



Southwest Area Regional Transit District

PERSONNEL HANDBOOK

Approved by Board of Directors – June 5, 2012

Revised & Approved by Board of Directors – October 23, 2013

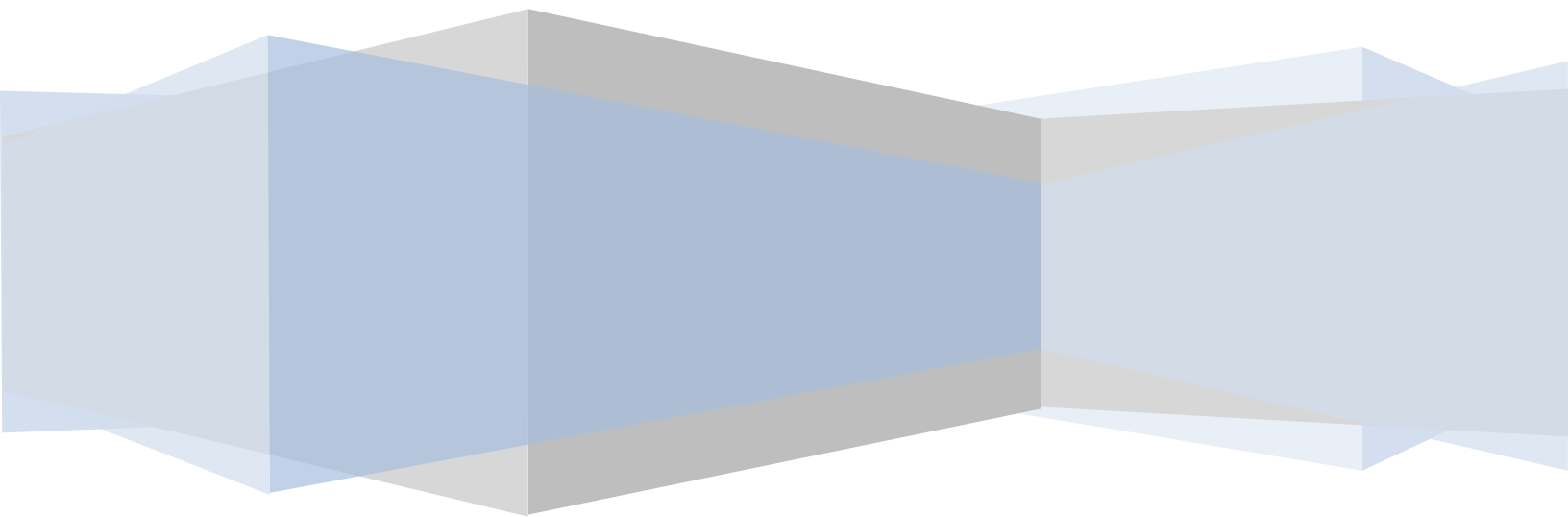
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Southwest Area Regional Transit District

Personnel Handbook

Table of Contents

<u>No.</u>	<u>Policy</u>	<u>Effective Date:</u>	<u>Revision Date:</u>	<u>Page</u>
	INTRODUCTION			
020	Employee Welcome Message	June 1, 2012		5
040	Introductory Statement	June 1, 2012		6
050	Employee Acknowledgement Form	June 1, 2012		7
060	Customer Relations	June 1, 2012		8
101	Nature of Employment	June 1, 2012		9
102	Employee Relations	June 1, 2012		10
103	Equal Employment Opportunity	June 1, 2012		11
104	Business Ethics and Conduct	June 1, 2012		12
105	Personal Relationships in the Workplace	June 1, 2012		13
106	Employee Medical Examinations	June 1, 2012		14
107	Immigration Law Compliance	June 1, 2012		15
108	Conflicts of Interest	June 1, 2012		16
109	Outside Employment	June 1, 2012		17
110	Non-Disclosure, Confidentiality, and Privacy	June 1, 2012		18
111	Disability Accommodation	June 1, 2012		19
112	Job Posting and Employee Referrals	June 1, 2012		20
113	Political and Sectarian Activities	June 1, 2012		21
114	Public Statements	June 1, 2012		22
201	Employment Categories	June 1, 2012		23
202	Access to Personnel Files	June 1, 2012		24
203	Employment Reference Checks	June 1, 2012		25
204	Personnel Data Changes	June 1, 2012		26
205	Introductory Period	June 1, 2012		27
206	Employment Applications	June 1, 2012		28
207	Performance Evaluation	June 1, 2012		29
208	Job Descriptions	June 1, 2012		30
209	Medical Information Privacy	June 1, 2012		31
210	Social Security Number Privacy	June 1, 2012		36
301	Employee Benefits	June 1, 2012		37
302	Annual Leave	June 1, 2012		38
303	Workplace Modifications	June 1, 2012		40

Southwest Area Regional Transit District

Personnel Handbook

304	Holidays	June 1, 2012		41
305	Workers' Compensation Insurance	June 1, 2012		42
306	Sick Leave Benefits	June 1, 2012		43
307	Time Off to Vote	June 1, 2012		45
308	Bereavement Leave	June 1, 2012		46
309	Jury Duty	June 1, 2012		47
310	Witness Duty	June 1, 2012		48
311	Benefits Continuation (COBRA)	June 1, 2012		49
312	Health Insurance	June 1, 2012		50
313	Life Insurance	June 1, 2012		51
314	Discretionary Leave	June 1, 2012	December 19, 2013	52
401	Timekeeping	June 1, 2012		53
402	Paydays	June 1, 2012		54
403	Employment Termination	June 1, 2012	October 23, 2013	55
404	Administrative Pay Corrections	June 1, 2012		56
405	Pay Deductions	June 1, 2012		57
501	Safety	June 1, 2012		58
502	Work Schedules	June 1, 2012		59
503	Use of Phone, Cell Phone, and Mail Systems	June 1, 2012		60
504	Smoking	June 1, 2012		62
505	Overtime	June 1, 2012		63
506	Use of Equipment and Vehicles	June 1, 2012		64
507	Emergency Closings	June 1, 2012		65
508	Business Travel Expenses	June 1, 2012		66
509	Visitors in the Workplace	June 1, 2012		68
510	Computer and Email Usage	June 1, 2012		69
511	Internet Usage	June 1, 2012		70
512	Workplace Monitoring	June 1, 2012		72
513	Workplace Violence Prevention	June 1, 2012		73
514	Ergonomics	June 1, 2012		74
LEAVES OF ABSENCE				
601	Medical Leave	June 1, 2012		75
602	Family Leave	June 1, 2012		77
603	Personal Leave	June 1, 2012		79
604	Military Leave	June 1, 2012		80
605	Pregnancy-Related Absences	June 1, 2012		81

Southwest Area Regional Transit District

Personnel Handbook

EMPLOYEE CONDUCT & DISCIPLINARY ACTION

701	Employee Conduct and Work Rules	June 1, 2012	82
702	Drug and Alcohol Use	June 1, 2012	83
703	Sexual and Other Unlawful Harassment	June 1, 2012	84
704	Attendance and Punctuality	June 1, 2012	86
705	Personal Appearance	June 1, 2012	87
706	Return of Property	June 1, 2012	88
707	Resignation	June 1, 2012	89
708	Security Inspections	June 1, 2012	90
709	Solicitation	June 1, 2012	91
710	Drug Testing	June 1, 2012	92
711	Progressive Discipline	June 1, 2012	93
712	Problem Resolution	June 1, 2012	94
713	Workplace Etiquette	June 1, 2012	95
714	Lost or Damaged Equipment	September 25, 2015	96

MISCELLANEOUS

801	Life-Threatening Illnesses in the Workplace	June 1, 2012	98
802	Suggestion Program	June 1, 2012	99
803	Amendments	June 1, 2012	100
804	Incentives	September 25, 2015	101

Southwest Area Regional Transit District

Personnel Handbook

020 EMPLOYEE WELCOME MESSAGE

Welcome new employee!

On behalf of your colleagues, I welcome you to SWART and wish you every success here.

We believe that each employee contributes directly to SWART's growth and success, and we hope you will take pride in being a member of our team.

This handbook was developed to describe some of the expectations of our employees and to outline the policies, programs, and benefits available to eligible employees. Employees should familiarize themselves with the contents of the employee handbook as soon as possible, for it will answer many questions about employment with SWART.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,



Sarah Hidalgo-Cook, CCTM
General Manager

Southwest Area Regional Transit District

Personnel Handbook

040 INTRODUCTORY STATEMENT

This handbook is designed to acquaint you with SWART and provide you with information about working conditions, employee benefits, and some of the policies affecting your employment. You should read, understand, and comply with all provisions of the handbook. It describes many of your responsibilities as an employee and outlines the programs developed by SWART to benefit employees. One of our objectives is to provide a work environment that is conducive to both personal and professional growth.

No employee handbook can anticipate every circumstance or question about policy. As SWART continues to grow, the need may arise and SWART reserves the right to revise, supplement, or rescind any policies or portion of the handbook from time to time as it deems appropriate, in its sole and absolute discretion. The only exception to any changes is our employment-at-will policy permitting you or SWART to end our relationship for any reason at any time. Employees will, of course, be notified of such changes to the handbook as they occur.

Southwest Area Regional Transit District
Personnel Handbook

050 EMPLOYEE ACKNOWLEDGEMENT FORM

The employee handbook describes important information about SWART, and I understand that I should consult the General Manager and/or Assistant General Manager regarding any questions not answered in the handbook.

I have entered into my employment relationship with SWART voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or SWART can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

Since the information, policies, and benefits described here are necessarily subject to change, I acknowledge that revisions to the handbook may occur, except to SWART's policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the Board of Directors of SWART have the ability to adopt any revisions to the policies in this handbook.

Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

EMPLOYEE'S NAME (printed): _____

EMPLOYEE'S SIGNATURE: _____

DATE: _____

Approved by Board of Directors – June 5, 2012
Revised & Approved by Board of Directors – October 23, 2013
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Southwest Area Regional Transit District

Personnel Handbook

060 CUSTOMER RELATIONS

Customers are among our organization's most valuable assets. Every employee represents SWART to our customers and the public. The way we do our jobs presents an image of our entire organization. Customers judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful, and prompt in the attention you give to customers.

SWART will provide customer relations and services training to all employees. Our personal contact with the public, our manners on the telephone, and the communications we send to customers are a reflection not only of ourselves, but also of the professionalism of SWART. Positive customer relations not only enhance the public's perception or image of SWART, but also pay off in greater customer loyalty and increased transit ridership.

Southwest Area Regional Transit District

Personnel Handbook

101 Nature of Employment

Effective Date: June 1, 2012

Employment with SWART is voluntarily entered into, and the employee is free to resign at will at any time, with or without cause. Similarly, SWART may terminate the employment relationship at will at any time, with or without notice or cause, so long as there is no violation of applicable federal or state law.

Policies set forth in this handbook are not intended to create a contract, nor are they to be construed to constitute contractual obligations of any kind or a contract of employment between SWART and any of its employees. The provisions of the handbook have been developed at the discretion of management and, except for its policy of employment-at-will, may be amended or cancelled at any time, at SWART's sole discretion.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the SWART Board.

Southwest Area Regional Transit District

Personnel Handbook

102 Employee Relations

Effective Date: June 1, 2012

SWART believes that the work conditions, wages, and benefits it offers to its employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that SWART amply demonstrates its commitment to employees by responding effectively to employee concerns.

Southwest Area Regional Transit District

Personnel Handbook

103 Equal Employment Opportunity

Effective Date: June 1, 2012

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at SWART will be based on merit, qualifications, and abilities. SWART does not discriminate in employment opportunities or practices on the basis of race, color, religion, sex, national origin, age, equal pay, disability, genetic information, or any other characteristic protected by law.

SWART will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

In addition to a commitment to provide equal employment opportunities to all qualified individuals, SWART has established an affirmative action program to promote opportunities for individuals in certain protected classes throughout the organization.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or the General Manager and/or Assistant General Manager. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment.

A Human Rights Advisory Committee may be formed to consider complaints of discrimination. Funding sources requiring notification will be notified of complaints upon their occurrence.

Southwest Area Regional Transit District

Personnel Handbook

104 Business Ethics and Conduct

Effective Date: June 1, 2012

The successful business operation and reputation of SWART is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of SWART is dependent upon our customers' trust and we are dedicated to preserving that trust. Employees owe a duty to SWART, its customers, and shareholders to act in a way that will merit the continued trust and confidence of the public.

SWART will comply with all applicable laws and regulations and expects its directors, officers, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to lines of acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the General Manager and/or Assistant General Manager for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every SWART employee. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

Southwest Area Regional Transit District

Personnel Handbook

105 Personal Relationships in the Workplace

Effective Date: June 1, 2012

The employment of relatives or individuals involved in a dating relationship in the same area of an organization may cause serious conflicts and problems with favoritism and employee morale. In addition to claims of partiality in treatment at work, personal conflicts from outside the work environment can be carried over into day-to-day working relationships.

For purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage. A dating relationship is defined as a relationship that may be reasonably expected to lead to the formation of a consensual "romantic" or sexual relationship.

