular rate of pay.

PAY PERIODS

POLICY

The *Gaslamp Quarter Association* compensates its employees on a bi-monthly basis, scheduled for the 15th and last day of the month.

PRACTICE

The *Gaslamp Quarter Association* utilizes a professional outside payroll service to process the twice monthly employee compensation program. The Executive Director is responsible for the management of the payroll service.

PROCEDURE

(See Time Records, page 21)

ABSENTEEISM/TARDINESS

POLICY

With a small staff, coordination between all of the staff members to effectively maintain the office coverage is a necessity. Habitual tardiness and/or absence compromise's the staff's ability to fulfill its duties and maintain the required office coverage. Unexcused habitual tardiness or absence for any reason is cause for discharge.

PRACTICE

In the event an employee is going to be absent or late, the employee must give notice to the Executive Director or his/her designee at or before the beginning of the workday or shift. The *Gaslamp Quarter Association* reserves the discretionary right to require a physician's release, medical report or other documentation regardless of the length of absence or cause for tardiness.

PROCEDURE

The employee will be deducted personal days (See page 25) for time loss due to excused absence or tardiness. Employee notice of absence or tardiness may be given by telephone.

PERSONAL TIME

POLICY

Hours of work: 40 hours per week. Additional hours will be required for event days. Employee will earn additional PTO days for event hours worked.

Reporting relationship: Report directly to Executive Director

Vacation: 10 paid vacation days will be allowed within the calendar year.

Personal time cannot be carried over from year to year without permission from the Executive Director.

PRACTICE

Personal time should be used to replace days/hours lost to personal needs during the regularly scheduled work week.

PROCEDURE

Illness and emergencies are examples of acceptable reasons for impromptu use of personal time. Errands, medical appointments, and car repairs are examples of acceptable reasons for emergency use of personal time. Extended weekends, medical recovery and personal days off are examples of acceptable uses for pre-approved personal time.

VACATION

POLICY

Employees of the *Gaslamp Quarter Association* will be granted Non-cumulative vacation with pay. Vacation days cannot be carried over from year-to-year without the permission of the Executive Director. Due to its small staff, the Gaslamp Quarter Association must balance all vacation requests with the necessity to fulfill its stated obligations.

PRACTICE

Vacation days will be granted after the new employee's completion of a minimum of 90 days of employment and will be based the first calendar month of employment according to the following schedule:

PROCEDURE

Employees must request vacation days, specifying the dates of their proposed vacation, thirty (30) days **in advance** to the Executive Director or his/her designee. All requests are prioritized on a first requested, first granted basis.

The *Gaslamp Quarter Association* reserves the right to ask employees to make adjustments to their schedule in the event there are unforeseen staff requirements or emergencies that may require the employee's attendance.

HOLIDAYS

POLICY

The *Gaslamp Quarter Association* observes and allows time off with pay for eligible employees on each of the following holidays:

New Year's Day

President's Day
Friday before Easter (*Spring Break*)
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Friday after Thanksgiving Day
Christmas Day

PRACTICE

The *Gaslamp Quarter Association* office will close to observe these holidays. Exceptions to the policy may occur if *Gaslamp Quarter Association* employees are working on special projects and/or events, in which case those effected will be granted a compensatory paid day off, to be used within 30 days of the missed holiday.

PRACTICE

The *Gaslamp Quarter Association* reserves the right to change, delete, or add holidays and will give notice to all effected employees prior to January 1st of the coming year.

Should the holiday be date specific (i.e. July 4th) and fall on a weekend, the Executive Director or his designee will assign that day to the Friday before or the Monday after at his discretion for the benefit of efficient office operations.

Religious accommodation: Employees who need time off for religious observances should speak with the Executive Director at the time of hire or immediately once such a need for observance is realized. The *Gaslamp Quarter Association* will reasonably accommodate an employee's sincerely held religious belief with sufficient notice from the employee to the Executive Director.

