

## Chapter 5 – Section 5.1

### EMPLOYEE HANDBOOK

This handbook should not be construed in any way to constitute an agreement between Rotonda West Association and its employees with respect to level of compensation, duration of employment or any other matter. Under no circumstances should this handbook be considered a contract of employment or a legally binding agreement. As an employee of the Rotonda West Association, you are an important member of the team, dedicated to being the best Home Owners Association in the world. Your employment experience will be a positive one as you take the time to become familiar with these policies and your shared responsibility in our commitment to excellence.

#### **STANDARDS OF EXCELLENCE**

For the Association to achieve its goals every employee must share responsibility for specific standards that promote excellence. These standards identify the basic requirements for a productive work environment. The standards include such relevant issues as ethics, non-discrimination, and safety, as well as other topics that provide the foundation for positive employee relations. Management and employees share the responsibility for complying with and promoting these standards.

#### **GUIDELINES FOR CONDUCT**

Every organization requires a set of rules so that the group as a whole may operate smoothly and safely to accomplish its goals. This is particularly true of the Rotonda West Association where any failure to adhere to high standards of conduct may affect the well being of the association membership. Because these rules are important, violators may be subject to discipline up to and including discharge. Disciplinary actions are outlined below. We ask the cooperation of all Rotonda West Association employees in the observance of these policies. Additional standards of conduct are contained elsewhere in this document. Obviously, it is not possible to list every type of conduct which may result in disciplinary action. You should, therefore, ask for guidance from the Board of Directors or Manager if you are unsure of what to do in a given situation. The following kinds of conduct are absolutely prohibited:

- Abuse, mistreatment, or threatening of an association member or another employee, physical, verbal, or psychological.
- Falsification of employee records.
- Insubordination.
- Use of foul or abusive language.
- Poor attitude or disrespect to the Board of Directors, visitors, other employees, or the association membership.

#### **Disciplinary Actions**

- 1<sup>st</sup> disciplinary action: A verbal reprimand describing the offending activity will be given and you will have 15 work days to show significant improvement. At the end of this 15 day period you will be apprised of your success in improving your performance. If it is determined that your performance has improved sufficiently, no further action will be taken.

- 2<sup>nd</sup> disciplinary action: However if no significant improvement is shown, you will again be told what it is that is not up to standards and a written record will be placed in your personnel file. You will be asked to sign this record. Signing does not mean that you agree with the action, but that you have been made aware that it has taken place. You will be given an additional 15 work days to demonstrate significant improvement. At the end of this second 15 day period you will again be apprised of your success in improving your performance. If it is determined that your performance has improved sufficiently, no further action will be taken.
- 3<sup>rd</sup> disciplinary action: Failure to demonstrate that you can or will perform in the manner described after the two above actions will end in termination of your employment.

**EMPLOYEE EVALUATIONS**

The manager will assess all employees at least annually and report results to the Administrative/Personnel Committee. You will be evaluated on your performance, aptitude, and compatibility with co-workers. You will be apprised of your strengths and those areas that that you need to address to improve your performance. At the end of the evaluation review, you will be asked to sign your appraisal. This signature does not mean that you agree with the appraisal, but that you have seen it and have discussed it with the Manager.

**ADDITIONAL GUIDELINES**

**Alcohol and Drug Free Workplace**

The unlawful manufacture, distribution, dispensation, possession, or use of alcohol or controlled substances including illicit drugs, is prohibited on property owned by the Association and is grounds for corrective action. No Association employee may report to work or engage in Association related work while under the influence of illegal drugs or alcohol. Employees who are convicted of a violation of a criminal drug statute as a result of an incident occurring in the workplace or while on Association property must notify the Board of Directors in writing within five days of his or her conviction. Such conviction will be grounds for mandatory evaluation and for corrective action, up to and including termination.

**Approved Time Off**

The Association Manager’s vacation schedules must be approved by the President. The Manager has the authority to approve all other employee’s vacation schedules. A monthly calendar showing all anticipated absences by all employees shall be prepared by the Manager and provided to the Board of Directors at the beginning of each month.