Relatives of current employees may not occupy a position that will be working directly for or supervising their relative. Individuals involved in a dating relationship with a current employee may also not occupy a position that will be working directly for or supervising the employee with whom they are involved in a dating relationship. SWART also reserves the right to take prompt action if an actual or potential conflict of interest arises involving relatives or individuals involved in a dating relationship who occupy positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions.

If a relative relationship or dating relationship is established after employment between employees who are in a reporting situation described above, it is the responsibility and obligation of the supervisor involved in the relationship to disclose the existence of the relationship to management. The individuals concerned will be given the opportunity to decide who is to be transferred to another available position. If that decision is not made within 30 calendar days, management will decide who is to be transferred or, if necessary, terminated from employment.

In other cases where a conflict or the potential for conflict arises because of the relationship between employees, even if there is no line of authority or reporting involved, the employees may be separated by reassignment or terminated from employment. Employees in a close personal relationship should refrain from public workplace displays of affection or excessive personal conversation.

No officer, member or employee of the governing board shall vote or confirm the employment of any person related within the second degree by affinity or third degree by consanguinity. The prohibition shall not prohibit the continued employment of a person who has been continuously employed for a period of two years prior to the election or appointment of the officer, member or employee related to such person in degree.

Southwest Area Regional Transit District

Personnel Handbook

106 Employee Medical Examinations

Effective Date: June 1, 2012

Effective Date: August 30, 2017

Effective Date: February 28, 2018

To help ensure that employees are able to perform their duties safely, medical examinations may be required.

After an offer has been made to an applicant entering a designated job category, a medical examination will be performed at the employee's expense by a health professional of SWART's choice. The offer of employment and assignment to duties is contingent upon satisfactory completion of the exam. If a new hire does not remain within the time frame of their introductory period either by termination or resignation, he or she will reimburse the agency via garnishment on their final payroll check for the cost of the medical exam.

Current employees may be required to take medical examinations to determine fitness for duty. Such examinations will be scheduled at reasonable times and intervals and performed at SWART's expense by a health professional of SWART's choice. An employee covered under SWART health benefits will be reimbursed for co-pay expense.

Information on an employee's medical condition or history will be kept separate from other employee information and maintained confidentially. Access to this information will be limited to those who have a legitimate need to know.

Southwest Area Regional Transit District

Personnel Handbook

107 Immigration Law Compliance

Effective Date: June 1, 2012

SWART is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship or national origin.

In compliance with the Immigration Reform and Control Act of 1986, each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with SWART within the past three years, or if their previous I-9 is no longer retained or valid.

Employees with questions or seeking more information on immigration law issues are encouraged to contact the General Manager and/or Assistant General Manager. Employees may raise questions or complaints about immigration law compliance without fear of reprisal.

Southwest Area Regional Transit District

Personnel Handbook

108 Conflicts of Interest

Effective Date: June 1, 2012

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. This policy establishes only the framework within which SWART wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the General Manager for more information or questions about conflicts of interest.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of SWART's business dealings. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No "presumption of guilt" is created by the mere existence of a relationship with outside firms. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to an officer of SWART as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which SWART does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving SWART.

SWART Board members may not be employed by SWART for at least 12 months after leaving the Board.

Southwest Area Regional Transit District

Personnel Handbook

109 Outside Employment

Effective Date: June 1, 2012

Employees may hold outside jobs as long as they meet the performance standards of their job with SWART. All employees will be judged by the same performance standards and will be subject to SWART's scheduling demands, regardless of any existing outside work requirements.

If SWART determines that an employee's outside work interferes with performance or the ability to meet the requirements of SWART as they are modified from time to time, the employee may be asked to terminate the outside employment if he or she wishes to remain with SWART.

Outside employment that constitutes a conflict of interest is prohibited. Employees may not receive any income or material gain from individuals outside SWART for materials produced or services rendered while performing their jobs.

Southwest Area Regional Transit District

Personnel Handbook

110 Non-Disclosure, Confidentiality, and Privacy

Effective Date: June 1, 2012

While working with SWART, its employees will necessarily become familiar with customer, personnel, compensation, and financial information. SWART and its employees must respect the confidentiality of all customer, personnel, compensation, and financial information regardless of its course, and must adhere to SWART's ethical responsibility to protect such information from disclosure to outsiders. This obligation applies to all employees as well as to other professionals.

All information received and obtained in this office or by employees in the field shall be considered confidential and shall not be discussed outside this office or with any unauthorized person. Confidential matters must not be discussed in any area within the offices or vehicles in which a visitor or passenger might overhear the conversation. Similarly, customer, personnel, compensation, and financial documents and other information should be protected from the sight of unauthorized individuals. Under no circumstances may customer personnel, compensation, and financial documents or other confidential documents prepared be disclosed to third parties if such use might reveal the name of (or other identifying or confidential information) a customer, or personnel. Customers and other SWART guests should never be allowed unsupervised access to the individual offices of employees or professionals.

Further, customer, personnel, compensation, and financial information is not to be shared with others in the Company when that information is not required in the official conduct of the employee's duty. This applies to the electronic access of information via SWART's computer network; directories of another are not to be accessed without an official requirement of such access.

All employees are required to sign a non-disclosure agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

Southwest Area Regional Transit District

Personnel Handbook

111 Disability Accommodations

Effective Date: June 1, 2012

SWART is committed to complying fully with the Americans with Disabilities Act (ADA) and ensuring equal opportunity in employment for qualified persons with disabilities. All employment practices and activities are conducted on a non-discriminatory basis.

Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees, where their disability affects the performance of job functions. All employment decisions are based on the merits of the situation in accordance with defined criteria, not the disability of the individual.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation (or changes in compensation) as well as in job assignments, classifications, organizational structures, position descriptions, lines of progression and seniority lists. Leave of all types will be available to all employees on an equal basis.

SWART is also committed to not discriminating against any qualified employees or applicants because they are related to or associated with a person with a disability. SWART will follow any state or local law that provides individuals with disabilities greater protection than the ADA.

This policy is neither exhaustive nor exclusive. SWART is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with the ADA and all other applicable federal, state, and local laws.

Southwest Area Regional Transit District

Personnel Handbook

112 Job Posting and Employee Referrals

Effective Date: June 1, 2012

SWART provides employees an opportunity to indicate their interest in open positions and advance within the organization according to their skills and experience. In general, notices of all regular, full-time job openings are posted, although SWART reserves its discretionary right to not post a particular opening.

Job openings will be posted on the employee bulletin board and normally remain open for 10 days. Each job posting notice will include the dates of the posting period, job title, department, location, grade level, job summary, essential duties, and qualifications (required skills and abilities). Employees may apply for any posted jobs for which they possess the required skills, competencies, and qualifications. To apply for an open position, employees should submit a job posting application to the General Manager and/or Assistant General Manager listing job-related skills and accomplishments. It should also describe how their current experience with SWART and prior work experience and/or education qualifies them for the position.

Job posting is a way to inform employees of openings and to identify qualified and interested applicants who might not otherwise be known to the hiring manager. Other recruiting sources may also be used to fill open positions in the best interest of the organization.

The General Manager is employed by the SWART Board and when a vacancy occurs the Personnel Committee, as a body, will conduct interviews and make a recommendation of the top choices to the full Board. The Board will then select the General Manager. The Personnel Committee will also give to the Board a listing of all applicants interviewed.

Southwest Area Regional Transit District

Personnel Handbook

113 Political and Sectarian Activities

Effective Date: June 1, 2012

None of the performances rendered by any SWART employee during working hours shall involve and no portion of the funds received by SWART from Federal, State, or local government entities, shall be used for any political activity including, but not limited to, any activity undertaken to influence the outcome of any election, or the passage or defeat of any legislative measure.

Employees, during working hours, shall not engage in any political activities in violation of Chapter 14 of Title 5, United States Code.

Employees may not:

use your official authority or influence for the purpose of interfering with or affecting the result of an election or a nomination for office;

directly or indirectly coerce attempt to coerce, command or advise a state, local officer, or employee to pay, lend, or contribute anything of value to a party, committee, organization, agency, or person for political purposes.

SWART will not be involved in supporting any religious or anti-religious activity either directly or indirectly. Employees will not be involved in supporting any religious or anti-religious activity either directly or indirectly during working hours or when representing SWART.

Southwest Area Regional Transit District

Personnel Handbook

114 Public Statements

Effective Date: June 1, 2012

Employees may not speak to the press as an official representative of SWART, without prior clearance from the General Manager. All inquiries from the press should be referred to the General Manager.

Any employee asked by an outside agency or organization to appear as a guest speaker or invited program participant must obtain prior clearance from the General Manager.

Any deviation from this policy will be considered a serious infraction.

Southwest Area Regional Transit District

Personnel Handbook

201 Employment Categories

Effective Date: June 1, 2012

It is the intent of SWART to clarify the definitions of employment classifications so that employees understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time. Accordingly, the right to terminate the employment relationship at will at any time is retained by both the employee and SWART.

Each employee is designated as either NONEXEMPT or EXEMPT from federal and state wage and hour laws. NONEXEMPT employees are entitled to overtime pay under the specific provisions of federal and state laws. EXEMPT employees are excluded from specific provisions of federal and state wage and hour laws. An employee's EXEMPT or NONEXEMPT classification may be changed only upon written notification by SWART management.

In addition to the above categories, each employee will belong to one other employment category: REGULAR FULL-TIME employees are those who are not in a temporary or introductory status and who are regularly scheduled to work SWART's full-time schedule. Generally, they are eligible for SWART's benefit package, subject to the terms, conditions, and limitations of each benefit program.

REGULAR PART-TIME employees are those who are not assigned to a temporary or introductory status and who are regularly scheduled to work less than the full-time work schedule. Regular part-time employees are eligible for some benefits sponsored by SWART, subject to the terms, conditions, and limitations of each benefit program.

INTRODUCTORY employees are those whose performance is being evaluated to determine whether further employment in a specific position or with SWART is appropriate. Employees who satisfactorily complete the introductory period will be notified of their new employment classification.

TEMPORARY employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change. While temporary employees receive all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all of SWART's other benefit programs.

CASUAL employees are those who have established an employment relationship with SWART but who are assigned to work on an intermittent and/or unpredictable basis. While they receive all legally mandated benefits (such as workers' compensation insurance and Social Security), they are ineligible for all of SWART's other benefit programs.

Southwest Area Regional Transit District

Personnel Handbook

202 Accesses to Personnel Files

Effective Date: June 1, 2012

SWART maintains a personnel file on each employee. The personnel file includes such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.

Personnel files are the property of SWART, and access to the information they contain is restricted. Generally, only supervisors and management personnel of SWART who have a legitimate reason to review information in a file are allowed to do so.

Employees who wish to review their own file should contact the General Manager and/or Assistant General Manager. With reasonable advance notice, employees may review their own personnel files in SWART's offices and in the presence of an individual appointed by SWART to maintain the files.

Southwest Area Regional Transit District

Personnel Handbook

203 Employment Reference Checks

Effective Date: June 1, 2012

To ensure that individuals who join SWART are well qualified and have a strong potential to be productive and successful, it is the policy of SWART to check the employment references of all applicants.

The General Manager and/or Assistant General Manager or his/her designee will respond to all reference check inquiries from other employers. Responses to such inquiries will confirm only dates of employment, wage rates, eligibility for rehire, and position(s) held. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

Southwest Area Regional Transit District

Personnel Handbook

204 Personnel Data Changes

Effective Date: June 1, 2012

It is the responsibility of each employee to promptly notify SWART of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, notify the General Manager and/or Assistant General Manager.

Southwest Area Regional Transit District

Personnel Handbook

205 Introductory Period

Effective Date: June 1, 2012

Revision Date: August 30, 2017

The introductory period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. SWART uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or SWART may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

All new and rehired employees work on an introductory basis for the first 180 calendar days after their date of hire. Employees who are promoted or transferred within SWART must complete a secondary introductory period of the same length with each reassignment to a new position. Any significant absence will automatically extend an introductory period by the length of the absence. If SWART determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for a specified period.

In cases of promotions or transfers within SWART, an employee who, in the sole judgment of management, is not successful in the new position can be removed from that position at any time during the secondary introductory period. If this occurs, the employee may be allowed to return to his or her former job or to a comparable job for which the employee is qualified, depending on the availability of such positions and SWART's needs.

Upon satisfactory completion of the initial introductory period, employees enter the "regular" employment classification.

During the initial introductory period, new employees are eligible for those benefits that are required by law, such as workers' compensation insurance and Social Security. After becoming regular employees, they may also be eligible for other SWART-provided benefits, subject to the terms and conditions of each benefits program. Employees should read the information for each specific benefits program for the details on eligibility requirements.

Benefits eligibility and employment status are not changed during the subsequent introductory period that results from a promotion or transfer within SWART.

If a new hire is terminated or resigns before the end of the 180 introductory period, he or she will reimburse SWART through their final paycheck for the costs of the following:

- Drug Testing
- Uniform Costs
- DOT physical or employment physical
- Back Ground Checks
- Passenger Endorsement Fee if SWART assisted the employee to obtain their required endorsement.