MEDICAL LEAVES OF ABSENCE

POLICY

All full-time employees shall be granted a total of twelve (12) personal days each calendar year (See page 25), which will be used to replace time lost to illness. If an employee incurs a medical disability, which results in the inability to perform their work, The *Gaslamp Quarter Association* reserves the right to

terminate that employee. An employee who receives Workers' Compensation benefits shall not be entitled to sick leave benefits from the date that Workers' Compensation benefits become effective.

PRACTICE

If an employee is absent due to an illness or medical condition for a period longer than five (5) days, the employee is required to present a physician's release stating that the employee may return to work with our any restrictions from the illness. The Executive Director or his/her designee must accept this release before the employee may return to work.

The *Gaslamp Quarter Association* reserves the discretionary right to require a physician's release or medical report regardless of the length of absence.

PROCEDURE

It is the responsibility of the employee to notify the Executive Director or his/her designee on the first work-day of his medical absence. The employee shall report his status on a periodic basis in the event of a protracted illness. Failure to report may result in discipline including discharge.

MILITARY LEAVE

POLICY

If an employee is called for military service, re-employment rights shall be governed by the Universal Military Training and Service Act.

PRACTICE

A leave of absence without pay shall be granted. Vacation time and personal days shall not accrue during military leave. Medical insurance benefits shall be suspended during the leave.

PROCEDURE

Upon notice of call to military service, the employee must give immediate notice to the Executive Director or his/her designee. An employee whose military service has ended must return to work or inform the Gaslamp Quarter Association that he/she wants to be reinstated in accordance with these guidelines;

- For a leave of 30 or fewer days, the employer must report back to work on the first regularly scheduled workday after completing military service, allowing for travel time;
- For a leave of 31 to 180 days, the employee must request reinstatement within 14 days after military services ends;
- For a leave of 181 days or more, the employee must request reinstatement within 90 days after military service ends.

BEREAVEMENT LEAVE

POLICY

The *Gaslamp Quarter Association* will grant up to four (4) day bereavement leave to full-time employees in the event of critical injury or illness and/or death of an immediate family member. The following persons are designated as immediate family: Parent, Spouse, Child, Brother, Sister, Parent-In-Law, Stepparent, Stepchild, and Grandparents.

All full-time employees shall be granted a total of twelve (12) personal days each calendar year (See page 25) which can, upon the approval of the Executive Director or his/her designee, be used to extend the time granted for bereavement leave.

PRACTICE

No additional pay will be granted for a Saturday, Sunday, Holiday, or any day coinciding with an employee's scheduled vacation.

Additional days may be granted upon request and at the discretion of the Executive Director or his designee.

Bereavement Leave may also be granted to employees for other relations. These will be addressed on a case-by-case basis by the Executive Director or his/her designee, and will set no precedence for future decisions. Approval and length of time allowed shall be at the discretion of the Executive Director or his/her designee.

PROCEDURE

The employee shall notify the Executive Director or his/her designee immediately that bereavement leave is being requested. Requests for extended bereavement leave must be made at the time of the notification and include the circumstances to justify the request.

JURY DUTY

POLICY

The *Gaslamp Quarter Association* will permit its' employees time-off, if called for jury duty, for one (1) week or five (5) days with pay.

PRACTICE

Employees must give immediate notice to the Executive Director of their summons to jury duty. If the employee has reason to believe their jury service may continue for a period longer than the one- (1) week, they must advise the Executive Director.

PROCEDURE

Notice of an employee taking jury duty leave shall be given to the Executive Director indicating the date the leave commences and the anticipated date of return to work. Any amendment to the original notice must be reported to the office immediately.

MEDICAL INSURANCE

POLICY

Upon the new employee's completion of a minimum of 30 days of employment, all full-time employees are eligible to enroll in the company sponsored medical insurance benefit program.

Temporary employees are not eligible for the *Gaslamp Quarter Association* medical insurance plan.

