

# REALTOR® ASSOCIATION OF PIONEER VALLEY, INC.

221 Industry Avenue Springfield, MA 01104  
413-785-1328 phone 877-854-6978 toll-free 413-731-7125 fax  
[www.rapv.com](http://www.rapv.com)



## PERSONNEL POLICIES and PROCEDURES MANUAL

**This Manual does not create a contract of employment, and the employee shall be considered an “employee at will” under Massachusetts Law, for all purposes.**

### EMPLOYEE GUIDE

The REALTOR® ASSOCIATION OF PIONEER VALLEY, INC. (Association) originally chartered as the SPRINGFIELD REAL ESTATE BOARD, was founded as a chapter of the NATIONAL ASSOCIATION OF REALTORS® in May of 1915.

The REALTOR® ASSOCIATION OF PIONEER VALLEY, INC., MASSACHUSETTS ASSOCIATION OF REALTORS® and the NATIONAL ASSOCIATION OF REALTORS® has grown over the years yet remain true to their original goals – the creation of unity in the real estate profession, the protection and promotion of private ownership of real property, and the establishment of professional standards of practice.

This Policies and Procedures Manual is intended as a guide for the employees of the REALTOR® ASSOCIATION OF PIONEER VALLEY, INC., as they strive daily to serve the members and the buying and selling public. It is intended to be a reference point for office procedure and practice, a means of delineating responsibility and reporting, and a way of measuring performance by setting forth standards of job performance and personal conduct.

The Chief Executive Officer, as chief administrative officer of the Association, is responsible for supervising and evaluating the performance of all Association personnel.

1. CONDUCT

It is the intention of the Association to maintain a professional and productive work place. All employees are expected to conduct themselves in a manner that is moral, ethical, legal, and truthful in an environment of trust and respect.

2. JOB RELATED SERVICE

Each employee is expected to be committed to excellence in every aspect of his/her job and can be trusted to prioritize and organize their work load and serve others each day in a timely manner.

It is the desire of all of us to be accessible to members, staff colleagues, and the general public, and to provide timely responses to their information needs, while performing our overall job in a productive and efficient manner. Excellent service means:

- Members/staff have access to staff expertise during normal business hours.
- Members/staff get an in-person, email or voicemail response (returned call) within 24 hours.
- Members, customers and visitors to the office are dealt with promptly.
- Members/staff always have access to a “live” person during normal business hours.

We expect that all employees have the desire to be responsive to our “customers” (members, staff colleagues, visitors) in a timely manner, and will properly use various communications methods (in-person and electronic technology) to do so.

3. COURTESY

Courtesy is an expectation from all. The major function of the Association is to provide service to its membership and the public. Simple deeds as a cheerful greeting, a pleasant smile and a sympathetic ear can be very helpful in establishing and maintaining the proper atmosphere essential to an effective office.

4. CONFIDENTIALITY/NON-DISCLOSURE

Employees may, from time to time, have access to confidential information belonging to the Association or third parties. This information is confidential until it comes into the public domain by some lawful manner. It is a violation of Association policy to inappropriately disclose or use any proprietary or confidential information belonging to the Association or third parties. This obligation of non-disclosure applies during and after your employment by the Association.

5. SMOKING

Smoking is prohibited in the Association building.

6. ALCOHOL AND DRUGS

The Association strives to maintain a productive work environment that is free from the effects of alcohol or other drugs.

- Illegal Drugs –  
The illegal use, possession, distribution, or sale of drugs while on the Association property, or at an Association event, is strictly prohibited.
- Alcohol –  
Alcohol may be made available during Association activities under specific circumstances. In the event of an Association-sponsored activity or while on Association business at which alcoholic beverages may be served or allowed, you are expected to conduct yourself in such a manner that you do not represent a danger to yourself, to other employees, to the general public, or to the Association’s reputation.

7. WORK HOURS

The Association office is open from 8:15 a.m. to 4:45 p.m., Monday through Friday. Employees are expected to begin work promptly at 8:15 a.m. If an employee will not be at work by 8:15 a.m., the employee shall call the office and inform the Chief Executive Officer, Director of Operations or other staff person that they will be late or will not be coming into work at all.