Southwest Area Regional Transit District

Personnel Handbook

206 Employment Applications

Effective Date: June 1, 2012

SWART relies upon the accuracy of information contained in the employment application, as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

Southwest Area Regional Transit District

Personnel Handbook

207 Performance Evaluation

Effective Date: June 1, 2012

Revision Date: August 30, 2017

Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Formal performance evaluations are conducted at the end of an employee's initial period in any new position. This period, known as the introductory period, allows the supervisor and the employee to discuss the job responsibilities, standards, and performance requirements of the new position. Additional formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals.

Performance evaluations are scheduled but not limited to, completion of employee's 180 day, introductory period, and approximately every 12 months thereafter.

Merit-based pay adjustments are awarded by SWART in an effort to recognize employee performance. The decision to award such an adjustment is dependent upon numerous factors, including the information documented by this formal performance evaluation process, and funding availability.

Southwest Area Regional Transit District

Personnel Handbook

208 Job Descriptions

Effective Date: June 1, 2012

SWART makes every effort to create and maintain accurate job descriptions for all positions within the organization. Each description includes a job information section, a job summary section (giving a general overview of the job's purpose), an essential duties and responsibilities section, a supervisory responsibilities section, a qualifications section (including education and/or experience, language skills, mathematical skills, reasoning ability, and any certification required), a physical demands section, and a work environment section.

SWART maintains job descriptions to aid in orienting new employees to their jobs, identifying the requirements of each position, establishing hiring criteria, setting standards for employee performance evaluations, and establishing a basis for making reasonable accommodations for individuals with disabilities.

The General Manager and/or Assistant General Manager prepare job descriptions when new positions are created. Existing job descriptions are also reviewed and revised in order to ensure that they are up to date. Job descriptions may also be rewritten periodically to reflect any changes in the position's duties and responsibilities. All employees will be expected to help ensure that their job descriptions are accurate and current, reflecting the work being done.

Employees should remember that job descriptions do not necessarily cover every task or duty that might be assigned, and that additional responsibilities may be assigned as necessary. Contact the General Manager and/or Assistant General Manager if you have any questions or concerns about your job description.

Southwest Area Regional Transit District

Personnel Handbook

209 Medical Information Privacy

Effective Date: June 1, 2012

This Medical Information Privacy policy describes how health information about employees may be used and disclosed by SWART and how employees can get access to this information. SWART is committed to maintaining and protecting the confidentiality of our employees' personal information in compliance with the Health Insurance Portability and Accountability Act (HIPAA). The General Manager and/or Assistant General Manager or his/her designee is the designated Privacy Officer for all employee medical information.

This policy of privacy practices applies to the health plans of SWART that are covered by privacy regulations, for example health benefit plans, dental plans, employee assistance plans, and pharmacy benefit programs (collectively referred to as the Benefit Plans). The Benefit Plans are required by federal and state law to protect the privacy of employees' individually identifiable health information and other personal information and to provide employees with notice about their policies, safeguards, and practices. When the Benefit Plans use or disclose employees' protected health information, the Benefit Plans are bound by the terms of this policy, or a revised policy, if applicable.

The Benefit Plans will not use employees' protected health information or disclose it to others without the employees' authorization, except for the following purposes:

Treatment - The Benefit Plans may disclose employees' protected health information, or employees' covered dependents' protected health information, to a health care provider or administrator for its provision, coordination, or management of the employees' health care and related services. For example, prior to providing a health service to an employee, the employee's doctor may ask for information concerning whether and when the service was previously provided to the employee. The Benefit Plans may use and disclose employees' protected health information for treatment activities of a health care provider.

Payment - The Benefit Plans may use and disclose employees' protected health information to facilitate payment of premiums for employees' coverage, and to determine and fulfill their responsibility to provide employees' medical, dental, and EAP benefits. For example, employees' protected health information may be used to make coverage determinations, administer claims, and coordinate benefits with other coverage employees may have. The Benefit Plans may also disclose employees' protected health information to a health plan or administrator to determine employees' eligibility for coverage, or for the health care provider to obtain payment for health care services provided to the employee.

Health Care Operations - The Benefit Plans may use and disclose employees' protected health information for their health care operations, or the health care operations of a third party administrator of the Benefit Plans. For example, the Benefit Plans may use protected health information to conduct quality assessment

Southwest Area Regional Transit District

Personnel Handbook

and improvement activities. Other health care operations may include providing appointment reminders, or sending employee's information about treatment alternatives or other health-related benefits and services. The Benefit Plans also may disclose employees' protected health information to another health plan or provider that has a relationship with an employee, so that it can conduct quality assessment and improvement activities (for example, to perform case management).

Disclosure to Employer or Operating Company - The Benefit Plans may disclose employees' protected health information to SWART, or to a company acting on the behalf of SWART, so that it can monitor, audit, and otherwise administer the employee health benefit plan in which employees participate. SWART and its operating companies are not permitted to use protected health information for any purpose other than administration of employees' health, dental, and EAP benefits. The Benefit Plans will not disclose protected health information to SWART for the purposes of employment-related actions or decisions, or in connection with any other benefit or employee benefit plan. The Benefit Plans will identify employees who are authorized to receive and use protected health information.

Disclosure to Health Care Vendors and Accreditation Organizations - The Benefit Plans may disclose employees' protected health information to companies with whom they contract, if they need it to perform requested services. For example, the Benefit Plans may provide protected health information to vendors who provide important information and guidance to plan members with chronic conditions such as diabetes and asthma. Protected health information may be disclosed to accreditation organizations such as the National Committee for Quality Assurance (NCQA) for quality measurement purposes. When the Benefit Plans enter into these arrangements, they will obtain a written agreement to protect employees' protected health information.

Public Health Activities - The Benefit Plans may disclose employees' protected health information for the following public health activities and purposes: 1) to report health information to public health authorities that are authorized by law to receive such information for the purpose of controlling disease, injury, or disability; 2) to report child abuse or neglect to a government authority that is authorized by law to receive such reports; 3) to report information about a product or activity that is regulated by the U.S. Food and Drug Administration (FDA) to a person responsible for the quality, safety, or effectiveness of the product or activity; and, 4) to alert a person who may have been exposed to a communicable disease, if the Benefit Plans are authorized by law to give this notice.

Health Oversight Activities - The Benefit Plans may disclose employees' protected health information to a government agency that is legally responsible for oversight of the health care system or for ensuring compliance with the rules of government benefit programs, such as Medicare or Medicaid, or other regulatory programs that need health information to determine compliance.

For Research - The Benefit Plans may disclose employees' protected health information for medical research purposes, subject to strict legal restrictions.

To comply with the Law - The Benefit Plans may use and disclose employees' protected health

Southwest Area Regional Transit District

Personnel Handbook

Information to comply with the law.

Judicial and Administrative Proceedings - The Benefit Plans may disclose employees' protected health information in a judicial or administrative proceeding or in response to a legal order.

Law Enforcement Officials - The Benefit Plans may disclose employees' protected health information to the police or other law enforcement officials, as required by law or in compliance with a court order or other process authorized by law.

Health or Safety - The Benefit Plans may disclose employees' protected health information to prevent or lessen a serious and imminent threat to employees' health or safety or the health and safety of the general public.

Government Functions - The Benefit Plans may disclose employees' protected health information to various departments of the government such as the U.S. military or the U.S. Department of State.

Workers' Compensation - The Benefit Plans may disclose employees' protected health information when necessary to comply with workers' compensation laws.

Other - The Benefit Plans may disclose employees' protected health information when necessary to file claims with re-insurers or stop-loss carriers, or to obtain coverage with re-insurers or stop-loss carriers. The Benefit Plans may also disclose employees' protected health information to subrogation vendors to recoup payments made by the Benefit Plans that were reimbursed by other insurance arrangements.

Uses and Disclosures with Employees' Written Authorization - The Benefit Plans will not use or disclose employees' protected health information for any purpose other than the purposes described in this policy without the employees' written authorization. For example, the Benefit Plans will not supply protected health information to another company for its marketing purposes or to a potential employer with whom an employee is seeking employment without the employee's signed authorization. Employees may revoke an authorization that has previously been given by sending a written request to the General Manager and/or Assistant General Manager, but not with respect to any actions the Benefit Plans have already taken.

Disclosure to Others Involved in an Employee's Care - The Benefit Plans may disclose protected health information about employees to a relative, a friend, the subscriber of employees' benefits, or any other person employees identify, provided the information is directly relevant to that person's involvement with employees' health care or payment for that care. For example, if a family member or a caregiver calls SWART with knowledge of an employee's protected health information, SWART may confirm protected health information or answer questions. Employees have the right to stop or limit this type of disclosure by contacting the General Manager and/or Assistant General Manager. If an employee is a minor, the employee also may have the right to block parental access to the employee's protected health information in certain circumstances, if permitted by state law.

Southwest Area Regional Transit District

Personnel Handbook

Employees may request restrictions on the use and disclosure of the employee's protected health information for the treatment, payment, and health care operations purposes explained in this policy. While the Benefit Plans will consider all requests for restrictions carefully, the Benefit Plans are not required to agree to a requested restriction.

Employees may ask to receive communications of their protected health information from the Benefit Plans by alternative means of communication or at alternative locations. While the Benefit Plans will consider reasonable requests carefully, they are not required to agree to all requests.

Employees may ask to inspect or to obtain a copy of their protected health information that is included in certain records the Benefit Plans maintain. Under limited circumstances, the Benefit Plans may deny employees access to a portion of their records. If employees request copies, the Benefit Plans may charge employees copying and mailing costs.

Employees have the right to ask the Benefit Plans to amend protected health information that is contained in the Benefit Plans records. If the Benefit Plans determine that the record is inaccurate, and the law permits the Benefit Plans to amend it, the Benefit Plans will correct it. If the employee's doctor or another person created the information that the employee wants to change, the employees should ask that person to amend the information.

Upon request, employees may obtain an accounting of disclosures the Benefit Plans have made of their protected health information. The accounting that the Benefit Plans provide will not include disclosures made before April 14, 2003, disclosures made for treatment, payment or health care operations, disclosures made earlier than six years before the date of the request, and certain other disclosures that are exempted by law. If employees request an accounting more than once during any 12-month period, the Benefit Plans will charge those employees a reasonable fee for each accounting statement after the first one.

Employees may contact the General Manager and/or Assistant General Manager to obtain a paper copy of this policy, even if the employees previously agreed to receive notices electronically. Employees must also contact the General Manager and/or Assistant General Manager if they wish to make any of the requests listed above.

If employees want more information about privacy rights, do not understand their privacy rights, are concerned that the Benefit Plans have violated their privacy rights, or disagree with a decision that the Benefit Plans made about access to protected health information, they may contact the General Manager and/or Assistant General Manager. Employees may also file written complaints with the Secretary of the U.S. Department of Health and Human Services. SWART will not take any action against employees if they file a complaint.

Southwest Area Regional Transit District

Personnel Handbook

SWART may change the terms of this policy at any time. If SWART changes this policy, SWART may make the new policy terms effective for all protected health information that the Benefit Plans maintain, including any information the Benefit Plans created or received before SWART issued the new policy. If SWART makes any changes to the Medical Information Privacy policy, notice of the changes will be provided to employees.

Southwest Area Regional Transit District

Personnel Handbook

210 Social Security Number Policy

Effective Date: June 1, 2012

To protect employees' personal information, SWART prohibits the use of employees' Social Security numbers for identification purposes, except as allowed by law. SWART will not:

- Publicly post or publicly display in any manner an employee's Social Security number. "Publicly post" or "publicly display" means to intentionally communicate or otherwise make available to the general public.
- Print an employee's Social Security number on any card required for the employee to access products or services provided by SWART.
- Require an employee to transmit his or her Social Security number over the Internet, unless the connection is secure or the Social Security number is encrypted.
- Require an employee to use his or her Social Security number to access an Internet web site, unless a password or unique personal identification number or other authentication device is also required to access the Internet web site.
- Print an employee's Social Security number on any materials that are mailed to the employee, unless state or federal law requires the Social Security number to be on the document to be mailed.

However, Social Security numbers may be included in applications and forms sent by mail, including documents sent as part of an application or enrollment process; or to establish, amend, or terminate an account, contract, or policy; or to confirm the accuracy of the Social Security number.

In instances where SWART previously used an employee's Social Security number in a manner inconsistent with this policy, it will continue using that employee's Social Security number in that manner, if all of the following conditions are met:

- The use of the Social Security number is continuous. If the use is stopped for any reason, the conditions listed above will apply.
- The employee is provided an annual disclosure that informs the employee that he or she has the right to stop the use of his or her Social Security number in a manner prohibited by those conditions listed above.

A written request by an employee to stop the use of his or her Social Security number in a prohibited manner will be implemented within 30 days of the receipt of the request. There will be no fee or charge for implementing the request. SWART will not deny services to an employee because the employee makes a written request to stop the use of his or her Social Security number. SWART will continue to collect, use, or release Social Security numbers as required by state or federal law, and may use Social Security numbers for internal verification or administrative purposes. Employees who have questions about this policy or who feel that their Social Security number has been used inappropriately by SWART should contact the General Manager and/or Assistant General Manager.