PRACTICE

The Medical Insurance program of the *Gaslamp Quarter Association* covers the employee only. Spousal and dependant benefits are available with the additional premium charges being deducted for the employee's bi-monthly compensation.

The program does not include dental or vision insurance at this time.

PROCEDURE

The *Gaslamp Quarter Association* medical plan;
Plan Provider - Sharp Healthcare
Plan Administrator – Successful Solutions - Employer Ease
GQA Administrator – Executive Director
Premium Pay – *Gaslamp Quarter Association*
Co-Pay – Employee

Sharp Healthcare – www.sharp.com
1(800)-82-SHARP

Successful Solutions
(619) 460-9555
7851 University Avenue
Suite 103
La Mesa, CA 91941

RETIREMENT PLAN

POLICY

Upon the new employee's completion of their first full year of employment, all full-time employees are eligible to enroll in the company sponsored Simple IRA Retirement benefit program.

Temporary and part-time employees are not eligible for the *Gaslamp Quarter Association* Simple IRA Retirement benefit program.

PRACTICE

The Simple IRA Retirement benefit program of the *Gaslamp Quarter Association* is not mandatory and is done only at the election of the employee.

In accordance with Federal Tax law, the *Gaslamp Quarter Association* will contribute an amount, up to 3% of the employee's regular compensation, in matching funds to any federally qualified Simple IRA plan that the employee has enrolled into and is making regular contributions. The *Gaslamp Quarter Association's* contribution cannot exceed the annual contribution of the employee.

PROCEDURE

At the one year anniversary of their employment, the employee is eligible to participate in the Simple IRA retirement benefit program. The Executive Director can, at the request of the employee arrange for representatives of qualified funds to supply information for the employee to review. Being a voluntary program and reliant on the employee to determine the fund company and terms, the *Gaslamp Quarter Association* cannot contribute any funds without employee participation.

WHISTLEBLOWING POLICY

POLICY

The Gaslamp Quarter Association requires its directors, officers, employees and agents to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. We are expected to practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

It is the responsibility of all directors, officers, employees and agents to report ethics violations or suspected violations in accordance with this policy.

No director, officer employee and agents who in good faith reports an ethics violation shall suffer harassment, retaliation or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment.

PRACTICE

The Gaslamp Quarter Association has an open door policy and suggests that employees share their questions, concerns, suggestions or complaints with someone who can address them properly. In most cases the Executive Director is in the best position to address the area of concern. However, if you are not comfortable speaking with the Executive Director or you are not satisfied with the Executive Director's response, you are encouraged to speak with the Chair of the Board of Directors. Violations or suspected violations may be submitted on a confidential basis by the complainant. Reports of violations or suspected violations will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation.

The Executive Director and Chair required to report suspected ethics violations to the Executive Committee, who have specific and exclusive responsibility to investigate all reported violations.

PROCEDURE

The Executive Committee is responsible for investigating and resolving all reported complaints and allegations concerning violations and at their discretion, shall advise the Executive Director. All cases will be promptly investigated and appropriate corrective action will be taken if warranted by the investigation. The Executive Committee has direct access to all necessary documentation of the organization and is required to report to the Board of Directors of any compliance activity, if any complaint or allegation is found to be substantiated by their investigation. The report may include any disciplinary action, training or procedural changes enacted to prevent the repeat of the violation.

Anyone filing a complaint concerning a violation or suspected violation must be acting in good faith and have reasonable grounds for believing the information disclosed indicates a violation. Any allegations that prove not to be substantiated and which prove to have been made maliciously or knowingly to be false will be viewed as a serious disciplinary offense.

DISPUTE RESOLUTION POLICY

POLICY:

This policy is a guideline for communications when a dispute arises in the workplace. With the understanding that no employee shall be retaliated against for raising concerns or disputes in the work place nature brought forward with a good faith belief that a problem exists.

