

# **MINUTES OF THE 43<sup>rd</sup> MEETING OF THE CONVENTION CENTER AUTHORITY OF THE METROPOLITAN GOVERNMENT OF NASHVILLE & DAVIDSON COUNTY**

The 43<sup>rd</sup> meeting of the Convention Center Authority of the Metropolitan Government of Nashville and Davidson County (CCA) was held on October 3, 2013 at 8:03 a.m., in Room 102AB at the Music City Center, Nashville, Tennessee.

**AUTHORITY MEMBERS PRESENT:** Marty Dickens, Francis Guess, Vonda McDaniel, Willie McDonald, and Mona Lisa Warren

**AUTHORITY MEMBERS NOT PRESENT:** Ken Levitan, Luke Simons, Leo Waters, and Vice-Mayor Diane Neighbors, Ex-Officio

**OTHERS PRESENT:** Charles Robert Bone, Rich Riebeling, Charles Starks, Larry Atema, Barbara Solari, Patrick Holcombe, Roxianne Bethune, Ed Henley, Mary Brette Clippard, Bob Lackey, Natasha Blackshear, Erin Hampton, and Brian Ivey

The meeting was opened for business by Chairman Marty Dickens who stated that a quorum was present.

**ACTION:** Appeal of Decisions from the Convention Center Authority of the Metropolitan Government of Nashville and Davidson County – Pursuant to the provisions of § 2.68.030 of the Metropolitan Code of Laws, please take notice that decisions of the Convention Center Authority may be appealed if and to the extent applicable to the Chancery Court of Davidson County for review under a common law writ of certiorari. These appeals must be filed within sixty days after entry of a final decision by the Authority. Any person or other entity considering an appeal should consult with private legal counsel to ensure that any such appeals are timely and that all procedural requirements are met.

It was announced that the next scheduled meeting will be on November 7, 2013 at 8:00am.

**ACTION:** Francis Guess made a motion to approve the 42<sup>nd</sup> Meeting Minutes of July 11, 2013. The motion was seconded by Willie McDonald and approved unanimously by the Authority.

Mona Lisa Warren was asked to report on the Marketing & Operations Committee meeting.

Erin Hampton was then asked to discuss the CCA Policy & Procedure and Team Member Handbook updates. (Attachment #1, #2, and #3) There was discussion.

**ACTION:** Mona Lisa Warren made a motion to approve the revisions to the Team Member Handbook (effective September 1, 2013), the adoption of which shall supersede all previous Team Member Handbooks. The motion was seconded by Willie McDonald and approved unanimously by the Authority.

**ACTION:** Mona Lisa Warren made a motion to approve the revisions to the Personnel Policies and Procedures (effective September 1, 2013), the adoption of which shall supersede all previous Personnel Policies and Procedures. The motion was seconded by Willie McDonald and approved unanimously by the Authority.

Brian Ivey then reviewed the sales goals and incentive plan for FY 2014. (Attachment #1) There was discussion.

**ACTION:** Francis Guess made a motion to approve the FY 2014 sales goals and incentive plan. The motion was seconded by Vonda McDaniel and approved unanimously by the Authority.

Charles Starks gave an operations update including event information for the first quarter of 2014, social media, 401K enrollment, the Associate Award of Excellence received from the Tennessee Hospitality Association, tax collections, tours and site visits, and an employee bonus proposal. (Attachment #1)

**ACTION:** Vonda McDaniel made a motion to approve an amendment to the FY 2013 budget to pay the one-time employee performance bonuses as considered this day. (Attachment #4) The motion was seconded by Willie McDonald and approved unanimously by the Authority.

Patrick Holcombe then reported project updates on the police precinct, NES substation, Bridgestone Arena, and the restaurant build-outs at the Music City Center. (Attachment #1)

Larry Atema gave an update on the project close-out and there was discussion.

In closing, Chairman Dickens noted the restructuring of the CCA committees. Francis Guess commended Mona Lisa Warren for her work on the art selections for the MCC.

With no additional business a motion was made to adjourn, with no objection the CCA adjourned at 9:04 a.m.