Southwest Area Regional Transit District

Personnel Handbook

301 Employee Benefits

Effective Date: June 1, 2012

Revised Date: August 30, 2017

Eligible employees at SWART are provided a wide range of benefits. A number of the programs (such as Social Security, workers' compensation, state disability, and unemployment insurance) cover all employees in the manner prescribed by law.

Benefits eligibility is dependent upon a variety of factors, including employee classification. Your supervisor can identify the programs for which you are eligible. Details of many of these programs can be found elsewhere in the employee handbook.

The following benefit programs are available to eligible employees:

- Bereavement Leave
- Dental Insurance - voluntary
- Holidays
- Meal Allowances
- Sick Leave Benefits
- Annual Leave Benefits
- Witness Duty Leave
- Family Leave
- Health Insurance
- Jury Duty Leave
- Travel Allowances
- Vision Care Insurance- voluntary
- Life Insurance - voluntary
- Uniforms
- Voting Time Off
- Retirement

Some benefit programs require contributions from employees, but most are fully paid by SWART. The benefit package for regular full-time employees represents an additional cost to SWART of approximately 30 percent of wages.

Southwest Area Regional Transit District

Personnel Handbook

302 Annual Leave

Effective Date: June 1, 2012

Effective Date: August 30, 2017

Effective Date: August 29, 2018

Annual leave is time off with pay and is available to eligible employees to provide opportunities for rest, relaxation, and personal pursuits. Employees in the following employment classification(s) are eligible to earn and use vacation time as described in this policy:

- Regular full-time employees

The amount of paid vacation time employees receive each year increases with the length of their employment as shown in the following schedule:

- Upon initial eligibility the employee is entitled to 12 vacation days each year, accrued semimonthly at the rate of 0.5 days.
- After 5 years of eligible service the employee is entitled to 15 vacation days each year, accrued semimonthly at the rate of 0.625 days.
- After 10 years of eligible service the employee is entitled to 18 vacation days each year, accrued semimonthly at the rate of 0.75 days.
- After 15 years of eligible service the employee is entitled to 21 vacation days each year, accrued semimonthly at the rate of 0.875 days.
- After 25 years of eligible service the employee is entitled to 24 vacation days each year, accrued semimonthly at the rate of 1 day.

The length of eligible service is calculated on the basis of a "benefit year." This is the 12-month period that begins on the employee hire date. An employee's benefit year may be extended for any significant leave of absence except military leave of absence. Military leave has no effect on this calculation. (See individual leave of absence policies for more information.)

Once employees enter an eligible employment classification, they begin to earn paid annual leave according to the schedule. However, before annual leave can be used, a waiting period of 180 calendar days must be completed. After that time, employees can request use of earned annual leave including that accrued during the waiting period.

Paid annual leave can be used in minimum increments of one-half day. To take leave, employees should request advance approval from their supervisors. Requests will be reviewed based on a number of factors, including business needs and staffing requirements.

Southwest Area Regional Transit District

Personnel Handbook

Annual leave time off is paid at the employee's base pay rate at the time of annual leave. It does not include overtime or any special forms of compensation such as incentives, commissions, bonuses, or shift differentials.

As stated above, employees are encouraged to use available paid annual leave time for rest, relaxation, and personal pursuits. In the event that available leave is not used by the end of the benefit year, employees may carry unused time forward to the next benefit year. If the total amount of unused leave time reaches a "cap" of 192 hours leave accrual will stop. The employee may request in writing to be paid in lieu of taking annual leave hours. The written request must be submitted to the General Manager and state the number of hours that the employee wishes to be paid for in lieu of taking annual leave hours.

When the employee uses paid annual leave time and brings the available amount below the cap, leave accrual will begin again.

Upon termination of employment, employees who have completed 12 months of services will be paid for unused portion of their accrued annual leave, not to exceed 96 hours. However, if SWART, in its sole discretion, terminates employment for cause, forfeiture of unused annual leave time may result. Upon resignation, an employee will be paid their unused portion of annual leave, not to exceed 96 hours if employed 12 months to 59 months and 192 if employed 60 or more months, providing all policies were followed, including two-week notice and exit interview.

Southwest Area Regional Transit District

Personnel Handbook

303 Workplace Modifications

Effective Date: June 1, 2012

SWART provides child care assistance to all eligible employees as a benefit of employment. Eligible employee classifications are:

- Regular full-time employees
- Introductory employees

SWART will allow working mothers' breastfeeding their infants (up to 1 year old) to take reasonable breaks to express milk in accordance with the Fair Labor Standards Act. Upon request to immediate supervisor, these female employees will be provided a private location. These breaks will not be considered as paid work time.

Southwest Area Regional Transit District

Personnel Handbook

304 Holidays

Effective Date: June 1, 2012

Revision Date: August 28, 2018

SWART will grant holiday time off to all employees on the holidays listed below:

- New Year's Day (January 1)
- Martin Luther King
- President's Day
- Good Friday
- Memorial Day (last Monday in May)
- Independence Day (July 4)
- Labor Day (first Monday in September)
- Columbus Day
- Veterans Day
- Thanksgiving Holidays (fourth Thursday and Friday in November)
- Christmas Eve (December 24)
- Christmas (December 25)
- New Year's Eve (December 31)
- Birthday

SWART will grant paid holiday time off to all eligible employees who have completed 180 calendar days of service in an eligible employment classification. Holiday pay will be calculated based on the employee's straight-time pay rate (as of the date of the holiday) times the number of hours the employee would otherwise have worked on that day. Eligible employee classification(s):

- Regular full-time employees

A recognized holiday that falls on a Saturday will be observed on the preceding Friday. A recognized holiday that falls on a Sunday will be observed on the following Monday.

If a recognized holiday falls during an eligible employee's paid absence (such as vacation or sick leave), holiday pay will be provided instead of the paid time off benefit that would otherwise have applied.

If eligible nonexempt employees work on a recognized holiday, they will receive holiday pay plus wages at their straight-time for the hours worked on the holiday.

Paid time off for holidays will not be counted as hours worked for the purposes of determining overtime.

The General Manager may, on special occasions, consistent with religious or local business practices, excuse a staff member from work, or declare a holiday for all employees.

Southwest Area Regional Transit District

Personnel Handbook

305 Workers' Compensation Insurance

Effective Date: June 1, 2012

SWART provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers any injury or illness sustained in the course of employment that requires medical, surgical, or hospital treatment. Subject to applicable legal requirements, workers' compensation insurance provides benefits after a short waiting period or, if the employee is hospitalized, immediately.

Employees who sustain work-related injuries or illnesses should inform their supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported immediately. This will enable an eligible employee to qualify for coverage as quickly as possible.

Neither SWART nor the insurance carrier will be liable for the payment of workers' compensation benefits for injuries that occur during an employee's voluntary participation in any off-duty recreational, social, or athletic activity sponsored by SWART.

Southwest Area Regional Transit District

Personnel Handbook

306 Sick Leave Benefits

Effective Date: June 1, 2012

Revision Date: August 30, 2017

SWART provides paid sick leave benefits to all eligible employees for extended periods of absence due to illnesses or injuries.

Eligible employee classification(s):

- Regular full-time employees

SWART will grant paid sick leave time off to all eligible employees who have completed 180 calendar days of service in an eligible employment classification.

Eligible employees will accrue sick leave benefits at the rate of 12 days per year (1 day for every full month of service). Sick leave benefits are calculated on the basis of a "benefit year," the 12-month period that begins when the employee starts to earn sick leave benefits.

Full-time employees (40 hours per week) will accrue leave at a rate of 8 hours per month. Leave will be earned on the 15th and end of month with payroll.

Employees can request use of paid sick leave for extended periods of illness which requires them to be away from work for at least 3 consecutive work days. Paid sick leave can be utilized in minimum of 1 day increments and may only be paid for absence due to the employee's own illness or injury.

Employees who are unable to report to work due to illness or injury should notify their direct supervisor before the scheduled start of their workday if possible. The direct supervisor must also be contacted on each additional day of absence.

If an employee is absent for four or more consecutive days due to illness or injury, a physician's statement must be provided verifying its beginning and expected ending dates on which he or she may safely return to work.

A supervisor may request such verification for other leave absences if an employee calls in sick even for one day, specifically if there is a pattern of unexcused sick leave requests. This may be required as a condition to utilize leave accruals.

Southwest Area Regional Transit District

Personnel Handbook

Sick leave benefits will be calculated based on the employee's base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials.

Unused sick leave benefits will be allowed to accumulate until the employee has accrued a total of 30 calendar days (240 hours) worth of sick leave benefits. If the employee's benefits reach this maximum, further accrual of sick leave benefits will be suspended until the employee's balance falls below the limit.

Sick leave benefits are intended solely to provide income protection in the event of illness or injury, and may not be used for any other absence. Unused sick leave benefits will not be paid to employees while they are employed or upon termination of employment.

As an additional condition of eligibility for sick leave benefits, an employee on an extended absence must apply for any other available compensation and benefits, such as workers' compensation. Sick leave benefits will be used to supplement any payments that an employee is eligible to receive from state disability insurance, workers' compensation or SWART-provided disability insurance programs. The combination of any such disability payments and sick leave benefits cannot exceed the employee's normal weekly earnings.

Southwest Area Regional Transit District

Personnel Handbook

307 Time Off to Vote

Effective Date: June 1, 2012

SWART encourages employees to fulfill their civic responsibilities by participating in elections. Generally, employees are able to find time to vote either before or after their regular work schedule. If employees are unable to vote in an election during their nonworking hours, SWART will grant up to 1 hour of unpaid time off to vote.

Employees should request time off to vote from their supervisor at least two working days prior to the Election Day. Advance notice is required so that the necessary time off can be scheduled at the beginning or end of the work shift, whichever provides the least disruption to the normal work schedule.

Employees must submit a voter's receipt on the first working day following the election to qualify for time off.

Southwest Area Regional Transit District

Personnel Handbook

308 Bereavement Leave

Effective Date: June 1, 2012

Revision Date: August 30, 2017

Employees who wish to take time off due to the death of an immediate family member should notify their supervisor immediately.

Up to 3 days of paid bereavement leave will be provided to eligible employees in the following classification(s):

- Regular full-time employees

SWART will grant paid bereavement leave time off to all eligible employees who have completed 180 calendar days of service in an eligible employment classification

Bereavement pay is calculated based on the base pay rate at the time of absence and will not include any special forms of compensation, such as incentives, commissions, bonuses, or shift differentials.

Bereavement leave will normally be granted unless there are unusual business needs or staffing requirements. Employees may, with their supervisors' approval, use any available paid leave for additional time off as necessary.

SWART defines "immediate family" as the employee's spouse, parent, child, sibling; the employee's spouse's parent, child, or sibling; the employee's child's spouse; grandparents or grandchildren.

Southwest Area Regional Transit District

Personnel Handbook

309 Jury Duty

Effective Date: June 1, 2012

SWART encourages employees to fulfill their civic responsibilities by serving jury duty when required. Employees in an eligible classification may request up to 1 weeks of paid jury duty leave over any 1 year period.

Jury duty pay will be calculated on the employee's base pay rate times the number of hours the employee would otherwise have worked on the day of absence. Employee classifications that qualify for paid jury duty leave are:

- Regular full-time employees
- Introductory employees

If employees are required to serve jury duty beyond the period of paid jury duty leave, they may use any available paid time off (for example, vacation benefits) or may request an unpaid jury duty leave of absence.

Employees must show the jury duty summons to their supervisor as soon as possible so that the supervisor may make arrangements to accommodate their absence. Of course, employees are expected to report for work whenever the court schedule permits.

Either SWART or the employee may request an excuse from jury duty if, in SWART's judgment, the employee's absence would create serious operational difficulties.

SWART will continue to provide health insurance benefits until the end of the month in which the unpaid jury duty leave begins. At that time, employees will become responsible for the full costs of these benefits if they wish coverage to continue. When the employee returns from jury duty, benefits will again be provided by SWART according to the applicable plans.

Benefit accruals such as vacation, sick leave, or holiday benefits will be suspended during unpaid jury duty leave and will resume upon return to active employment.

Southwest Area Regional Transit District

Personnel Handbook

310 *Witness Duty*

Effective Date: June 1, 2012

SWART encourages employees to appear in court for witness duty when subpoenaed to do so.

If employees have been subpoenaed or otherwise requested to testify as witnesses by SWART, they will receive paid time off for the entire period of witness duty.

Employees will be granted unpaid time off to appear in court as a witness when requested by a party other than SWART. Employees are free to use any available paid leave benefit (such as vacation leave) to receive compensation for the period of this absence.

The subpoena should be shown to the employee's supervisor immediately after it is received so that operating requirements can be adjusted, where necessary, to accommodate the employee's absence. The employee is expected to report for work whenever the court schedule permits.

Southwest Area Regional Transit District

Personnel Handbook

311 Benefits Continuation (COBRA)

Effective Date: June 1, 2012

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under SWART's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee's hours or a leave of absence; an employee's divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or beneficiary pays the full cost of coverage at SWART's group rates plus an administration fee. SWART provides each eligible employee with a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under SWART's health insurance plan. The notice contains important information about the employee's rights and obligations.