PRACTICE:

The *Gaslamp Quarter Association* Dispute Resolution Policy applies to regular full-time and regular part-time employees who have successfully completed their initial three-month probationary period. The

dispute resolution process is an internal mechanism designed to ensure prompt and impartial consideration of concerns by GQA employees.

This procedure is intended to supplement, rather than discourage or replace informal discussion between a supervisor and the employee. Employees and supervisors should make every reasonable effort to resolve concerns prior to accessing the formal dispute resolution process.

PROCEDURE:

An employee should first address work-related concerns or complaints with their immediate supervisor by submitting in writing their specific complaint/concern on the Record of Grievance Form (Appendix B). The form should be submitted within ten (10) working days after the employee has become aware of the action or other matter which is the subject of the dispute. Their supervisor will schedule a meeting with the employee to review the form within ten (10) working days of receipt of the grievance form.

The employee should clearly state on the Record of Grievance Form what the issue(s) are, what policies, procedures or practices that were misapplied and what solution is desired. The employee should attach supporting documentation to the form at the time of submission to initiate the meeting to review the grievance. The supporting documentation shall be included with the initial Record of Grievance Form at each step of the dispute resolution process.

The supervisor should respond in writing to the employee within five (5) working days after the meeting to review the grievance. After discussing the concern and receiving the written response from the supervisor, if the employee believes the dispute has not been resolved, they should pursue their concern by contacting the current Chair of the Board of Directors. Should the dispute be considered resolved, all records of the dispute will be included in the employee's confidential employment folder with record of the satisfactory resolution.

If the employee chooses to reach out to the Chair of the Board, the Chair will request all documentation of the dispute resolution process to date from the Executive Director. He/she will communicate with both parties individually and issue a recommendation for action to the Executive Director for immediate action. The recommendation for action shall be in writing, included in the employee's confidential employment folder and provided to both parties in a confidential manner.

RESIGNATION AND TERMINATION

POLICY

Employment at the *Gaslamp Quarter Association* is "at will" and is for no specified time regardless of length of service. An employee is free to leave for any reason and the *Gaslamp Quarter Association* reserves the same right to end the relationship with any employee at any time, with or without notice, for any reason not prohibited by law.

PRACTICE

Upon termination the employee will be paid up to and including the day of dismissal and for any vacation due according to the *Gaslamp Quarter Association* records. No payments will be made for unused personal days. An exit interview will be conducted for the terminating employee. The terminating employee will be required to execute a Termination Certificate. (See page 31)

PROCEDURE

Termination date is that day the employee or the *Gaslamp Quarter Association* gives notice of terminating employment. The employee will be paid wages through that day, including accrued vacation pay. Final payment will not be made until the exit interview is completed and all company property is returned or accounted for. The final payment will be paid by check and mailed to the terminated employee when the conditions cited are met. The exit interview covers certain topics such as; Final compensation; return of the *Gaslamp Quarter Association* property, materials, documents, etc.; letters of recommendation; change of address for W-2; and other matters of mutual interest.

TERMINATION CERTIFICATE

This is to certify that I do not have in my possession, nor have I failed to return, any documents, data, equipment, files, books, manuals, materials, computer disks, client, bids, information, drawings, blueprints, software, notes, appointment schedules, or copies of them, or materials, equipment or other property belonging to the *Gaslamp Quarter Association*.

I further agree that I will preserve as confidential all trade secrets, confidential information, knowledge, data, or other information relating to products, procedures, custom software, proprietary data, client lists or other subject matter pertaining to any business of the *Gaslamp Quarter Association* or any of its Members, officers, or employees.

Furthermore, I agree that I will not, without the prior written consent of the *Gaslamp Quarter Association*, disclose to any person, corporation, business, or legal entity, for any purpose whatsoever, any business financial, technical, or other information about the *Gaslamp Quarter Association* or its membership of a confidential nature, not generally or publicly known.