8. OVERTIME

Occasionally Association programs necessitate staff members to work at times other than above. These “off-hour” programs have been considered in employee salaries and positions. It is the policy of the Association not to compensate for work at times other than above, since staff salaries and pay are based upon a thirty-seven and one-half (37.5) hour workweek. Any exception to this rule to receive overtime pay for the additional time worked (to the nearest quarter hour) at the rate

of 1 ½ times their normal hourly rate, over a forty (40) hours work week, must be approved in advance by the Chief Executive Officer.

9. LUNCH

Each employee is entitled to sixty (60) minutes for lunch daily. Lunch shall be staggered on a voluntary basis as approved by the Chief Executive Officer. Employees shall not be paid for their lunch hour. Notification of your lunch hour shall be left with the receptionist. The lunch hour is to be taken between 11:30 a.m. and 2:30 p.m.

10. PAY PERIOD

Employees will be paid every other Friday. In the event that an approved holiday falls on a payday, salaries will be paid on the day preceding the holiday whenever possible.

11. TIME SHEETS

Employee time sheets are to be to the Chief Executive Officer and Controller the Friday preceding pay week.

12. PAY DEDUCTIONS

Deductions for social security and withholding tax shall be withheld from salaries as required by the government. We make every effort to ensure employees are paid correctly. Occasionally, however, inadvertent mistakes can happen. When mistakes do happen and are called to our attention, we promptly will make any correction that is necessary. Please review your pay stub when you receive it to make sure it is correct. If you feel that the Association has made an error on your paycheck, immediately contact the Controller.

To ensure that you are paid properly for all time worked, you must record correctly all work time. You also must not engage in off-the-clock or unrecorded work.

You should not work any hours outside of your scheduled work day unless the Chief Executive Officer has authorized the unscheduled work in advance. Do not start work early, finish work late, work during a meal break or perform any other extra work or overtime work unless you are authorized to do so and that time is recorded on your time sheet. Employees are prohibited from performing any “off-the-clock” work. “Off –the-clock” work means work you may perform but fail to report on your time sheet.

13. WORKER'S COMPENSATION

All employees are covered by Worker's Compensation Insurance. The Association pays premiums charged for this insurance and there are no deductions from salaries for it. Employees are covered for any accident or injury received while on the job.

14. TIME OFF

The Association expects employees will make arrangements for doctor's appointments, etc. outside of office hours. Leave with pay shall be granted in case of death of an immediate member of the family (spouse, mother, father, sister, brother, children of the employee, grandparents and grandchildren). This leave shall not exceed four days and shall not be charged against accumulated sick leave benefits. However, if it is necessary to take time off for any reason during working hours other than for illness, permission must be obtained from the Chief Executive Officer.

15. SICK LEAVE POLICY

We expect every employee to be here on time, fully prepared, every day that the employee is scheduled to work. We expect every employee to strive for perfect attendance. If an employee is too ill to be at the office, that person is expected to call and notify the Chief Executive Officer, Director of Operations or other staff person so assigned. The sick leave policy will be: pay will be granted on the basis of one day of illness for every two- (2) months continuous service, but shall not exceed a total of thirty (30) sick days. This leave also may be used to care for an ill dependent for whom the employee is the primary care giver, for the first day the dependent is ill. After the first day, you are expected to make other arrangements or use vacation or personal days. Sick

time is to be taken as a full day or ½ day. The Chief Executive Officer on an individual basis will deal with serious illnesses. Any unused sick days shall not be converted to cash.

**Maternity and Adoption Leave:** A pregnant female employee who has completed the six (6) month probationary period will be granted a maternity leave of absence, without pay, for a period of up to eight (8) weeks. The leave must end no later than eight (8) weeks from the date of delivery. Because pregnancy is categorized and treated the same as disability, it is necessary to submit a letter from your physician stating the last day you are permitted to work before delivery. An employee who adopts a child under the age of 18 (or 23 if disabled) will be granted an adoption leave of absence, without pay, for a period of up to eight (8) weeks.

16. UNEXCUSED ABSENCES

Unexcused absences will be dealt with on an individual basis. Employees shall not be paid for unexcused absences and will be subject to immediate termination at the discretion of the Chief Executive Officer. Any employee who has an unexcused absence for a period of more than (3) days will be considered to have voluntarily terminated their employment.