Respectfully submitted,



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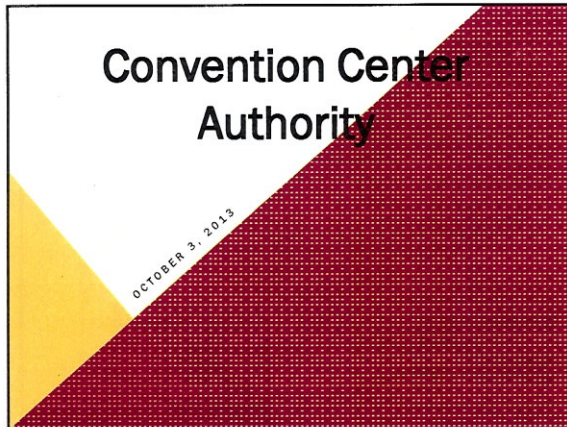
Charles L. Starks  
President & CEO  
Convention Center Authority

Approved:



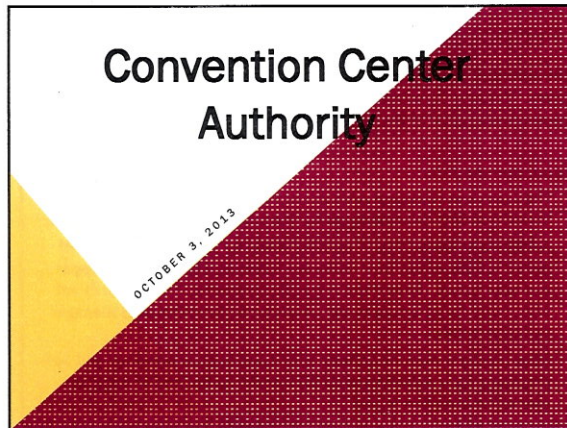
Marty Dickens, Chairman  
CCA 43<sup>rd</sup> Meeting Minutes  
of October 3, 2013





**APPEAL OF DECISIONS**

*Appeal of Decisions from the Convention Center Authority- Pursuant to the provisions of § 2.68.030 of the Metropolitan Code of Laws, please take notice that decisions of the Convention Center Authority may be appealed if and to the extent applicable to the Chancery Court of Davidson County for review under a common law writ of certiorari. These appeals must be filed within sixty days after entry of a final decision by the Authority. Any person or other entity considering an appeal should consult with private legal counsel to ensure that any such appeals are timely and that all procedural requirements are met.*



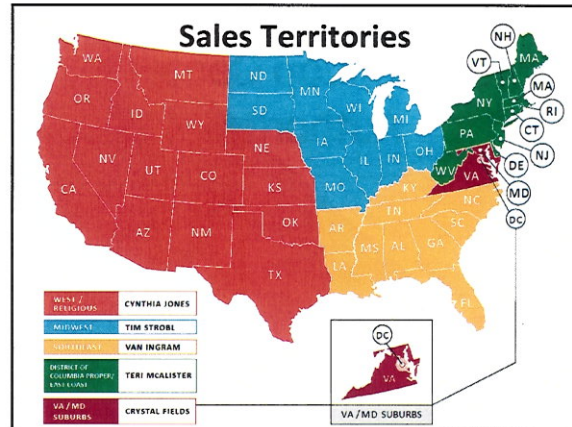
**MCC Handbook & Policy Revisions**

- Began creating policy and team member handbooks with Cushion
- Cushion benchmarked against other hotels to determine best practice and developed initial draft
- CCA HR worked with Cushion to ensure consistency with existing policies and practices and inclusion of best practice and legislative changes

**MCC Handbook & Policy Revisions**

- Instituted Substance Abuse Policy making the CCA compliant with the Tennessee Drug Free Workplace Act
- Instituted On Call and Callback Pay policy
- Instituted minor changes in existing Dress Code policy
- Instituted Social Media Policy, Electronic Communications, and Cell Phone, Smart Phone, and Internet Usage Policies
- Included all law changes to ensure compliance with legislative changes
- Placed changes previously approved and adopted by the CCA into the policy and team member handbooks