For all non-contract employees, the following schedule provides vacation entitlement by length of service:

<b>Length of service</b>	<b>Vacation entitlement</b>
1 year but less than 3 years	2 weeks per year
3 years but less than 5 years	3 weeks per year
5 years or more	4 weeks per year

**Holidays**

RWA observes ten paid holidays per year, including six standard holidays. If a holiday falls on either a Saturday or Sunday, the holiday will be

Observed on either the Friday before the holiday or the Monday after the holiday. The Manager will advise the Board which option will be Implemented.

**Standard Holidays**

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day
- Presidents Day
- Employee's Birthday (This holiday may be used as a "floating" holiday)

**Additional Holidays**

- Friday after Thanksgiving Day
- Christmas Eve

All employees must be continuously employed for at least sixty days before receiving holiday pay.

**Paid Excused Time**

Employees are entitled to time off with pay for sickness, emergencies or to attend to personal business. For the first year of employment,

Employees are entitled to 24 hours of pay per year. After one year of employment, they shall earn four hours Paid Excused Time per pay period.

Unused Paid Excused Time accumulated during the year may be carried over to the following year(s). Unused carryover Paid Excused Time at time of terminations shall be forfeited. It is the responsibility of the Manager to account for time taken by non-contract employees to avoid abuse of this entitlement.

**Funeral Leave**

If a death occurs in an employee's immediate family, they shall receive regular base pay for the time required to arrange and attend the funereal up to five days. Immediate family includes Grandparents, Parents, Spouse, Children and Grandchildren.

**Jury Duty**

RWA recognizes that jury duty is a civic responsibility. Employees called to serve on a jury will be paid the difference between their regular pay and that paid by the courts for jury duty. You will be required to submit your payment receipt from the court to get this differential.

**Part time employees**

Part time employees (at least 20 hrs/week, but less than 32hr/week) shall accrue vacation or paid excused time benefits, funeral, jury duty benefits, and holidays on a prorated basis.

**Attendance**

Punctuality and regular attendance are essential to insure optimal productivity and customer service. All employees are expected to report to work on time everyday that they are scheduled to work and to maintain a satisfactory record of attendance. The Association considers excessive absenteeism disruptive and unacceptable and subject to corrective action. Excessive absenteeism is defined as repeated occurrences (more than six in six months) of unscheduled absences and/or tardiness that are unrelated to approved time off. If an employee is absent from the office during regular work time whether on Association Business, personal business, or any other reason, the employee must annotate, on a board provided by the Association, why they are gone and when to expect their return.

**Computing Ethics**

Computing resources are available for efficient processing of legitimate Association business and communications. Access to and usage of computing technology places a responsibility on each authorized employee to conduct computing business in the same ethical manner that is required of all other conducts with added concerns for: 1) legal use of licensed software, 2) protection of confidential information, 3) legitimate use of hardware/software/periphery devices, 4) legitimate access to and use of valid data, 5) asset management, 6) right to privacy, 7) respect for and safeguarding of security passwords, user identity, and system access, 8) appropriate use of e-mail as an efficient communication tool, and 9) legal and appropriate use of the internet.

**Conflict of Interest**

All employees, while acting for or on behalf of the Association, should demonstrate both loyalty to the Association and the highest standards of ethics. Employees should ensure that outside activities do not conflict with or reflect adversely on the Association's interest nor deprive the Association of legitimate work time. The following list provide examples of conflicts to avoid: financial dealings that are contrary to the Association's best interests; membership equity or employment relationships that may be in conflict; acceptance of favors, money or other considerations which might obligate the recipient to take action adverse to the Association's interest.

Employees need to disclose actual or potential conflicts to the Board of Directors as soon as they become aware of them.

**Dress Requirements**

Every employee contributes to the Association image. While employees will have the right to personal preferences in dress and workplace décor, the overall image will be one of professionalism as appropriate for a particular function. The Board of Directors may, at their discretion, issue further direction regarding dress requirements.