17. MAJOR MEDICAL

All regular full time employees are eligible to participate in the Association's hospitalization plan after working for the Association for six months. Premiums charged for this insurance are paid by the Association and there is a deduction of twenty (20%) percent of premium from salaries for it for employees. Exempt employees hired prior to October 1, 1994 may insure dependents and spouses and will pay a deduction of twenty (20%) percent of premium from salaries for it. All other employees may insure dependents and spouses at their own expense.

18. PENSION PLAN

All employees are eligible for the Pension Plan provided they are at least twenty-one (21) years of age and have performed services for the Association in at least three of the immediately preceding five years. This pension plan does not include employees whose total compensation during the year is less than \$450. The Association contributes a certain percentage of employees' annual salary to the pension plan. This contribution may, or may not, be made in any given year, at the Association's discretion.

19. LONG-TERM DISABILITY INSURANCE

After 90 days of employment, all full time employees hired prior to January 1, 2012 shall be enrolled in the Disability Income Protection Plan provided by the Association. The cost of the insurance premiums will be borne by the Association. Disability insurance is not provided to employees hired after December 31, 2011.

When an employee becomes fully disabled and is unable to perform his/her duties due to non-work related injury or illness for an extended period of time, this insurance is used to provide income to the employee after a thirty (90) day waiting period. Employees with sufficient available accrued sick leave would receive Association sick pay benefits until the insurance payment took effect. Employees should be aware that because the Association pays this insurance, any benefits derived from its use are taxable according to current tax laws.

Nothing contained in this section shall be construed as an undertaking by the Association to continue the disabled employee's employment.

20. VACATIONS

Your vacation entitlement depends on how long you have been employed by the Association. You earn vacation days based upon the number of full years that you have had full-time continuous employment with the Association as follows:

- No vacation is granted until one-year full-time continuous service is completed.
- At the end of the first (1<sup>st</sup>) year of full-time continuous service five (5) vacation days will be granted.

- At the end of the second (2<sup>nd</sup>) year of full time continuous service ten (10) vacation days will be granted
- At the end of the sixth (6<sup>th</sup>) year of full time continuous service, five (5) additional days (totaling 15 days) vacation will be granted.
- At the end of the eleventh (11<sup>th</sup>) year of full time continuous service, five (5) additional days (totaling 20 days) vacation will be granted.
- Part-time employees are not eligible for vacation.

The Chief Executive Officer must approve all vacation time in advance in writing. Vacations will not be granted or taken during the Association’s special functions or events for staff personnel responsible for that function. All accrued vacation benefits must be scheduled and used prior to the close of the following vacation benefit year. Any vacation time that remains at the end of the vacation year will be forfeited unless special arrangements have been made with the Chief Executive Officer.

21. TERMINATION AND/OR RESIGNATION

Resignation shall be in writing to the Chief Executive Officer. Two week notice is required when an employee resigns from the Association. After one year, any employee who leaves the Association voluntarily shall be paid for any accrued but unused vacation time.

22. PAID HOLIDAYS

Full pay will be given for each of these holidays. Normally holidays will be observed on:

New Year's Day	Columbus Day
Martin Luther King Day	Veteran’s Day
President's Day	Thanksgiving Day
Patriot’s Day	Friday after Thanksgiving Day
Memorial Day	Christmas Eve: ½ Day
Independence Day	Christmas Day
Labor Day	New Year’s Eve: ½ Day

The use of vacation days on the working day before/after a holiday will be considered if requests are received thirty (30) calendar days before the holiday and may be granted at the discretion of the Chief Executive Officer. Requests will be granted, if at all, on a first come first serve basis.

The Association shall also grant employees two (2) Personal days (one day for employee birthday and one day as requested by the employee and approved by the Chief Executive Officer). Such days become available to new employees after 6 months of service.

23. PERFORMANCE REVIEW

Performance reviews will be conducted on an annual basis on the anniversary of the date of hire. In a performance review, also known as a performance appraisal, you and your supervisor meet to accomplish the following.

- To discuss your past performance, and how well you have performed
- To establish concrete goals for you to meet by the next performance review
- To talk about development needs and a development plan if appropriate

After your performance review, your supervisor may recommend a merit increase to your salary. Merit increases are based on your performance as well as the Association’s determination whether or not it decides to permit any pay increases therefore, merit increases are not automatic.