EMPLOYEE SIGNATURE

DATE

GQA REPRESENTATIVE SIGNATURE

DATE

CONFLICT OF INTEREST

POLICY

Staff members, interns and volunteers of the Gaslamp Quarter Association shall avoid taking actions that give the appearance of being motivated by private gain. Further, they should make every effort to avoid the perception of preferential treatment by the acceptance of gifts, gratuities, and favors from officers, directors, committee members, association members, suppliers, vendors and contractors of the *Gaslamp Quarter Association*.

PRACTICE

Staff members, interns and volunteers must make every effort to make any *Gaslamp Quarter Association* related opportunity or service available to all members of the Association. Staff members, interns and volunteers must not exclude any members of the *Gaslamp Quarter Association* by deliberate, intentional and/or direct action.

No contract can be entered into by the *Gaslamp Quarter Association* if one of its officers, members, directors, committee members, staff members, interns or volunteers has a material financial interest in the contract of transaction, except in the following circumstances:

1. The material facts as to the contract or transaction and as to the party's interest are fully disclosed or known to the director, member, board or committee voting on the matter;
2. The contract or transaction is approved by the director, member, board or committee in good faith, by a vote sufficient without counting the vote of the interested party or parties;
3. The interested party or parties abstains from voting/deciding on the matter;
4. The contract or transaction is just and reasonable to the Gaslamp Quarter Association at the time it was authorized, approved or ratified;
5. All members of the *Gaslamp Quarter Association* have been given the same opportunity to participate in the bid process;
6. The bid process follows the standards as specified in the Association's annual contract with the City of San Diego;
7. The interested party or parties shall not actively participate in the decision about the contract or transaction, except to answer questions or provide a broad explanation;
8. The action is recorded in meeting minutes, noting the presentation/discussion, which members voted, how the members voted, and identifying any members who abstained from voting.

PROCEDURE

A violation of any provision of this policy shall be grounds for discipline, to include immediate termination, for any staff member, intern or volunteer for the *Gaslamp Quarter Association*. A contract, transaction or agreement entered into in violation of this policy shall be void and unenforceable.

I have read and understood the above Conflict of Interest Policy and agree to abide by its terms and provisions.

EMPLOYEE'S SIGNATURE

DATE

EXECUTIVE DIRECTOR'S SIGNATURE

DATE

STATEMENT OF UNDERSTANDING

I, as an employee of The *Gaslamp Quarter Association* have read, understood, and agree to all of the terms, policies, actions, concepts and appendices presented in this document. Further more, I agree to adhere to the handbook in its entirety, without exception. Moreover, I agree that this handbook can and will be amended to keep it current and relevant as warranted by changes in organizational policy and/or local, State and Federal law.

EMPLOYEE'S SIGNATURE

DATE

EXECUTIVE DIRECTOR'S SIGNATURE

DATE

APPENDIX A:

Workers' Compensation Notice

This notice includes some of your rights, benefits and obligations under workers' compensation law.

EVENTS, INJURIES AND ILLNESSES COVERED BY WORKERS' COMPENSATION

You may be entitled to workers' compensation benefits if you are injured or become ill because of

your job. Workers' compensation covers work related physical or mental injuries or illnesses. An injury or illness can be caused by one event (such as hurting your back in a fall) or by repeated exposures (such as hurting your wrist from doing the same motion over and over). You may not be entitled to workers' compensation benefits for any injury that arises from your voluntary participation in any off-duty,

recreational, social or athletic activity that is not part of your work-related activities.