Southwest Area Regional Transit District

Personnel Handbook

312 Health Insurance

Effective Date: June 1, 2012

Revised Date: August 30, 2017

SWART's health insurance plan provides employees and their dependents access to medical, dental, and vision care insurance benefits. Employees in the following employment classifications are eligible to participate in the health insurance plan:

- Regular full-time employees
-

Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between SWART and the insurance carrier. Coverage will begin on the 1st day of the month, following completion of their initial 90 days of employment.

A change in employment classification that would result in loss of eligibility to participate in the health insurance plan may qualify an employee for benefits continuation under the Consolidated Omnibus Budget Reconciliation Act (COBRA). Refer to the Benefits Continuation (COBRA) Policy for more information.

Details of the health insurance plan are described in the Summary Plan Description (SPD). An SPD and information on cost of coverage will be provided in advance of enrollment to eligible employees. Contact the General Manager and/or Assistant General Manager or his/her designee for more information about health insurance benefits.

Southwest Area Regional Transit District

Personnel Handbook

313 Life Insurance

Effective Date: June 1, 2012

Revised Date: August 30, 2017

Life insurance offers you and your family important financial protection. SWART provides voluntary basic life insurance plan for eligible employees which is paid for by the employee. Additional supplemental and/or dependent life insurance coverage may also be purchased.

Employees in the following employment classifications are eligible to participate in the life insurance plan:

- Regular full-time employees

Eligible employees will be defined as those full time (40 hours per week) who have completed 180 calendar days of introductory period.

Eligible employees may participate in the life insurance plan subject to all terms and conditions of the agreement between SWART and the insurance carrier. Coverage will begin on the 1st day of the month, following completion of their 180 days of employment.

Details of the basic life insurance plan including benefit amounts are described in the Summary Plan Description provided to eligible employees. Contact the General Manager and/or Assistant General Manager or his/her designee for more information about life insurance benefits.

Southwest Area Regional Transit District

Personnel Handbook

314 Discretionary Leave

Effective Date: June 1, 2012

Revised Date: October 23, 2013

Revised Date: December 19, 2013

Effective Date: August 30, 2017

Revised Date: August 29, 2018

January 1st of each year, full-time employees will receive 40 hours of discretionary leave for the calendar year for short-term illnesses of the employee or their dependents and/or personal business

Employees in the following employment classifications are eligible to earn discretionary leave:

- Regular full-time employees

Eligible employees will be defined as those full time (40 hours per week) who have completed 180 calendar days of introductory period.

Discretionary leave is subject to the following:

- All discretionary leave must be approved by the supervisor.
- Discretionary leave should be requested in advance when circumstances permit.
- Only up to 3 days of Discretionary Leave Can be taken at one time.
- Discretionary leave may be used in minimum of ½ day increments unless approved by General Manager.
- The discretionary leave benefits are defined within a calendar year. No carry forward, carry back, or accumulation of unused leave days is allowed.
- Discretionary leave must be used by December 31st of each calendar year.
- For employees hired after January 31st of each year, the amount of discretionary leave received will be based on a prorated schedule.
- If SWART, in its sole discretion, terminates employment for cause, forfeiture of unused Discretionary leave time may result. Upon resignation, an employee will be paid their unused portion of Discretionary leave, not to exceed 40 hours, providing all policies were followed, including two-week notice and exit interview.
- Resignation during the 180 calendar day introductory period is forfeiture of unused Discretionary leave balance.
- Discretionary leave will not be paid out as a benefit when an employee resigns.

Southwest Area Regional Transit District

Personnel Handbook

401 Timekeeping

Effective Date: June 1, 2012

Accurately recording time worked is the responsibility of every nonexempt employee. Federal and state laws require SWART to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Nonexempt employees should accurately record the time they begin and end their work, as well as the beginning and ending time of each meal period. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

It is the employees' responsibility to sign their time records to certify the accuracy of all time recorded. The supervisor will monitor time records. In addition, Administrative personnel check all-time records and if corrections or modifications are made to the time record, the employee must verify the accuracy of the changes by initialing the time record. Employees are not required to initial corrections to addition errors.

Southwest Area Regional Transit District

Personnel Handbook

402 Paydays

Effective Date: June 1, 2012

All employees are paid semimonthly on the 5th of the month for 16th through end of month pay period, and the 20th of the month for the 1st through 15th pay period. Each paycheck will include earnings for all work performed through the end of the previous payroll period.

If a regular payday falls during an employee's vacation, the employee may receive his or her earned wages before departing for vacation if a written request is submitted at least one week prior to departing for vacation.

Southwest Area Regional Transit District

Personnel Handbook

403 Employment Terminations

Effective Date: June 1, 2012

Revised Date: October 23, 2013

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are examples of some of the most common circumstances under which employment is terminated:

- Resignation - voluntary employment termination initiated by an employee.
- Discharge - involuntary employment termination initiated by the organization.
- Layoff - involuntary employment termination initiated by the organization for non-disciplinary reasons.
- Retirement - voluntary employment termination initiated by the employee meeting age, length of service, and any other criteria for retirement from the organization.

SWART will generally schedule exit interviews at the time of employment termination. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, repayment of outstanding debts to SWART, or return of SWART-owned property. Suggestions, complaints, and questions can also be voiced.

Since employment with SWART is based on mutual consent, both the employee and SWART have the right to terminate employment at will, with or without cause, at any time. Employees will receive their final pay in accordance with applicable state law.

Employee benefits will be affected by employment termination in the following manner. All accrued, vested benefits that are due and payable at termination will be paid. Some benefits may be continued at the employee's expense if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance. Vacation and Discretionary time is not considered an accrued vested benefit and therefore is not payable at termination.

Upon termination of employment, employees who have completed 12 months of services will be paid for unused portion of their accrued annual leave, not to exceed 96 hours. However, if SWART, in its sole discretion, terminates employment for cause, forfeiture of unused annual leave time may result. Upon resignation, an employee will be paid their unused portion of annual leave will be paid their unused portion of annual leave, not to exceed 96 hours if employed 12 months to 23 months and 192 if employed 24 or more months, providing all policies were followed, including two-week notice and exit interview.

Southwest Area Regional Transit District

Personnel Handbook

404 Administrative Pay Corrections

Effective Date: June 1, 2012

SWART takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday.

In the unlikely event that there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the General Manager and/or Assistant General Manager so that corrections can be made as quickly as possible.

Southwest Area Regional Transit District

Personnel Handbook

405 Pay Deductions

Effective Date: June 1, 2012

The law requires that SWART make certain deductions from every employee's compensation. Among these are applicable federal, state, and local income taxes. SWART also must deduct Social Security taxes on each employee's earnings up to a specified limit that is called the Social Security "wage base."

SWART offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs.

If you have questions concerning why deductions were made from your paycheck or how they were calculated, your supervisor can assist in having your questions answered.

Southwest Area Regional Transit District

Personnel Handbook

501 Safety

Effective Date: June 1, 2012

To assist in providing a safe and healthful work environment for employees, customers, and visitors, SWART has established a workplace safety program. This program is a top priority for SWART. The General Manager or his/her designee has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

SWART provides information to employees about workplace safety and health issues through regular internal communication channels such as supervisor-employee meetings, bulletin board postings, memos, or other written communications.

Employees and supervisors receive periodic workplace safety training. The training covers potential safety and health hazards and safe work practices and procedures to eliminate or minimize hazards.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with their supervisor, or with another supervisor or manager, or bring them to the attention of the General Manager. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe condition to the appropriate supervisor. Employees who violate safety standards, who cause hazardous or dangerous situations, who fail to report, or where appropriate remedy such situations, may be subject to disciplinary actions up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify the General Manager or the appropriate supervisor. Such reports are necessary to comply with laws and initiate insurance and workers' compensation benefits procedures.

Southwest Area Regional Transit District

Personnel Handbook

502 Work Schedules

Effective Date: June 1, 2012

Work schedules for employees vary throughout our organization. Supervisors will advise employees of their individual work schedules. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week.

Southwest Area Regional Transit District

Personnel Handbook

503 Use of Phone, Cell Phone, and Mail Systems

Effective Date: June 1, 2012

Personal use of the telephone for long-distance and toll calls is not permitted. Employees should practice discretion when making local personal calls and may be required to reimburse SWART for any charges resulting from their personal use of the telephone.

The use of SWART-paid postage for personal correspondence is not permitted.

To ensure effective telephone communications, employees should always use the approved greeting and speak in a courteous and professional manner. Please confirm information received from the caller, and hang up only after the caller has done so.

SWART provides cellular telephones to employees as a business tool. They are provided to assist employees in communicating with management and other employees, their clients, associates, and others with whom they may conduct business. Cell phone use is primarily intended for business-related calls. However, occasional, brief personal use is permitted within a reasonable limit. Cell phone invoices will be regularly monitored.

Employees have access to a cell phone while in agency owned vehicles, they should remember that their primary responsibility is driving safely and obeying the rules of the road. As a representative of SWART, cell phone users are reminded that the regular business etiquette employed when speaking from office phones or in meetings applies to conversations conducted over a cell phone.

Operators are issued mandatory hands free equipment with each company cell phone. However, hands-free operation does not guarantee 100% safety but will provide remote workers with less distraction if they must use their cell phone on the road. Employees are prohibited from using cell phones to conduct business while driving and should safely pull off the road and come to a complete stop before dialing or talking on the phone.

Operators shall not utilize any wireless communication device in a school zone unless the vehicle is stopped or a hands-free device is used. Operators are prohibited from texting on any agency revenue vehicle. Operators receive training and must comply with cell phone policy.

Taking pictures by any means that include passengers is strictly prohibited without expressed consent from the passenger and the General Managers specific prior approval and any employee in violation could be subject to disciplinary action up to and including termination of employment.

Employees are expected to comply with all state and applicable laws. Any employee charged with traffic infractions as a result of the use of a cell phone will be responsible for paying any fines or other associated costs. This would include the usage of a personal or business cell phone while in the company

Southwest Area Regional Transit District

Personnel Handbook

vehicle. If an employee receives a traffic infraction, disciplinary action may result.

Operators should remember that cell phones are provided as an alternative communication device in the event of emergency, inability to reach dispatch by two way radio, or to relay confidential or private information. Cell phones do come with voice mail systems, but are not equipped with internet or instant messaging capabilities. If you are unable to answer your telephone safely due to vehicle operation, remember to check your messages when you make the next safe stop.

Southwest Area Regional Transit District

Personnel Handbook

504 Smoking

Effective Date: June 1, 2012

In keeping with SWART's intent to provide a safe and healthful work environment, smoking in the workplace is prohibited except in those locations that have been specifically designated as smoking areas. In situations where the preferences of smokers and nonsmokers are in direct conflict, the preferences of nonsmokers will prevail. Tobacco and smokeless tobacco including but not limited to electronic cigarettes, use is prohibited in vehicles.

This policy applies equally to all employees, customers, and visitors.

Southwest Area Regional Transit District

Personnel Handbook

505 Overtime

Effective Date: June 1, 2012

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled to work overtime hours. When possible, advance notification of these mandatory assignments will be provided. All overtime work must receive the supervisor's prior authorization. Overtime assignments will be distributed as equitably as practical to all employees qualified to perform the required work.

Overtime compensation is paid to all nonexempt employees in accordance with federal and state wage and hour restrictions. Overtime pay is based on actual hours worked. Time off on sick leave, vacation leave, or any leave of absence will not be considered hours worked for purposes of performing overtime calculations.

Failure to work scheduled overtime or overtime worked without prior authorization from the supervisor may result in disciplinary action, up to and including possible termination of employment.

Southwest Area Regional Transit District

Personnel Handbook

506 Use of Equipment and Vehicles

Effective Date: June 1, 2012

Equipment and vehicles essential in accomplishing job duties are expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards, and guidelines. Employees are required to comply with all State and applicable traffic laws and regulations. The maximum speed limit is 70 miles per hour when operating a CDL required vehicle.

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

The improper, careless, negligent, destructive, or unsafe use or operation of equipment or vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action, up to and including termination of employment.

Southwest Area Regional Transit District

Personnel Handbook

507 Emergency Closings

Effective Date: June 1, 2012

At times, emergencies such as severe weather, fires, power failures, or earthquakes, can disrupt company operations. In extreme cases, these circumstances may require the closing of a work facility. In the event that such an emergency occurs during nonworking hours, local radio and/or television stations will be asked to broadcast notification of the closing. Staff should report to work site unless they are contacted by their immediate supervisor his/her designee.

When operations are officially closed due to emergency conditions, the time off from scheduled work will be paid if approved by General Manager.

In cases where an emergency closing is not authorized, employees who fail to report for work will not be paid for the time off. Employees may request available paid leave time such as unused annual or discretionary leave benefits.

Employees in essential operations may be asked to work on a day when operations are officially closed. In these circumstances, employees who work may receive additional pay for time worked as well as pay for the time off from scheduled work due to emergency closing if approved by the General Manager.