### MCC Sales Goals FY 2014

	FY 2013 Goal			FY 2013 Actual			FY 2014 Goal		
	Rental	F&B	Combined	Rental	F&B	Combined	Rental	F&B	Combined
VA/MD Suburbs (Field)	\$1.65 mil	\$2.4 mil	\$4,050,000	\$1,937,200	\$1,840,696	\$3,777,896	\$1.25 mil	\$1.25 mil	\$2,500,000
DC Proper East Coast (McAlister)	\$1 mil	\$1 mil	\$2,000,000	\$0	\$4,500	\$4,500	\$800k	\$950k	\$1,750,000
Midwest (Strobl)	\$1.3 mil	\$1.1 mil	\$2,400,000	\$1,035,600	\$1,688,500	\$2,724,100	\$1 mil	\$1.5 mil	\$2,500,000
West/ Religious (Jones)	\$875k	\$825k	\$1,700,000	\$1,671,315	\$2,084,000	\$3,755,315	\$1.5 mil	\$1.5 mil	\$3,000,000
Southeast (Ingram)	\$900k	\$1,225 mil	\$2,125,000	\$923,300	\$2,491,100	\$3,414,400	\$950k	\$1.5 mil	\$2,450,000
Short-term (TBA)	\$0	\$0	\$0	\$0	\$0	\$0	\$900k	\$1 mil	\$1,900,000
Catering Sales Team	\$500k	\$1 mil	\$1,500,000	\$169,675	\$430,755	\$600,430	\$350k	\$950k	\$1,300,000
<b>Total</b>	<b>\$6,225 mil</b>	<b>\$7.55 mil</b>	<b>\$13,775,000</b>	<b>\$5,737,090</b>	<b>\$8,539,451</b>	<b>\$14,276,541</b>	<b>\$6.75 mil</b>	<b>\$8.25 mil</b>	<b>\$15,000,000</b>

### Proposed FY '14 Sales Incentive Plan

The incentive plan is based on a percentage of the sales manager's base salary. The scale by which the bonus plan is based coincides with the departmental goals of the sales department.

*To activate the plan:*

- The team and individual sales manager must achieve 90% of the MCC Rental and F&B combined goal for the incentive plan to be activated.
- Additions or deductions in building rental for previously contracted events will be added to or deducted from respective sales manager and team totals. Should the originally contracted F&B amounts not materialize those amounts will be deducted from the sales manager and team totals.
- Sales manager must be actively employed, in good standing, and been employed for a minimum of six (6) months by the end of the fiscal year when incentive is paid.

### Proposed FY '14 Sales Incentive Plan

Once the plan is activated sales managers will be paid the following percentage of their base salary based on percentage of each goal obtained on the following chart:

% of Goal Achieved	MCC Rental	MCC F&B
90 - 94.9%	1%	1%
95 - 99.9%	2%	2%
100 - 104.9%	4%	4%
105 - 109.9%	6%	6%
110 - 119.9%	8%	8%
120% +	10%	10%



## MCC FIRST QUARTER FY 2014

### JULY:

- 29 Events
- 22,245 Attendees
- 12,724 Room Nights
- \$18,709,935 Economic Impact

### AUGUST:

- 39 Events
- 17,534 Attendees
- 1,424 Room Nights
- \$2,287,242 Economic Impact

### SEPTEMBER:

- 32 Events
- 22,346 Attendees
- 4,603 Room Nights
- \$5,394,278 Economic Impact

## MCC/Hotel Tax Collection

As of July 31, 2013

	2/5 of 5% Occupancy Tax	Net 1% Occupancy Tax	\$2 Room Tax	Contracted Vehicle Tax	Rental Vehicle Tax	Total	Variance to FY 12-13
July	\$1,137,290	\$464,641	\$1,033,863	\$69,269	\$84,579	\$2,779,632	12.72%
August							
September							
October							
November							
December							
January							
February							
March							
April							
May							
June							
YTD Total	\$1,137,290	\$464,641	\$1,033,863	\$69,269	\$84,579	\$2,779,632	12.72%

These numbers are still subject to change by Metro/Division of Accounts Auditors.