RIGHTS AND BENEFITS

You may have the right to the following:

- Medical Care Benefits which include: Doctor visits, hospital services, physical therapy, lab tests, x-rays, and medicines as reasonably necessary to treat your injury.
- Temporary Disability (TD) Benefits: Payments if you lose wages while recovering. For most injuries that occur on or after Jan 1, 2008, temporary disability (TD) benefits may not extend for more than 240 weeks within five years from the date of injury. Filing a timely Employment Development Department claim may result in additional state disability benefits when TD benefits terminate.
- Permanent Disability (PD) Benefits: Payments if your injury causes permanent disability.
- Vocational Rehabilitation: Service and payment if your injury prevents you from returning prevents you from returning to your usual job or occupation. This benefit applies to injuries that occurred prior to 11/1/04.
- Supplemental Job Displacement Benefits: A nontransferable voucher payable to a state approved school if you are injured on or after 1/1/04, the injury results in a permanent disability, you don't return to work within 60 days after TD ends, and your employer does not offer modified or alternative work.
- Death Benefits: Paid to dependents of a worker who dies from work-related injury or illness.

Temporary disability, permanent disability, vocational rehabilitation maintenance allowance and death benefits are all payable based on 2/3 of your average weekly wage subject to state minimum and maximum rates in effect on your date of injury. Your benefits are paid every two weeks while you are eligible.

CHOOSE YOUR OWN DOCTOR

You may be able to choose the doctor who will treat you for a job related injury or illness during the first 30 days after the injury. If eligible, you must tell your employer, in writing, the name and address of your personal physician **before** you are injured. You may be treated for such injury or illness by your personal medical doctor (M.D.), doctor of osteopathic medicine (D.O.) or medical group if:

- your employer offers group health coverage;
- the doctor is your regular physician, who shall be either a physician who has limited his or her practice of medicine to general practice or who is a board-certified or board-eligible internist, pediatrician, obstetrician-

gynecologist, or family practitioner, and has previously directed your medical treatment, and retains your medical records;

- your "personal physician" may be a medical group if it is a single corporation or partnership composed of licensed doctors of medicine or osteopathy, which operates and integrated multispecialty medical group providing comprehensive medical services predominately for non-occupational illnesses and injuries;
- **prior** to the injury your doctor agrees to treat you for work related injuries or illnesses;
- **prior** to the injury you provided your employer the following in writing: (1) notice that you want your personal doctor to treat you for a work-related injury or illness, and (2) your personal doctor's name and business address.

If you do not choose a doctor, your employer has the right to select the physician who will treat you for the first 30 days. You may be able to switch to a doctor of your choice after 30 days, which may include your personal chiropractor or personal acupuncturist. Special rules apply if your employer offers a Health Care Organization (HCO) or after 1/1/05, has a medical provider network (MPN).

Speak to the Executive Director for more information.

ROLE OF THE PRIMARY TREATING PHYSICIAN

Your Primary Treating Physician will decide what type of medical care you will receive for your injury or illness, determine when you can return to work, help identify the kinds of work you can do safely while recovering, refer you to specialists, if necessary, and write medical reports that will affect the benefits you receive. It is important to get good medical care to help you recover. You should be treated by a doctor who understands your particular type of injury or illness. Tell the doctor about your symptoms and the events at work that you believed caused them. Also describe your job and your work environment.

IF YOU GET HURT – GET MEDICAL CARE. If you need first aid, contact the Executive Director. If you need emergency medical treatment, call 911. Tell the health care provider who treats you that your injury or illness is job related.

REPORT YOUR INJURY OR ILLNESS

Report the injury immediately to the Executive Director: **Michael Trimble 760 807-2525**

Tell the Executive Director right away. If your injury or illness developed gradually, report it as soon as you learn it was caused by your job. Reporting promptly helps prevent problems and delays in receiving benefits, including medical care you may need to

avoid further injury. If your employer does not learn of your injury within 30 days, you could lose your right to receive workers' compensation benefits.

Your employer is required to provide you a claim form within one working day after learning about your injury. Within one working day after an employee files a claim form, the employer shall authorize the provision of all treatment, consistent with the applicable treating guidelines, for the alleged injury and shall continue to provide treatment until the date that liability for the claim is accepted or rejected, liability for medical treatment shall be limited to ten thousand dollars (\$10,000).