24. COFFEE AT DESKS

Drinking coffee or soft drinks is permitted at desks. It is requested however, that coffee cups and cans be removed as soon as possible.

25. PRIDE AND INNOVATION

It is sincerely hoped that all members of the Association staff will develop a sense of pride in working for the Association, and will from time to time offer suggestions for the improved efficiency and progressive operation of the Association. The best way to present ideas (or complaints) is in writing, but any suggestion offered, either orally or written, will be given consideration by the Chief Executive Officer. Every employee is encouraged to look for, and suggest, areas of non-dues revenue.

26. COMPENSATION

The amount paid to each employee is determined by the Chief Executive Officer.

27. PERSONAL PHONE CALLS

You should only use the Association's telephones for Association business. Occasionally, you may need to make or receive personal calls. Please limit personal calls to emergencies or essential personal business and keep such calls as brief as possible. No long distance personal calls shall be charged to the office numbers. Excessive use of the telephone for personal reasons is considered inappropriate behavior and will be dealt with accordingly, up to and including termination of employment.

28. ELECTRONIC COMMUNICATIONS

Your use of email, text messaging, or the internet should be characterized by professionalism at all times. Electronic communications provided by the Association is primarily for business use. Any personal, non-business purpose is to be kept at a minimum and must not interfere with business or affect your productivity in a negative manner. This means that electronic media may not be used in any manner that is discriminatory or harassing in nature, derogatory to any individual or group, pornographic, or for any other purpose which is illegal or against company policy or contrary to the Association's interests.

The Association's fax equipment is not to be used for personal use unless approved by the Chief Executive Officer.

All communication over the Association's electronic systems is the property of the Association and can be audited and read at any time. Therefore, you should not assume that any communication of this nature is confidential or private. Electronic means of communication should not be used to send confidential or sensitive information.

It also should be noted that downloading or copying any software residing on the Association's computers is illegal and therefore strictly prohibited. Note: See separate Social Media Policy for additional details.

29. BUSINESS CALLS

No incoming phone call shall be allowed to ring more than three times. The telephone shall be answered with the following: "REALTOR® Association of Pioneer Valley, may I help you". Incoming calls shall be placed on "hold" no longer than twenty (20) seconds.

30. STAFF TRAVEL

Employees who must travel in the Association service will be paid for in advance by the Association. All advances not substantiated must be returned within 30 days. All other expenses will be reimbursed. Local expenses while on errands or attending meetings for the Association will be reimbursed upon authorization in advance by the Chief Executive Officer. Mileage shall be paid at the rate of the IRS Guidelines for the use of personal automobiles. Should out of town, overnight travel be necessary in the service of the Association, employees shall have their lodging, meals, and other expenses paid by the Association. Employees shall not be expected to share rooms, but to use their discretion as to moderate prices for rooms and meals.

31. ATTENDING OUTSIDE MEETINGS

If you are attending other meetings outside the Association, notification of where you will be and when you will return shall be left with the receptionist, as well a phone number where you may be reached.

32. PERSONAL APPEARANCE

All staff is expected to be neatly dressed in proper attire suitable to a business environment during working hours. Employees should be aware of proper attire when involved in special events, such as membership meetings, Education Fair & Expo, and Installation Banquet.

33. SEXUAL HARASSMENT POLICY OF THE ASSOCIATION

➤ Introduction

It is the goal of the Association to promote a workplace that is free of sexual harassment. Sexual harassment of employees occurring in the workplace or in other settings in which employees may find themselves in connection with their employment is unlawful and will not be tolerated by this organization. Further, any retaliation against an individual who has complained about sexual harassment or retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is similarly unlawful and will not be tolerated. To achieve our goal of providing a workplace free from sexual harassment, the conduct that is described in this policy will not be tolerated and we have provided a procedure by which inappropriate conduct will be dealt with, if encountered by employees.

Because the Association takes allegations of sexual harassment seriously, we will respond promptly to complaints of sexual harassment and where it is determined that such inappropriate conduct has occurred, we will act promptly to eliminate the conduct and impose such corrective action as is necessary, including disciplinary action where appropriate.

Please note that while this policy sets forth our goals of promoting a workplace that is free of sexual harassment, the policy is not designed or intended to limit our authority to discipline or take remedial action for workplace conduct which we deem unacceptable, regardless of whether that conduct satisfies the definition of sexual harassment.