## MCC/Hotel Tax Collection

### JULY TOTAL TAX COLLECTIONS

	2012	2013	Variance
5% Occupancy Tax	\$2,452,416	\$2,843,226	15.94%
Gross 1% Occupancy Tax	\$490,483	\$568,645	15.94%
\$2 Room Tax	\$939,316	\$1,033,863	10.07%
Contracted Vehicle	\$40,583	\$59,259	46.02%
Rental Vehicle	\$108,516	\$84,579	-22.06%
\$.50 Room Tax	\$234,888	\$258,465	10.04%
Total Collections	\$4,266,201	\$4,848,036	13.64%
Total YTD Collections	\$4,266,201	\$4,848,036	13.64%

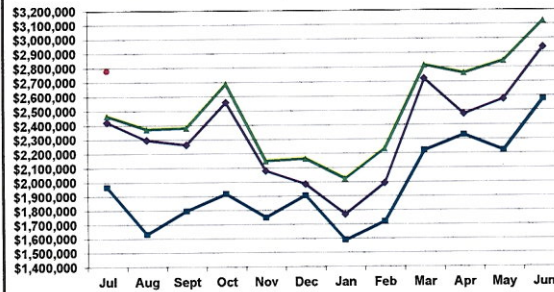
### MCC PORTION OF JULY TAX COLLECTIONS

	2012	2013	Variance
2/5 of 5% Occupancy Tax	\$980,966	\$1,137,290	15.94%
Net 1% Occupancy Tax	\$396,506	\$464,641	17.18%
\$2 Room Tax	\$939,316	\$1,033,863	10.07%
Contracted Vehicle	\$40,583	\$59,259	46.02%
Rental Vehicle	\$108,516	\$84,579	-22.06%
MCC Collections	\$2,465,887	\$2,779,631	12.72%
MCC YTD Collections	\$2,465,887	\$2,779,631	12.72%

These numbers are still subject to change by Metro/Division of Accounts Auditors.

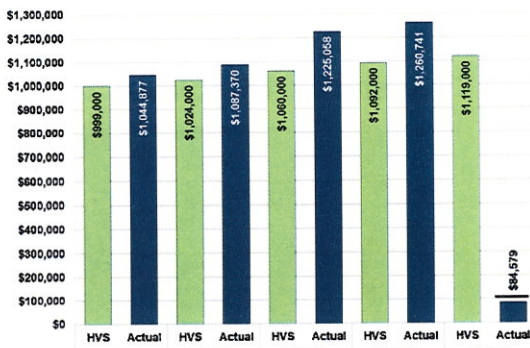
## MCC Tax Collections

As of July 31, 2013



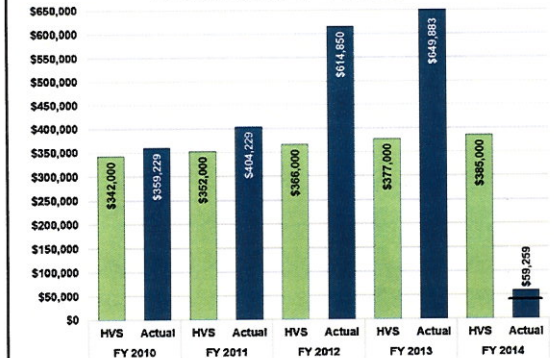
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## Rental Vehicle