Southwest Area Regional Transit District

Personnel Handbook

508 Business Travel Expenses

Effective Date: June 1, 2012

SWART will reimburse employees for reasonable business travel expenses incurred while on assignments away from the normal work location. All business travel must be approved in advance by the General Manager.

Employees whose travel plans have been approved should make all travel arrangements through SWART's General Manager and/or Assistant General Manager.

When approved, the actual costs of travel, meals, lodging, and other expenses directly related to accomplishing business travel objectives will be reimbursed by SWART. Employees are expected to limit expenses to reasonable amounts.

Expenses that generally will be reimbursed include the following:

- Airfare or train fare for travel in coach or economy class or the lowest available fare.
- Car rental fees, only for compact or mid-sized cars.
- Fares for shuttle or airport bus service, where available; costs of public transportation for other ground travel.
- Taxi fares, only when there is no less expensive alternative.
- Mileage costs for use of personal cars, only when less expensive transportation is not available.
- Cost of standard accommodations in low to mid-priced hotels, motels, or similar lodgings.
- Cost of meals, no more lavish than would be eaten at the employee's own expense.
- Charges for telephone calls, fax, and similar services required for business purposes.

Employees who are involved in an accident while traveling on business must promptly report the incident to their immediate supervisor. Vehicles owned, leased, or rented by SWART may not be used for personal use without prior approval.

Cash advances to cover reasonable anticipated expenses may be made to employees, after travel has been approved. Employees should submit a written request to their supervisor when travel advances are needed.

With prior approval, employees on business travel may be accompanied by a family member or friend, when the presence of a companion will not interfere with successful completion of business objectives. Generally, employees are also permitted to combine personal travel with business travel, as long as time away from work is approved. Additional expenses arising from such non-business travel are the

Southwest Area Regional Transit District

Personnel Handbook

responsibility of the employee.

Employees should contact their supervisor for guidance and assistance on procedures related to travel arrangements, travel advances and reconciliation, expense reports, reimbursement for specific expenses, or any other business travel issues.

Abuse of this business travel expenses policy, including falsifying expense reports to reflect costs not incurred by the employee, can be grounds for disciplinary action, up to and including termination of employment.

Southwest Area Regional Transit District

Personnel Handbook

509 Visitors in the Workplace

Effective Date: June 1, 2012

To provide for the safety and security of employees and the facilities at SWART, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

All visitors should enter SWART and the appropriate manager be contacted. Authorized visitors will receive directions or be escorted to their destination. Employees are responsible for the conduct and safety of their visitors.

If an unauthorized individual is observed on SWART's premises, employees should immediately notify their supervisor, or if necessary, direct the individual to the General Manager.

No visitors may ride with employees in company vehicles without prior approval from the General Manager, General Manager and/or Assistant General Manager, or Operations Manager.

For the purpose of this policy, visitors include friends and family. Employees may not ride in company vehicle while off-duty without prior approval.

Southwest Area Regional Transit District

Personnel Handbook

510 Computer and Email Usage

Effective Date: June 1, 2012

Computers, computer files, the email system, and software furnished to employees are SWART property intended for business use. Employees should not use a password, access a file, or retrieve any stored communication without authorization. To ensure compliance with this policy, computer and email usage may be monitored.

SWART strives to maintain a workplace free of harassment and sensitive to the diversity of its employees. Therefore, SWART prohibits the use of computers and the email system in ways that are disruptive, offensive to others, or harmful to morale.

For example, the display or transmission of sexually explicit images, messages, and cartoons is not allowed. Other such misuse includes, but is not limited to, ethnic slurs, racial comments, off-color jokes, or anything that may be construed as harassment or showing disrespect for others.

Email may not be used to solicit others for commercial ventures, religious or political causes, outside organizations, or other non-business matters.

SWART purchases and licenses the use of various computer software for business purposes and does not own the copyright to this software or its related documentation. Unless authorized by the software developer, SWART does not have the right to reproduce such software for use on more than one computer.

Employees may only use software on local area networks or on multiple machines according to the software license agreement. SWART prohibits the illegal duplication of software and its related documentation.

Employees should notify their immediate supervisor, the General Manager or any member of management upon learning of violations of this policy. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment.

Southwest Area Regional Transit District

Personnel Handbook

511 Internet Usage

Effective Date: June 1, 2012

Internet access to global electronic information resources on the World Wide Web is provided by SWART to assist employees in obtaining work-related data and technology. The following guidelines have been established to help ensure responsible and productive Internet usage. While Internet usage is intended for job-related activities, incidental and occasional brief personal use is permitted within reasonable limits as long as it doesn't interfere with daily business.

All Internet data that is composed, transmitted, or received via our computer communications systems is considered to be part of the official records of SWART and, as such, is subject to disclosure to law enforcement or other third parties. Consequently, employees should always ensure that the business information contained in Internet email messages and other transmissions is accurate, appropriate, ethical, and lawful.

The equipment, services, and technology provided to access the Internet remain at all times the property of SWART. As such, SWART reserves the right to monitor Internet traffic, and retrieve and read any data composed, sent, or received through our online connections and stored in our computer systems.

Data that is composed, transmitted, accessed, or received via the Internet must not contain content that could be considered discriminatory, offensive, obscene, threatening, harassing, intimidating, or disruptive to any employee or other person. Examples of unacceptable content may include, but are not limited to, sexual comments or images, racial slurs, gender-specific comments, or any other comments or images that could reasonably offend someone on the basis of race, age, sex, religious or political beliefs, national origin, disability, sexual orientation, or any other characteristic protected by law.

The unauthorized use, installation, copying, or distribution of copyrighted, trademarked, or patented material on the Internet is expressly prohibited. As a general rule, if an employee did not create material, does not own the rights to it, or has not gotten authorization for its use, it should not be put on the Internet. Employees are also responsible for ensuring that the person sending any material over the Internet has the appropriate distribution rights.

To ensure a virus-free environment, no files may be downloaded from the Internet without prior authorization of the General Manager or his/her designee.

Abuse of the Internet access provided by SWART in violation of law or SWART policies will result in disciplinary action, up to and including termination of employment. Employees may also be held personally liable for any violations of this policy. The following behaviors are examples of previously stated or additional actions and activities that are prohibited and can result in disciplinary action:

- Sending or posting discriminatory, harassing, or threatening messages or images

Southwest Area Regional Transit District

Personnel Handbook

- Using the organization's time and resources for personal gain
- Stealing, using, or disclosing someone else's code or password without authorization
- Copying, pirating, or downloading software and electronic files without permission
- Sending or posting confidential material, trade secrets, or proprietary information outside of the organization
- Violating copyright law
- Failing to observe licensing agreements
- Engaging in unauthorized transactions that may incur a cost to the organization or initiate unwanted Internet services and transmissions
- Sending or posting messages or material that could damage the organization's image or reputation
- Participating in the viewing or exchange of pornography or obscene materials
- Sending or posting messages that defame or slander other individuals
- Attempting to break into the computer system of another organization or person
- Refusing to cooperate with a security investigation
- Sending or posting chain letters, solicitations, or advertisements not related to business purposes or activities
- Using the Internet for political causes or activities, religious activities, or any sort of gambling
- Jeopardizing the security of the organization's electronic communications systems
- Sending or posting messages that disparage another organization's products or services
- Passing off personal views as representing those of the organization
- Sending anonymous email messages
- Engaging in any other illegal activities

Southwest Area Regional Transit District

Personnel Handbook

512 Workplace Monitoring

Effective Date: June 1, 2012

Workplace monitoring may be conducted by SWART to ensure quality control, employee safety, security, and customer satisfaction.

Employees who regularly communicate with customers may have their telephone conversations monitored or recorded. Telephone monitoring is used to identify and correct performance problems through targeted training. Improved job performance enhances our customers' image of SWART as well as their satisfaction with our service.

Computers furnished to employees are the property of SWART. As such, computer usage and files may be monitored or accessed.

SWART believes that safeguarding the personal welfare of its customers and employees, as well as improving customer services and relations is of great importance. In an effort to discourage those behaviors which threaten personal safety or a potential loss of resources, in addition to monitoring for training purposes and in the event of an incident/accident, video surveillance will be enforced.

SWART reserves the right to place video surveillance cameras in vehicles and buildings where necessary and appropriate. SWART respects the privacy of the passengers and employees and takes pains to balance that privacy against overall safety needs. Video footage will at no time be utilized for the financial gain of SWART nor will it be made readily available for public viewing. Cameras have been shown to extend the protection of security and police even when officers are not in an immediate area. Cameras are not a guarantee of safety but are a tool that will be utilized to assist local law enforcement when necessary. Cameras protect passengers and employees from dangers by serving as deterrents, assisting in monitoring and training for employees regarding emergency situations, incidents/accidents, various training components to include customer services, and aiding in investigations as necessary. Cameras are not used to monitor or track the behaviors of passengers and/or employees

Employees can request access to information gathered through workplace monitoring that may impact employment decisions. Access will be granted unless there is a legitimate business reason to protect confidentiality or an ongoing investigation.

Because SWART is sensitive to the legitimate privacy rights of employees, every effort will be made to guarantee that workplace monitoring is done in an ethical and respectful manner.

Southwest Area Regional Transit District

Personnel Handbook

513 Workplace Violence Prevention

Effective Date: June 1, 2012

SWART is committed to preventing workplace violence and to maintaining a safe work environment. Given the increasing violence in society in general, SWART has adopted the following guidelines to deal with intimidation, harassment, or other threats of (or actual) violence that may occur during business hours or on its premises.

All employees, including supervisors and temporary employees, should be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons, and other dangerous or hazardous devices or substances are prohibited from the premises of SWART without proper authorization.

Conduct that threatens, intimidates, or coerces another employee, a customer, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's sex, race, age, or any characteristic protected by federal, state, or local law.

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to your immediate supervisor or any other member of management. This includes threats by employees, as well as threats by customers, vendors, solicitors, or other members of the public. When reporting a threat of violence, you should be as specific and detailed as possible.

All suspicious individuals or activities should also be reported as soon as possible to a supervisor. Do not place yourself in peril. If you see or hear a commotion or disturbance near your workstation, do not try to intercede or see what is happening.

SWART will promptly and thoroughly investigate all reports of threats of (or actual) violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as is practical. In order to maintain workplace safety and the integrity of its investigation, SWART may suspend employees, either with or without pay, pending investigation.

Anyone determined to be responsible for threats of (or actual) violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment.

SWART encourages employees to bring their disputes or differences with other employees to the attention of their supervisors or the General Manager before the situation escalates into potential violence. SWART is eager to assist in the resolution of employee disputes, and will not discipline employees for raising such concerns.

Southwest Area Regional Transit District

Personnel Handbook

514 Ergonomics

Effective Date: June 1, 2012

SWART has developed an ergonomics program to minimize repetitive motion injuries (RMIs) in the workplace. The primary elements of the ergonomics program include: (1) worksite evaluations, (2) control of exposures that may have caused RMIs, and (3) ergonomics training of employees. The ergonomics program also focuses on educating employees on their personal responsibility to ensure good work habits (such as posture and body Vehicle Technicians) and adequate fitness for work.

RMIs are musculoskeletal injuries, identified and diagnosed by a licensed physician that can result from a job, process, or operation where employees perform the same repetitive motion tasks. Examples of repetitive motion tasks include, but are not limited to, sustained computer keyboard and mouse usage; assembling materials and products; or lifting, carrying, and loading objects.

When more than one RMI has been reported at SWART within a 12-month period that results from a job, process, or operation of identical work activity, a worksite evaluation will be conducted. The evaluation identifies potential exposures that may have caused RMIs and determines the methods SWART will use to control or minimize them. Affected employees will be informed of the potential exposures and trained in the control measures.

Every reasonable effort will be made to correct exposures in a timely manner that may have contributed to RMIs or, if the exposure is not capable of being corrected, to minimize it to the extent feasible. In determining how to correct or minimize exposures, SWART will consider reasonable, cost-effective engineering or administrative controls.

Employees are provided with training that includes an explanation of the ergonomics program, exposures that have been associated with RMIs, the symptoms and consequences of injuries caused by repetitive motion, the importance of reporting symptoms and injuries, and the methods used to minimize RMIs.

All employees are encouraged to immediately report to the Support Services Manager all suspected RMIs, RMI symptoms, or other ergonomic concerns. All employees are required to report to the Support Services Manager all workplace RMIs as soon as possible after they have been identified and diagnosed by a licensed physician.

Post-offer medical examinations may be required for those positions in which there is a bona fide job-related physical requirement. They are given to all persons entering those positions only after conditional job offers to help ensure they are able to perform their duties safely. Medical records will be kept separate and confidential.

Southwest Area Regional Transit District

Personnel Handbook

601 Medical Leave

Effective Date: June 1, 2012

SWART provides medical leaves of absence without pay to eligible employees who are temporarily unable to work due to a serious health condition or disability in accordance with all applicable State and Federal laws. For purposes of this policy, serious health conditions or disabilities include inpatient care in a hospital, hospice, or residential medical care facility; continuing treatment by a health care provider; and temporary disabilities associated with pregnancy, childbirth, and related medical conditions.