ADDITIONAL INFORMATION

You can get information from a State of Workers' Compensation Information & Assistance Officer. To hear recorded information including a list of local

offices, call toll-free (800) 736 – 7401. Learn more online: <http://www.dir.ca.gov>

The nearest Information & Assistance Officer is at:
**7575 Metropolitan Drive
Suite 202
San Diego, Ca 92102-4424
(619) 767-2082**

Your employer's compensation carrier at the time of you hire is;
HARTFORD FIRE INSURANCE COMPANY

DISCRIMINATION

It is illegal for your employer to punish or fire you for having a work injury or illness, for filing a claim, or testifying in another person's worker's compensation case. If proven, you may receive lost wages, job reinstatement, increased benefits, and costs and expenses up to the limits set by the state.

False Claims and False Denials. Any person who makes or causes to be made any knowingly false or fraudulent material statement or material representation for the purpose of obtaining or denying workers' compensation benefits or payment is guilty of a felony and may be fined and imprisoned.

Appendix B

RECORD OF DISPUTE FORM

RECORD OF DISPUTE

Date: _____

Employee Name: _____

Job Title: _____

Person in Dispute: _____

Job Title: _____

STATEMENT OF DISPUTE

As the employee noted above, I wish to file a formal grievance arising between myself and the person designated as the "Person in Dispute" based upon the following occurrence: *(Be as specific as possible, give names, dates, policy or procedure(s) misapplied or violated, etc.)*

NOTE: You may use a separate sheet of paper if needed. Be sure to mark as "Staff Dispute Statement Attachment"

As the person filing the grievance, I feel that a just and fair resolution of my dispute is;

NOTE: You may use a separate sheet of paper if needed. Be sure to mark as "Staff Dispute Resolution Attachment"

EMPLOYEE SIGNATURE

DATE

APPENDIX C – GQA SECURITY AWARENESS AND ACCEPTABLE USE POLICY

Overview

The intentions for publishing a security awareness and acceptable use policy are not to impose restrictions that are contrary to the established culture of openness, trust and integrity. The GQA is committed to protecting all employees, partners and the corporation from illegal or damaging actions by individuals, either knowingly or unknowingly.

Internet/Intranet/Extranet-related systems, including but not limited to computer equipment, software, operating systems, storage media, network accounts providing electronic mail, WWW browsing, and FTP, are the property of the GQA. These systems are to be used for business purposes in serving the interests of the GQA and its member businesses in the course of normal operations.

Effective security is a team effort involving the participation and support of every GQA employee and affiliate who deals with information and/or information systems. It is the responsibility of every computer user to know these guidelines, and to conduct their activities accordingly.

Purpose

The purpose of the policy is to outline the acceptable use of computer equipment at the GQA. These rules are in place to protect the employees and the GQA. Inappropriate use exposes the GQA to risks including virus attacks, compromise of network systems and services, and legal issues.

Scope

This policy applies to employees, contractors, consultants, temporary employees, interns, volunteers, members and all other workers at the GQA, including all personnel affiliated with third parties. This policy applies to all equipment that is owned or leased by the GQA.

Policy

General Use and Ownership

1. While network administration desires to provide a reasonable level of privacy, users should be aware that the data they create on the corporate systems remains the property of the GQA. Because of the need to protect the network, the GQA cannot guarantee the confidentiality of employee's personal information stored on any network device belonging to the GQA.
2. Employees are responsible for exercising good judgment regarding the reasonableness of personal use. If there is any uncertainty, the employees should consult with the Executive Director.
3. The Executive Director recommends that any information that users consider sensitive or vulnerable be encrypted.
4. For security and network maintenance purposes, the Executive Director or his/her designee may monitor equipment, systems and network traffic at any time.
5. The GQA reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