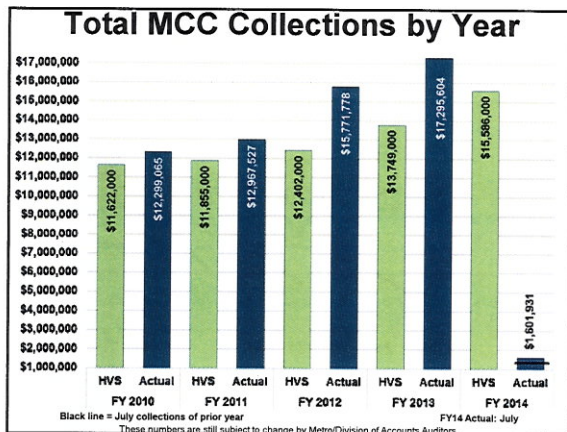
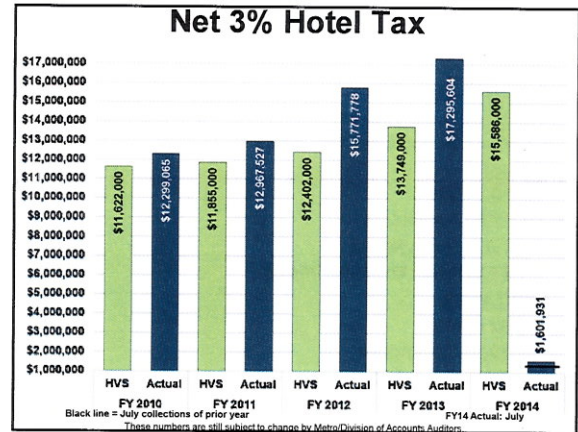
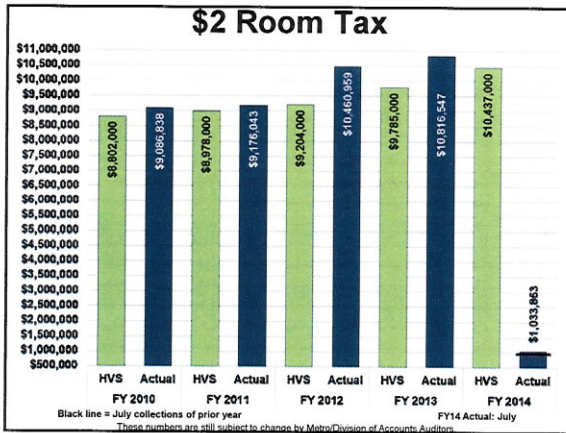
Black line = July collections of prior year  
These numbers are still subject to change by Metro/Division of Accounts Auditors.

## Contracted Vehicle



Black line = July collections of prior year  
These numbers are still subject to change by Metro/Division of Accounts Auditors.





## TOURS & SITE VISITS

**JULY:**

- 30 Group Tours with over 820 attendees
- 21 Sales Site Visits with estimated attendance for future events of over 61,000

**AUGUST:**

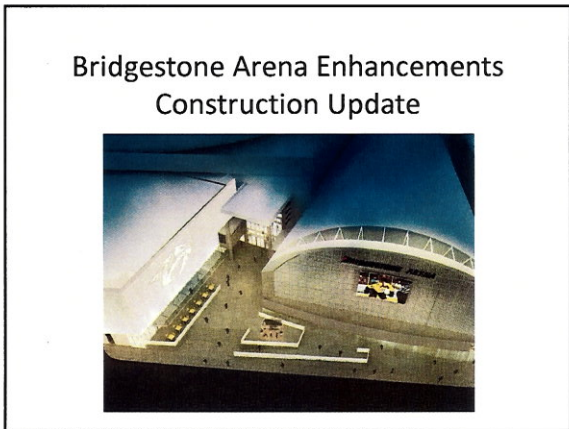
- 21 Group Tours with over 525 attendees (3 were public tours with 93 attendees)
- 20 Sales Site Visits with estimated attendance for future events of over 49,000

## Convention Center Authority

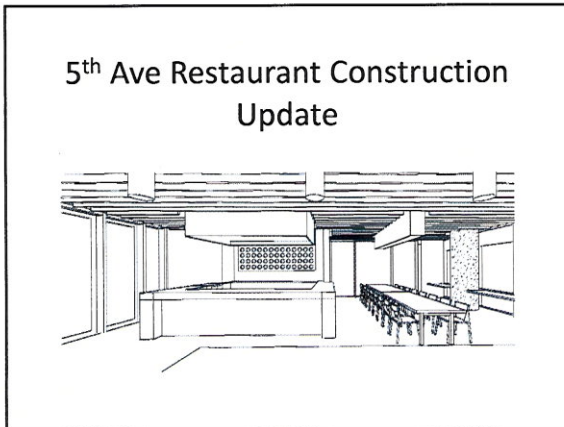
PROJECT UPDATES

### Central Police Precinct Construction Update















## Executive Summary

### Convention Center Authority Policies & Procedures & Team Member Handbook

In January 2013, the Convention Center Authority contracted with Cushion Employer Services Corporation (“Cushion”) to assist with the implementation and creation of a policies and procedures manual and Team Member handbook for the Convention Center Authority. Cushion was specifically chosen to assist with this project due to their proven track record of success with previous initiatives including a salary study and a Human Resources audit.