➤ Definition Of Sexual Harassment

In Massachusetts, the legal definition for sexual harassment is this: "sexual harassment" means sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

(a) submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly as a term or condition of employment or as a basis for employment decisions; or,

(b) such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.

Under these definitions, direct or implied requests by a supervisor for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment constitutes sexual harassment.

The legal definition of sexual harassment is broad and in addition to the above examples, other sexually oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a work place environment that is hostile, offensive, intimidating, or humiliating to male or female workers may also constitute sexual harassment.

While it is not possible to list all those additional circumstances that may constitute sexual harassment, the following are some examples of conduct which if unwelcome, may constitute sexual harassment depending upon the totality of the circumstances including the severity of the conduct and its pervasiveness:

Unwelcome sexual advances -- whether they involve physical touching or not; sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; comment on an individual's body, comment about an individual's sexual activity, deficiencies, or prowess;

Displaying sexually suggestive objects, pictures, cartoons;

Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments;

Inquiries into one's sexual experiences; and,

Discussion of one's sexual activities.

All employees should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment, and retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is unlawful and will not be tolerated by this organization.

➤ **Complaints of Sexual Harassment**

If any of our employees believes that he or she has been subjected to sexual harassment, the employee has the right to file a complaint with our organization. This may be done in writing or orally.

If you would like to file a complaint you may do so by contacting the Chief Executive Officer, current President, or current President-Elect, at 221 Industry Avenue, Springfield, MA, telephone 413-785-1328. These persons are also available to discuss any concerns you may have and to provide information to you about our policy on sexual harassment and our complaint process.

➤ **Sexual Harassment Investigation**

When we receive the complaint we will promptly investigate the allegation in a fair and expeditious manner. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. Our investigation will include a private interview with the person filing the complaint and with witnesses. We will also interview the person alleged to have committed sexual harassment. When we have completed our investigation, we will, to the extent appropriate inform the person filing the complaint and the person alleged to have committed the conduct of the results of that investigation.

If it is determined that inappropriate conduct has occurred, we will act promptly to eliminate the offending conduct, and where it is appropriate we will also impose disciplinary action.

➤ **Disciplinary Action**

If it is determined that inappropriate conduct has been committed by one of our employees, we will take such action as is appropriate under the circumstances. Such action may range from counseling to termination from employment, and may include such other forms of disciplinary action as we deem appropriate under the circumstances.

➤ **State and Federal Remedies**

In addition to the above, if you believe you have been subjected to sexual harassment, you may file a formal complaint with either or both of the government agencies set forth below. Using

our complaint process does not prohibit you from filing a complaint with these agencies. Each of the agencies has a short time period for filing a claim (EEOC - 300 days; MCAD - 300 days).

1. The United States Equal Employment Opportunity Commission (“EEOC”)
2. The Massachusetts Commission Against Discrimination (“MCAD”)

34. OFFICE SUPPLIES

The Controller shall be in charge of maintaining a full complement of office supplies for use by the staff. Should there be special items necessary to order for an individual, the decision will be made by the Chief Executive Officer. Employees are expected to be careful to conserve supplies, but not to do without what is necessary to get their jobs done. No supplies are to be used for personal projects.

35. CHAIN OF COMMAND

The Chief Executive Officer is the Chief Administrative Officer of the Association. Staff having suggestions, complaints or requests should initiate such with the Chief Executive Officer. The Association will generally maintain an "open door" policy for employees - that is, the Chief Executive Officer will be available to discuss ideas and/or problems with staff. Department heads are directly responsible for those staff members in their departments and for keeping the Chief Executive Officer informed.

36. AUTHORITY TO USE LEGAL COUNSEL

To assure control of, and accountability for, use of outside legal counsel and the resultant expense thereof, the Chief Executive Officer is the only paid officer or employee who may approve such use. All requests for legal opinions, Code of Ethics enforcement, contract preparations, etc., must be approved by the Chief Executive Officer.

Work done by legal counsel in connection with recommendations of Committees and approved by the Board of Directors also must funnel through the Chief Executive Officer to ensure financial control.

In the event of the prolonged (more than one week) absence or incapacity of the Chief Executive Officer, another staff person so assigned by the Chief Executive Officer, may direct work be done by legal counsel.