Security and Proprietary Information

1. The interface for information contained in Internet/Intranet/Extranet-related systems should be classified as either confidential or not confidential. Examples of confidential information include but are not limited to: credit card information, GQA private, GQA strategies, competitor sensitive trade secrets, specifications, customer lists, and research data. Employees should take all necessary steps to prevent unauthorized access to the information.
2. Keep passwords secure and do not share accounts. Authorized users are responsible for the security of their passwords and accounts. Changes in user passwords on GQA equipment shall be shared with the Executive Director or his/her designee within 24hrs of the change.
3. All PC's, laptops and workstations are to be secured with a password-protected screensaver with the automatic activation feature set at 15 minutes or less.
4. Employees should secure their workstations by logging off or locking (control-alt-delete) when the host is unattended. This has been installed by default on GQA workstations, disabling this feature can only be done with prior permission from the Executive Director or his/her designee.
5. Use encryption of information in compliance with Information Technologies' Security Policies.
6. Because information contained on portable computers, hard drives and thumb drives is especially vulnerable, special care should be exercised. Any sensitive GQA related information cannot be stored on these portable devices without prior permission of the Executive Director.
7. Postings by employees from a GQA email address to newsgroups should contain a disclaimer stating that the opinions expressed are strictly their own and not necessarily those of the GQA or its member businesses, unless posting is in the course of business duties.
8. All hosts used by the employee that are connected to the GQA Internet/Intranet/Extranet whether owned by the employee or the GQA, shall be continually executing approved virus-scanning software with a current virus database.
9. Employees must use extreme caution when opening e-mail attachments received from unknown senders, which may contain viruses, e-mail bombs, or Trojan horse code.

Unacceptable Use

The following activities are, in general, prohibited. Employees may be exempted from these restrictions during the course of their legitimate job responsibilities (e.g., systems administration staff may have a need to disable the network access of a host if that host is disrupting production services).

Under no circumstances is an employee of the GQA authorized to engage in any activity that is illegal under local, state, federal or international law while utilizing GQA-owned resources.

The lists below are by no means exhaustive, but attempt to provide a framework for activities which fall into the category of unacceptable use.

System and Network Activities

The following activities are strictly prohibited, with no exceptions

1. Violations of the rights of any person or company protected by copyright, trade secret, patent or other intellectual property, or similar laws or regulations, including, but limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by the GQA.
2. Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music, and the installation of any copyrighted software for which the GQA or the end user does not have an active license is strictly prohibited.
3. Exporting software, technical information, encryption software or technology, in violation of international or regional export control laws, is illegal. The appropriate management should be consulted prior to export of any material that is in question.
4. Introduction of malicious programs into the network or server (e.g., viruses, worms, Trojan horses, email bombs, etc.)
5. Revealing your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home.
6. Using a GQA computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction.
7. Making fraudulent offers of products, items or services originating from any GQA account.
8. Making statements about warranty, expressly or implied, unless it is part of normal job duties.
9. Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.
10. Port scanning or security scanning is expressly prohibited unless prior notification to the Executive Director or his/her designee is made.
11. Executing a form of network monitoring which will intercept data not intended for the employee's host, unless this activity is a part of the employee's normal job/duty.
12. Circumventing user authentication or security of any host, network or account.
13. Interfering with or denying service to any user other than the employee's host (for example, denial of service attack).
14. Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.
15. Providing information about, or lists of, GQA employees or members to parties outside of the GQA without prior permission of the Executive Director.

Email and Communications Activities

1. Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email spam).

2. Any form of harassment via email, telephone or paging, whether through language, frequency, or size of messages.
3. Unauthorized use, or forging, of email header information.
4. Solicitation of email for any other email address, other than that of the poster's account, with the intent to harass or to collect replies.
5. Creating or forwarding "Chain Letters", "Ponzi" or other "Pyramid" schemes of any type.
6. Use of unsolicited email originating from within the GQA's networks of other Internet/Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by the GQA or connected via the GQA's network.
7. Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups (Newsgroup spam).

Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment (page 18).

Definitions

Spam Unauthorized and/or unsolicited electronic mass mailings

Employees Signature

Date