To begin the process, Cushion researched best practice information on companies and/or organizations with similar structure and background to determine what would constitute a legal and comprehensive policy and procedures manual and Team Member handbook.

During the course of the next six months, Cushion and Human Resources representatives with the Convention Center Authority worked diligently to ensure that inclusion of relevant policies and appropriate changes to existing policies were completed. Representatives also worked to create a Team Member handbook that would allow Team Members a more summarized version of policies and procedures. A more detailed policy and procedure handbook was developed to be utilized by management level Team Members.

As a result of this work, the attached document encompasses a combination of changes to existing policies and includes new policies as a result of best practice research including: Workplace Romance, Social Media, Cell Phone, Smart Phone and Internet Usage; policies in compliance with new legislation including: an all-inclusive Harassment Policy, a Nursing Mothers Policy, and the Americans with Disabilities Act as Amended policy. Several policies previously included were deleted due to either their relevance to the Nashville Convention Center facility or the inclusion in other existing documents.

To assist with the review of the Convention Center Authority Manual, the summary document is formatted as follows:

- **Changes to Existing Policies** -includes the original title as well as the new title, if applicable, and specific changes to the language.
- **Deletions** – includes the policies deleted as well as the justification for deletion.
- **New Policies** – includes the full policies for addition to the Convention Center Authority Policy and Procedures Manual.

It is recommended that the Convention Center Authority Policy and Procedures Manual and Team Member Handbook be approved for implementation as of September 1, 2013.



To: Convention Center Authority  
 From: Charles L. Starks, President/CEO  
 Date: September 18, 2013  
 Re: Convention Center Authority Policies and Procedures Manual

Below please find a summarized version of changes, deletions, and additions to the Convention Center Authority Policies and Procedures manual.

The document is formatted as follows:

1. **Changes to Existing Policies** – includes the original title as well as the new title, if applicable, and specific changes to language.
2. **Deletions** – includes the policies deleted as well as the justification for deletions.
3. **New Policies** – includes the full policies for addition to the Convention Center Authority Policy and Procedures Manual.

<i>Changes to Existing Policies</i>	
<b>Policy #</b>	<b>Policy Name</b>
1:1:2	<p><b>Original Title:</b> Distribution of NCC Policy Manual  <b>Retitled Policy:</b> Changes to Personnel Policy</p> <p><b>New Language:</b></p> <p><i>It is the Convention Center Authority's policy to ensure that the Personnel Policies and Procedures Manual is maintained in a consistent and uniform manner ensuring that it is accurate and complete and all managers are applying the most recent policies and procedures. Since the business is constantly changing, Music City Center expressly reserves the right to change any policies/procedures, including those covered here, at any time.</i></p> <p><i>All requests for revision, additions, deletions or other changes are made in writing to the Vice President of Human Resources' office. Once the change(s) is approved by the Vice President of Human Resources, the request is sent to the President/CEO. If the change(s) is approved by the President/CEO, the Marketing and Operations Committee of the Convention Center Authority reviews and recommends to the Convention Center Authority for final approval. Once the Convention Center Authority approves, the President/CEO initials/dates revised polices for distribution by the Vice President of Human Resources to all team members. Team members are asked to sign a receipt of acknowledgement of the change. It is each team member's responsibility to review and comply with the changes. Changes are effective on dates determined by the Convention Center Authority and team members may not rely on policies/procedures that superseded.</i></p>