37. AUTHORITY TO USE OUTSIDE CERTIFIED PUBLIC ACCOUNTANT SERVICES

To assure control of, and accountability for, use of outside certified public accounting service (CPA) and the resultant expense thereof, the Chief Executive Officer is the only paid officer or employee who may approve such use. All requests for financial opinions, drafts, and other financial preparations, etc., must be approved by the Chief Executive Officer.

Work done by the CPA in connection with recommendations of Committees and approved by the Board of Directors also must funnel through the Chief Executive Officer to ensure financial control.

In the event of the prolonged (more than one week) absence or incapacity of the Chief Executive Officer, another staff person so assigned by the Chief Executive Officer, may direct work be done by the CPA.

38. AUTHORITY TO USE OUTSIDE IT SERVICES

To assure control of, and accountability for, use of outside IT service and the resultant expense thereof, the Chief Executive Officer is the only paid officer or employee who may approve such use. All requests for IT services must be approved by the Chief Executive Officer.

Work done by the IT provider in connection with recommendations of Committees and approved by the Board of Directors also must funnel through the Chief Executive Officer to ensure financial control.

In the event of the prolonged (more than one week) absence or incapacity of the Chief Executive Officer, another staff person so assigned by the Chief Executive Officer, may direct work be done by the IT service.

39. MAILING LIST/LABEL ACCESS

Access to the Association membership mailing list and/or mailing labels shall be restricted. The purpose of this policy is to shield members from undesired solicitations.

40. MAIL

Employees are expected to reimburse petty cash for any postage used on personal mail. The Controller is responsible for maintaining a current amount of postage on the meter. The staff is responsible for making sure that day's correspondence is placed in the outgoing mail.

41. SECURITY

Staff should not leave purses or other valuable personal items in plain view to the office. The last person to leave the building for the day is responsible to verify that all doors are locked, and that lights, coffeepots, and copy machines have been turned off and the security system is activated. All machines (except the Sequel Server) should be turned off when employees leave.

42. NEW EMPLOYEES

At the time of hiring, new employees shall have a probationary period of (6) months. This will be the time period during which the employee will determine if he or she is happy in the job, and also for determination of the employee's suitability for the position hired.

43. OFFICE CLOSING DUE TO ADVERSE WEATHER

If there are severe adverse weather conditions, the Chief Executive Officer will decide if the office is to be closed or have delayed opening. If these conditions develop during work hours, you will be notified as soon as the decision to close the office is made.

When the Association is closed or closes early for such reasons, you will receive your regular wages for the day.

If you fail to report because of bad weather conditions on a day in which the Association is open, you must use a vacation day or a personal day in order to be paid for that time. If you have used up all your vacation or personal days or are not yet eligible, you will not receive pay for this time off.

When overnight/weekend adverse weather condition occurs employees will be informed of office closing via a pre-determined employee telephone tree.

44. GENERAL

Every employee will leave a clean desk each night with uncompleted work placed in a drawer or neatly stacked. Rather than "take turns", each employee is encouraged to clean and straighten common areas when and where necessary and as you see it is needed. A spirit of cooperation and pride will keep housekeeping from becoming a problem. Kitchen duty is on a rotating monthly basis. When going on vacation, each employee will bring his/her work up to date so that the person doing the work in the employee's absence will not be left with an undue amount of unfinished work.

45. PROCEDURAL MANUAL OF JOB DUTIES

Each employee shall keep an up-to-date instructional procedural manual covering their duties and responsibilities including but not limited to RAMCO, Convio, Peachtree, Constant Contact, Publisher and Microsoft suite products (word, excel, Power Point, etc.) as well as contact information, including phone and email, of vendors and essential personnel needed to accomplish their duties and responsibilities.

46. NOTICE

This Manual does not constitute an employment contract, in whole or part, and the Association reserves the right to add, amend, or delete any policy or procedure stated herein at any time, without prior notice.

Association employment is "at will" and may be terminated by the Association at any time for any reason without prior notice.

I have read and understood the above subjects as contained in this Manual and accept them as a condition of my employment. I acknowledge I have received a copy of this Manual.

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Employee's Name (print)



H://staff/EmployeeGuide/PersonnelPoliciesand ProceduralsManual2015.01.06.15A  
BODAdopted\_February\_7\_2012  
Amended by the BOD 01.06.15