Employees in the following employment classifications are eligible to request medical leave as described in this policy:

- Regular full-time employees

Eligible employees may request medical leave only after having completed 365 calendar days of service. Exceptions to the service requirement will be considered to accommodate disabilities. Eligible employees should make requests for medical leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

A health care provider's statement must be submitted verifying the need for medical leave and its beginning and expected ending dates and every 30 calendar days thereafter or as requested. Any changes in this information should be promptly reported to SWART. Employees returning from medical leave must submit a health care provider's verification of their fitness to return to work.

Eligible employees are normally granted leave for the period of the disability, up to a maximum of 12 weeks within any 12 month period. Any combination of medical leave and family leave may not exceed this maximum limit. If the initial period of approved absence proves insufficient, consideration will be given to a request for an extension. Employees will be required to first use any accrued paid leave time before taking unpaid medical leave.

Employees who sustain work-related injuries are eligible for a medical leave of absence for the period of disability in accordance with all applicable laws covering occupational disabilities.

Subject to the terms, conditions, and limitations of the applicable plans, SWART will continue to provide health insurance benefits for the full period of the approved medical leave.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

So that an employee's return to work can be properly scheduled, an employee on medical leave is requested to provide SWART with at least two weeks advance notice of the date the employee intends to

Southwest Area Regional Transit District

Personnel Handbook

return to work. When a medical leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date, SWART will assume that the employee has resigned.

Southwest Area Regional Transit District

Personnel Handbook

602 Family Leave

Effective Date: June 1, 2012

SWART provides family leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill family obligations relating directly to childbirth, adoption, or placement of a foster child; or to care for a child, spouse, or parent with a serious health condition in accordance with all applicable State and Federal laws. A serious health condition means an illness, injury, impairment, or physical or mental condition that involves inpatient care in a hospital, hospice, or residential medical care facility; or continuing treatment by a health care provider.

Employees in the following employment classifications are eligible to request family leave as described in this policy:

- Regular full-time employees

Eligible employees may request family leave only after having completed 365 calendar days of service. Eligible employees should make requests for family leave to their supervisors at least 30 days in advance of foreseeable events and as soon as possible for unforeseeable events.

Employees requesting family leave related to the serious health condition of a child, spouse, or parent may be required to submit a health care provider's statement verifying the need for a family leave to provide care, its beginning and expected ending dates, and the estimated time required initially and every 30 calendar days thereafter or as required.

Eligible employees may request up to a maximum of 12 weeks of family leave within any 12 month period. Any combination of family leave and medical leave may not exceed this maximum limit. If this initial period of absence proves insufficient, consideration will be given to a written request for a single extension of no more than 30 calendar days. Employees will be required to first use any accrued paid leave time before taking unpaid family leave. Married employee couples may be restricted to a combined total of 12 weeks leave within any 12 month period for childbirth, adoption, or placement of a foster child; or to care for a parent with a serious health condition.

Subject to the terms, conditions, and limitations of the applicable plans, SWART will continue to provide health insurance benefits for the full period of the approved family leave.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

So that an employee's return to work can be properly scheduled, an employee on family leave is requested

Southwest Area Regional Transit District

Personnel Handbook

to provide SWART with at least two weeks advance notice of the date the employee intends to return to work. When a family leave ends, the employee will be reinstated to the same position, if it is available, or to an equivalent position for which the employee is qualified.

If an employee fails to return to work on the agreed upon return date, SWART will assume that the employee has resigned.

Southwest Area Regional Transit District

Personnel Handbook

603 Personal Leave

Effective Date: June 1, 2012

SWART provides leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill personal obligations. Employees in the following employment classification(s) are eligible to request personal leave as described in this policy:

- Regular full-time employees

Eligible employees may request personal leave only after having completed 365 calendar days of service. As soon as eligible employees become aware of the need for a personal leave of absence, they should request a leave from their supervisor.

Personal leave may be granted for a period of up to 30 calendar days every 2 years. If this initial period of absence proves insufficient, consideration will be given to a written request for a single extension of no more than 15 calendar days. With the supervisor's approval, an employee may take any available sick leave or vacation leave as part of the approved period of leave.

Requests for personal leave will be evaluated based on a number of factors, including anticipated workload requirements and staffing considerations during the proposed period of absence.

Subject to the terms, conditions, and limitations of the applicable plans, health insurance benefits will be provided by SWART until the end of the month in which the approved personal leave begins. At that time, employees will become responsible for the full costs of these benefits if they wish coverage to continue. When the employee returns from personal leave, benefits will again be provided by SWART according to the applicable plans.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon return to active employment.

When a personal leave ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, SWART cannot guarantee reinstatement in all cases.

If an employee fails to report to work promptly at the expiration of the approved leave period, SWART will assume the employee has resigned.

Southwest Area Regional Transit District

Personnel Handbook

604 Military Leave

Effective Date: June 1, 2012

A military leave of absence will be granted to employees who are absent from work because of service in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). Advance notice of military service is required, unless military necessity prevents such notice or it is otherwise impossible or unreasonable.

The leave will be unpaid, and employees may use any available paid time off for the absence.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which the employee is otherwise eligible.

Benefit accruals, such as vacation, sick leave, or holiday benefits, will be suspended during the leave and will resume upon the employee's return to active employment.

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled shift after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

Contact the General Manager and/or Assistant General Manager for more information or questions about military leave.

Southwest Area Regional Transit District

Personnel Handbook

605 Pregnancy-Related Absences

Effective Date: June 1, 2012

SWART will not discriminate against any employee who requests an excused absence for medical disabilities associated with pregnancy. Such leave requests will be evaluated according to the medical leave policy provisions outlined in this handbook and all applicable federal and state laws.

Requests for time off associated with pregnancy and/or childbirth, such as bonding and child care, not related to medical disabilities for those conditions will be considered in the same manner as other requests for unpaid family or personal leave.

Southwest Area Regional Transit District

Personnel Handbook

701 Employee Conduct and Work Rules

Effective Date: June 1, 2012

To ensure orderly operations and provide the best possible work environment, SWART expects employees to follow rules of conduct that will protect the interests and safety of all employees and the organization.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment:

- Failure to secure Mobility devices
- Failure to report incidents and accidents immediately
- Theft or inappropriate removal or possession of property
- Falsification of timekeeping records
- Working under the influence of alcohol or illegal drugs
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace, while on duty, or while operating employer-owned vehicles or equipment
- Fighting or threatening violence in the workplace
- Boisterous or disruptive activity in the workplace
- Negligence or improper conduct leading to damage of employer-owned or customer-owned property
- Insubordination or other disrespectful conduct
- Violation of safety or health rules
- Smoking in prohibited areas
- Sexual or other unlawful or unwelcome harassment
- Possession of dangerous or unauthorized materials, such as explosives or firearms, in the workplace
- Excessive absenteeism or any absence without notice
- Unauthorized absence from work station during the workday
- Unauthorized use of telephones, mail system, or other employer-owned equipment
- Unauthorized disclosure of business "secrets" or confidential information
- Violation of personnel policies
- Unsatisfactory performance or conduct
- Failure to abide by all State and local traffic laws and regulations
- Conviction of any DWI, misdemeanor and/or felony

Employment with SWART is at the mutual consent of SWART and the employee, and either party may terminate that relationship at any time, with or without cause, and with or without advance notice.

Southwest Area Regional Transit District

Personnel Handbook

702 Drug and Alcohol Use

Effective Date: June 1, 2012

It is SWART's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on SWART premises and while conducting business-related activities off SWART premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

To inform employees about important provisions of this policy, SWART has established a drug-free awareness program. The program provides information on the dangers and effects of substance abuse in the workplace, resources available to employees, and consequences for violations of this policy.

Employees with questions or concerns about substance dependency or abuse are encouraged to discuss these matters with their supervisor or the General Manager and/or Assistant General Manager to receive assistance or referrals to appropriate resources in the community.

Employees with drug or alcohol problems that have not resulted in, and are not the immediate subject of, disciplinary action may request approval to take unpaid time off to participate in a rehabilitation or treatment program. Leave may be granted if the employee agrees to abstain from use of the problem substance; abides by all SWART policies, rules, and prohibitions relating to conduct in the workplace; and if granting the leave will not cause SWART any undue hardship.

Under the Drug-Free Workplace Act, an employee who performs work for a government contract or grant must notify SWART of a criminal conviction for drug-related activity occurring in the workplace. The report must be made within five days of the conviction.

Employees with questions on this policy or issues related to drug or alcohol use in the workplace should raise their concerns with their supervisor or the General Manager and/or Assistant General Manager without fear of reprisal.

Southwest Area Regional Transit District

Personnel Handbook

703 Sexual and Other Unlawful Harassment

Effective Date: June 1, 2012

SWART is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassing, coercive, or disruptive, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, or any other legally protected characteristic will not be tolerated. SWART provides ongoing sexual harassment training to ensure you the opportunity to work in an environment free of sexual and other unlawful harassment.

Sexual harassment is defined as unwanted sexual advances, or visual, verbal, or physical conduct of a sexual nature. This definition includes many forms of offensive behavior and includes gender-based harassment of a person of the same sex as the harasser. The following is a partial list of sexual harassment examples:

- Unwanted sexual advances.
- Offering employment benefits in exchange for sexual favors.
- Making or threatening reprisals after a negative response to sexual advances.
- Visual conduct that includes leering, making sexual gestures, or displaying of sexually suggestive objects or pictures, cartoons or posters.
- Verbal conduct that includes making or using derogatory comments, epithets, slurs, or jokes.
- Verbal sexual advances or propositions.
- Verbal abuse of a sexual nature, graphic verbal commentaries about an individual's body, sexually degrading words used to describe an individual, or suggestive or obscene letters, notes, or invitations.
- Physical conduct that includes touching, assaulting, or impeding or blocking movements.

Unwelcome sexual advances (either verbal or physical), requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when: (1) submission to such conduct is made either explicitly or implicitly a term or condition of employment; (2) submission or rejection of the conduct is used as a basis for making employment decisions; or, (3) the conduct has the purpose or effect of interfering with work performance or creating an intimidating, hostile, or offensive work environment.

If you experience or witness sexual or other unlawful harassment in the workplace, report it immediately

Southwest Area Regional Transit District

Personnel Handbook

to your supervisor. If the supervisor is unavailable or you believe it would be inappropriate to contact that person, you should immediately contact the General Manager and/or Assistant General Manager or any other member of management. You can raise concerns and make reports without fear of reprisal or retaliation.

All allegations of sexual harassment will be quickly and discreetly investigated. To the extent possible, your confidentiality and that of any witnesses and the alleged harasser will be protected against unnecessary disclosure. When the investigation is completed, you will be informed of the outcome of the investigation.

Any supervisor or manager who becomes aware of possible sexual or other unlawful harassment must immediately advise the General Manager and/or Assistant General Manager or any member of management so it can be investigated in a timely and confidential manner. Anyone engaging in sexual or other unlawful harassment will be subject to disciplinary action, up to and including termination of employment.

Southwest Area Regional Transit District

Personnel Handbook

704 Attendance and Punctuality

Effective Date: June 1, 2012

To maintain a safe and productive work environment, SWART expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on SWART. In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor directly as soon as possible in advance of the anticipated tardiness or absence. If an employee's immediate supervisor is not available then the employee must contact another member of management.

Poor attendance and excessive tardiness are disruptive. Either may lead to disciplinary action, up to and including termination of employment.

Southwest Area Regional Transit District

Personnel Handbook

705 Personal Appearance

Effective Date: June 1, 2012

Revised Date: August 30, 2017

Dress, grooming, and personal cleanliness standards contribute to the morale of all employees and affect the business image SWART presents to customers and visitors.

During business hours or when representing SWART, you are expected to present a clean, neat, and tasteful appearance. You should dress and groom yourself according to the requirements of your position and accepted social standards. This is particularly true if your job involves dealing with customers or visitors in person.

If your supervisor or another member of management feels your personal appearance is inappropriate, you may be asked to leave the workplace until you are properly dressed or groomed. Under such circumstance, you will not be compensated for the time away from work. Consult your supervisor if you have questions as to what constitutes appropriate appearance. Where necessary, reasonable accommodation may be made to a person with a disability.

Employees will receive SWART uniforms annually at the cost of the district if funding permits. Any replacements needed due to loss, damage, or sizing before the annual replacement date, replacement garments will be at the cost of the employee. If during the introductory period a new hire is terminated or resigns before the end of their 180 days, he or she will reimburse the agency for the cost of the uniforms through garnishment of their final payroll check.

Without unduly restricting individual tastes, the following personal appearance guidelines should be followed:

- Shoes must provide safe, secure footing, and offer protection against hazards. No flip flops or leisure sandals.
- Operators shall be required to wear agency provided uniforms and an easily identifiable company name tag. They must wear appropriate shoes to ensure safety. Open toe shoes and sandals are not permitted. (See SWART Safety Policy)
- Tank tops, spaghetti straps, tube or halter tops, or shorts may not be worn under any circumstances.
- Mustaches and beards must be clean, well-trimmed, and neat.
- Hairstyles are expected to be in good taste and present an appropriate professional appearance.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
- Tattoos must be covered at all times.