**Equal Employment Opportunity**

Rotonda West Association does not discriminate in recruitment, employment, nor policy administration on the basis of race, religion, age, sex, color, disability, sexual orientation, national or ethnic origin, or political affiliation. If an employee believes that the Affirmative

Action and Equal Employment Opportunity policy is not being fully implemented, then the employee may discuss any concerns with the Board of Directors.

**Ethics**

A shared code of ethics among all employees strengthens the overall quality of the community. The norm of expected conduct will be governed by truthfulness, openness to new ideas, and consideration for the individual rights of others, including the right to hold and express opinions different from one's own.

**Personal Interests**

The Association is aware of the challenge for employees to balance their work lives with the demands of full personal lives. Therefore, the Association suggests that employees be aware of the following guidelines:

**Personal Interest in Non-Profit Causes**

- The Association recognizes that employees participate in many organizations that conduct fundraising. However, an employee should not actively solicit another employee at work with goods for sale as a fundraiser for a non-profit organization.
- **Social Responsibility**  
Employees are encouraged to participate in community activities and organizations, but must confine their activity to non-working hours. No resources of the Association may be at the disposal of an outside organization without prior approval.

**Productivity**

All employees are expected to meet high productivity standards. Productivity relates to time management, teamwork, efficiency, cooperation, and contribution. The standards contributing to high productivity include, but are not limited to, the following:

- Consistently reporting to work according to work schedule
- Fully engage in work while on paid time
- Limiting unscheduled absences
- Minimizing the need to conduct personal business during work hours.

**Professionalism**

Professionalism in communications and behavior is the only acceptable form of interaction. Every employee is expected to conduct himself/herself in a manner that is a positive reflection of Association. When differences of opinions occur, only constructive, legitimate, and respectful forms of communication are considered appropriate.

**Safety and Security**

The Association expects that all employees will share the responsibility for safety and security of themselves, fellow employees, and guests, and maintain reasonable care when using Association property. Everyone must comply with guidelines set forth by but not limited to Occupational and Environmental Safety as well as Protective Services and all Federal, State and Local regulatory bodies, including fire and police agencies. All employees are expected to comply with safety practices relating to their work. Employees can contribute to the safety of all by:

- Complying with federal, state, and local regulations
- Encouraging safety and security practices among peers
- Reporting on-the-job accidents in a timely manner in accordance with OSHA and State Department of Health guidelines to the Worker's Compensation Office
- Reporting crimes and suspicious situations to the Sherriff's Office

- Being aware of potentially violent situations and treating them conscientiously.

**Sexual Harassment**

Sexual harassment is unacceptable conduct which will not be tolerated. All employees share responsibility for avoiding, discouraging, or reporting any form of sexual harassment. The Equal Employment Opportunity Commission (EEOC), which regulates these statutes, defines sexual harassment as any unwelcome sexual advance, requests for sexual favors, or other verbal or physical conduct of a sexual nature, or verbal or physical conduct directed at an individual or individuals because of gender and motivated by animus (strong dislike or animosity) based on gender when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
- Submission to or rejection of such conduct is used as the basis for decisions affecting that individual with regard to employment (raises, job, work assignments, discipline, etc.) or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or educational experience, or creates an intimidating, hostile or offensive work and/or educational environment.

**Smoke-free Workplace**

Protection of the health environment of employees and guests is a major concern. Therefore, and in compliance with Surgeon General, the Association does not permit smoking in its facilities, in or around main entrances or exits of its facilities.

**Solicitation**

Solicitation or distribution of literature by employees for non-sanctioned Association events is permitted only when the employees are on non-work time and in non-work areas. The use of Association work-dedicated systems, such as electronic mail, voice mail, and facsimile systems for the purposes of solicitation or distribution of literature for non-sanctioned events is prohibited.

**GLOSSARY**

- Solicitation  
Is requesting another person to purchase goods and/or services, to donate goods, services, or money to any organization, or to sign petitions, or the like, for any purpose.
- Insubordination  
Is willful or intentional disregard of the lawful and reasonable instructions of the Board of Directors or in the case of staff employees, the Manager.