Southwest Area Regional Transit District

Personnel Handbook

706 Return of Property

Effective Date: June 1, 2012

Revised Date: August 30, 2017

Employees are responsible for items issued to them by SWART or in their possession or control, to include but not limited to the following:

- fuel cards
- cell phones and related equipment (wall charger, phone case, car charger, blue tooth
- identification badges
- fares and sales of pre-paid passes/tickets
- petty cash receipts and balance
- keys
- completed paperwork
- fuel receipts
- bank bag
- pre-paid passes/tickets issued to employee
- uniforms
- vehicles and other equipment
- electronic tablets

Employees must return all SWART property immediately upon request or upon termination of employment. Where permitted by applicable laws, SWART may withhold from the employee's check or final paycheck the cost of any items that are not returned when required. SWART may also take all action deemed appropriate to recover or protect its property.

Southwest Area Regional Transit District

Personnel Handbook

707 Resignation

Effective Date: June 1, 2012

Resignation is a voluntary act initiated by the employee to terminate employment with SWART. Although advance notice is not required, SWART requests at least 2 weeks' written resignation notice from all employees.

Prior to an employee's departure, an exit interview may be scheduled to discuss the reasons for resignation and the effect of the resignation on benefits.

If an employee does not provide advance notice as requested, the employee may be considered ineligible for rehire. The General Manager may make an individual eligible in spite of short or no notice in cases where special circumstances exist.

Southwest Area Regional Transit District

Personnel Handbook

708 Security Inspections

Effective Date: June 1, 2012

SWART wishes to maintain a work environment that is free of illegal drugs, alcohol, firearms, explosives, or other improper materials. To this end, SWART prohibits the possession, transfer, sale, or use of such materials on its premises. SWART requires the cooperation of all employees in administering this policy.

Desks, lockers, and other storage devices may be provided for the conveniences of employees, but remain the sole property of SWART. Accordingly, they, as well as any articles found within them, can be inspected by any agent or representative of SWART at any time, either with or without prior notice.

SWART likewise wishes to discourage theft or unauthorized possession of the property of employees, SWART, visitors, and customers. To facilitate enforcement of this policy, SWART or its representative may inspect not only desks and lockers but also persons entering and/or leaving the premises and any packages or other belongings. Any employee who wishes to avoid inspection of any articles or materials should not bring such items onto SWART's premises.

Southwest Area Regional Transit District

Personnel Handbook

709 Solicitation

Effective Date: June 1, 2012

In an effort to ensure a productive and harmonious work environment, persons not employed by SWART may not solicit or distribute literature in the workplace at any time for any purpose.

SWART recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities during working time. (Working time does not include lunch periods, work breaks, or any other periods in which employees are not on duty.)

In addition, the posting of written solicitations on company bulletin boards is prohibited. Bulletin boards are reserved for official organization communications on such items as:

- Drug and Alcohol Policy
- Affirmative Action statement
- Employee announcements
- Internal memoranda
- Job openings
- Payday notice
- Workers' compensation insurance information
- State disability insurance/unemployment insurance information

Southwest Area Regional Transit District

Personnel Handbook

710 Drug Testing

Effective Date: June 1, 2012

Effective Date: August 30, 2017

SWART is committed to providing a safe, efficient, and productive work environment for all employees. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks. To help ensure a safe and healthful working environment, employees may be asked to provide body substance samples (such as urine and/or blood) to determine the illicit or illegal use of drugs and alcohol. Refusal to submit to drug testing may result in disciplinary action, up to and including termination of employment.

Copies of the drug testing policy will be provided to all employees. Employees will be asked to sign an acknowledgement form indicating that they have received a copy of the drug testing policy. Questions concerning this policy or its administration should be directed to the General Manager.

If a new hire does not remain within the time frame of their 180 introductory period either by termination or resignation, her or she will reimburse the agency via garnishment on their final payroll check for the cost of the drug test.

Southwest Area Regional Transit District

Personnel Handbook

711 Progressive Discipline

Effective Date: June 1, 2012

The purpose of this policy is to state SWART's position on administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels.

SWART's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform, and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence, and prepare the employee for satisfactory service in the future.

Although employment with SWART is based on mutual consent and both the employee and SWART have the right to terminate employment at will, with or without cause or advance notice, SWART may use progressive discipline at its discretion.

Disciplinary action may call for any of four steps -- verbal warning, written warning, suspension with or without pay, or termination of employment -- depending on the severity of the problem and the number of occurrences. There may be circumstances when one or more steps are bypassed.

Progressive discipline means that, with respect to most disciplinary problems, these steps will normally be followed: a first offense may call for a verbal warning; a next offense may be followed by a written warning; another offense may lead to a suspension; and, still another offense may then lead to termination of employment. If more than 12 months have passed since the last disciplinary action, the process will normally start over.

SWART recognizes that there are certain types of employee problems that are serious enough to justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

While it is impossible to list every type of behavior that may be deemed a serious offense, the Employee Conduct and Work Rules policy includes examples of problems that may result in immediate suspension or termination of employment. However, the problems listed are not all necessarily serious offenses, but may be examples of unsatisfactory conduct that will trigger progressive discipline.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and SWART.

Southwest Area Regional Transit District

Personnel Handbook

712 Problem Resolution

Effective Date: June 1, 2012

SWART is committed to providing the best possible working conditions for its employees. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from SWART supervisors and management.

SWART strives to ensure fair and honest treatment of all employees. Supervisors, managers, and employees are expected to treat each other with mutual respect. Employees are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies, or practices, they can express their concern through the problem resolution procedure. No employee will be penalized, formally or informally, for voicing a complaint with SWART in a reasonable, business-like manner, or for using the problem resolution procedure.

If a situation occurs when employees believe that a condition of employment or a decision affecting them is unjust or inequitable, they are encouraged to make use of the following steps. The employee may discontinue the procedure at any step. The General Manager and/or Assistant General Manager is available to counsel and advise employee and assist in resolution process. If necessary the General Manager and/or Assistant General Manager will assist in putting problem in writing, visits with employee's manager(s) and the General Manager.

Employee presents problem to immediate supervisor within 7 calendar days, after incident occurs. If supervisor is unavailable or employee believes it would be inappropriate to contact that person, employee may present problem to General Manager and/or Assistant General Manager or any other member of management.

Supervisor responds to problem during discussion, after consulting with appropriate management, when necessary. Supervisor documents discussion.

Employee presents problem to General Manager, if problem is unresolved.

General Manager reviews and considers problem. General Manager informs employee of decision and forwards a copy of written response to General Manager and/or Assistant General Manager for employee's file. The General Manager has full authority to make any adjustment deemed appropriate to resolve the problem.

If the General Manager is not able to resolve the problem then the employee may meet with the Personnel Committee of the Board to resolve the problem. The Personnel Committee informs employee of decision and forwards a copy of written response to General Manager and/or Assistant General Manager for employee's file. The Personnel Committee has full authority to make any adjustment deemed appropriate

Southwest Area Regional Transit District

Personnel Handbook

to resolve the problem.

The final step is to present the problem(s) to the full SWART Board of Directors for resolution. The decision of the Board is final.

Not every problem can be resolved to everyone's total satisfaction, but only through understanding and discussion of mutual problems can employees and management develop confidence in each other. This confidence is important to the operation of an efficient and harmonious work environment, and helps to ensure everyone's job security.

Southwest Area Regional Transit District

Personnel Handbook

713 Workplace Etiquette

Effective Date: June 1, 2012

SWART strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employees are unaware that their behavior in the workplace may be disruptive or annoying to others. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his or her attention. In most cases, common sense will dictate an appropriate resolution. SWART encourages all employees to keep an open mind and graciously accept constructive feedback or a request to change behavior that may be affecting another employee's ability to concentrate and be productive.

The following workplace etiquette guidelines are not necessarily intended to be hard and fast work rules with disciplinary consequences. They are simply suggestions for appropriate workplace behavior to help everyone be more conscientious and considerate of co-workers and the work environment. Please contact the General Manager and/or Assistant General Manager if you have comments, concerns, or suggestions regarding these workplace etiquette guidelines.

- Return copy machine and printer settings to their default settings after changing them.
- Replace paper in the copy machine and printer paper trays when they are empty.
- Retrieve print jobs in a timely manner and be sure to collect all your pages.
- Be prompt when using the manual feed on the printer.
- Keep the area around the copy machine and printers orderly and picked up.
- Be careful not to take or discard others' print jobs or faxes when collecting your own.
- Avoid public accusations or criticisms of other employees. Address such issues privately with those involved or your supervisor.
- Be conscious of how your voice travels, and try to lower the volume of your voice when talking on the phone or to others in open areas.
- Keep socializing to a minimum, and try to conduct conversations in areas where the noise will not be distracting to others.
- Minimize talking between workspaces or over cubicle walls. Instead, conduct conversations with others in their workspace.
- Try not to block walkways while carrying on conversations.
- Refrain from using inappropriate language (swearing) that others may overhear.
- Avoid discussions of your personal life/issues in public conversations that can be easily overheard.
- Monitor the volume when listening to music, voice mail, or a speakerphone that others can hear.
- Clean up after yourself and do not leave behind waste or discarded papers.

Southwest Area Regional Transit District

Personnel Handbook

714 Lost or Damage Equipment

Effective Date: September 22, 2015

Employees will be financially responsible for replacing any lost or damaged items/equipment (other than normal wear and tear) including but not limited to:

- Cell phones
- Charge cords
- Tablets
- Desk Top Computers
- Laptops
- Printers
- Handheld Radios

Employees may reimburse the district in full or set up a payment plan to be garnished from their pay check through a reasonable timeframe as approved by the General Manager.

Reimbursement amount will be at the most current value of the item/equipment.

Southwest Area Regional Transit District

Personnel Handbook

801 Life-Threatening Illnesses in the Workplace

Effective Date: June 1, 2012

Employees with life-threatening illnesses, such as cancer, heart disease, and AIDS, often wish to continue their normal pursuits, including work, to the extent allowed by their condition. SWART supports these endeavors as long as employees are able to meet acceptable performance standards. As in the case of other disabilities, SWART will make reasonable accommodations in accordance with all legal requirements, to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs.

Medical information on individual employees is treated confidentially. SWART will take reasonable precautions to protect such information from inappropriate disclosure. Managers and other employees have a responsibility to respect and maintain the confidentiality of employee medical information. Anyone inappropriately disclosing such information is subject to disciplinary action, up to and including termination of employment.

Employees with questions or concerns about life-threatening illnesses are encouraged to contact the General Manager and/or Assistant General Manager.

Southwest Area Regional Transit District

Personnel Handbook

802 Suggestion Program

Effective Date: June 1, 2012

As employees of SWART, you have the opportunity to contribute to our future success and growth by submitting suggestions for practical work-improvement or cost-savings ideas.

All regular employees are eligible to participate in the suggestion program.

A suggestion is an idea that will benefit SWART by solving a problem, reducing costs, improving operations or procedures, enhancing customer service, eliminating waste or spoilage, or making SWART a better or safer place to work. Statements of problems without accompanying solutions, or recommendations concerning co-workers and management are not appropriate suggestions.

All suggestions should contain a description of the problem or condition to be improved, a detailed explanation of the solution or improvement, and the reasons why it should be implemented. If you have questions or need advice about your idea, contact your supervisor for help.

Submit suggestions to the General Manager and/or Assistant General Manager. As soon as possible, you will be notified of the adoption or rejection of your suggestion.

Special recognition will be given to employees who submit a suggestion that is implemented.

Southwest Area Regional Transit District

Personnel Handbook

803 Amendments

Effective Date: June 1, 2012

Amendments or changes may be recommended at any regular Board Meeting or its designated committee. After study, any proposed amendment may be voted on at any regular meeting, provided that all members of the Board have been notified at least 5 days in advance that a change has been placed on the agenda.

Southwest Area Regional Transit District

Personnel Handbook

804 Incentives

Effective Date: September 22, 2015

In rewarding its employees when feasibly possible, the district will consider the following incentives:

- New Hire Referral Incentive – when an employee has referred a potential employee for hire and they have been hired and remain employed for at least 6 months.
- Marketing Referral Incentive – when an employee has personally referred a vendor to market their business with the district for at least six months through its marketing program.
- Employee of the Month – as recommended by District Supervisors for employees who have shown efforts beyond their required job duties.
- Safety Incentive – for those employees covered by the district's vehicle insurance carrier that have had no accidents within a six month period while actually driving district vehicles.
- Holiday Incentive:
 - Full Time Employees to receive up to \$100 for each year employed with the district up to 5 years.
 - Part Time Employees and/or Substitute Employees to receive up to \$50 for each year employed with the district up to 5 years.
 - Employees must be employed with the district for at least one year.
 - Employee must not have any disciplinary actions on file for at least one year from the date of the holiday incentive.
 - Employee must have at least a satisfactory annual evaluation for the most recent evaluation on file.

All incentives are contingent upon funding and budget status. Any incentives planned must be included in board approved annual program projected budgets and/or budget revisions.