1:2:1	<p><b>Original Title:</b> Equal Employment Opportunity Policy  <b>Retitled Policy:</b> Equal Opportunity</p> <p><b>Changes:</b>  Removed Complaint Procedure and created separate policy</p> <p><b>New Language:</b>  <i>An essential ingredient to equal opportunity employment is sound employment practices that neither intentionally nor inadvertently results in discrimination. Consequently, the Convention Center Authority follows these guidelines in making employment decisions.</i></p> <ol style="list-style-type: none"> <li>1. <i>All employment requirements are related to the duties required of a team member in the particular job involved.</i></li> <li>2. <i>Hiring standards do not automatically eliminate applicants whose speech, dress, personal habits and lifestyle may differ from those of the predominant group.</i></li> </ol>
1:2:6	<p><b>Original Title:</b> Disclosure of Information  <b>Retitled Policy:</b> Confidentiality</p> <p><b>New Language:</b>  <i>Team members of the Convention Center Authority have access to information that is confidential and/or intended for the use of the Convention Center Authority only. All team members are required to maintain such information in strict confidence. Team members are expected to protect the strict confidentiality of such information, limiting disclosure to other persons within Convention Center Authority whose responsibilities require this information.</i></p> <p><i>All team members participate in the safeguarding of confidential, unique and valuable information from competitors or others.</i></p> <p><i>Should an occasion arise in which a team member is unsure of his/her obligations under this policy, it is the team members' responsibility to consult with Human Resources.</i></p>
1:2:9	<p><b>Original Title:</b> Accommodations for the Disabled  <b>Retitled policy :</b> Americans with Disability Act (ADA) ADA Amendments Act (ADAAA)</p> <p><b>New Language:</b>  <i>The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers with 15 or more team members from discriminating against applicants and individuals with disabilities and that when needed provide reasonable accommodations to applicants and team members who are qualified for a job, with or without reasonable accommodations, so that they perform the essential job duties of the position.</i></p> <p><i>It is the policy of the Convention Center Authority to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment</i></p>



	<p><i>Opportunity Commission (EEOC). Furthermore, it is our company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.</i></p> <p><i>The Convention Center Authority reasonably accommodates qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to the Convention Center Authority. Contact the Human Resource department with any questions or requests for accommodation.</i></p>
1:2:10	<p><b>Original Title:</b> Employee &amp; Public Events  <b>Retitled Policy:</b> Team Member &amp; Public Events</p> <p><b>New Language:</b>  <i>Team members are expected to maintain a professional, safe, and productive work environment. The Convention Center Authority team members attend public events at the Music City Center on their own time. Team members do not participate in public event raffles and give-a-ways. If purchase(s) are made during the event, a receipt is retained.</i></p>
1:2:15	<p><b>Original Title:</b> Inclement Weather - Snow &amp; Ice  <b>Retitled policy:</b> Inclement Weather</p> <p><b>New Language:</b>  <i>The President/CEO is the only person who may close or alter the work schedule due to inclement weather. In the absence of the President, the Vice President of Human Resources consults with the President/CEO for a determination on whether or not the offices will be closed or the work schedule altered. The President/CEO will then begin the phone tree to notify team members that the Music City Center is opening, closing or is having altered work schedules.</i></p> <p><i>The phone tree is set up so that supervisor's contact his/her team members to notify them of work schedules being altered or offices closed. If you do not hear from your supervisor that Music City Center is opening, closing or altered work schedules, then business hours will be as usual.</i></p>
1:3:2	<p><b>Original Title:</b> Overtime/Payment  <b>Retitled Policy:</b> Overtime</p> <p><b>New Language:</b>  <i>It is the policy of the Convention Center Authority to pay overtime at a multiple of one and one-half (1½) times non-exempt team members regular pay rate for all time worked in excess of 40 hours per work week; holidays and paid or unpaid leave time is not calculated for overtime purposes. Team members classified as exempt do not receive overtime pay.</i></p> <p><i>Any overtime is authorized by the team member's supervisor and/or the Department head prior to performing the work; failure to secure prior approval for overtime worked shall be treated as a performance issue. This includes checking email, making calls, or any other</i></p>

	<p><i>business action after hours. Team members who continually work unauthorized overtime are subjected to disciplinary action, up to and including termination.</i></p> <p><i>Supervisors require team members to work periods of time in excess of the standard 40 hour work week depending on work load demands and emergency situations.</i></p>
1:3:4	<p><b>Original Title:</b> Meal and Break Periods  <b>Retitled Policy:</b> Break and Meal Break Policy</p> <p><b><i>New Language: (to comply with Tennessee State Law)</i></b>  <b><i>Waiving Meal Breaks</i></b>  <i>At the discretion of the Convention Center Authority, a team member who is principally employed in the service of food or beverages to customers and who, in the course of such employment, receives tips and reports the tips to the Convention Center Authority has the right to waive his/her right to a 30 minute unpaid meal break during a minimum six hour work period. This act is voluntary. The Convention Center Authority will not coerce a team member into waiving a meal break.</i></p> <p><i>To waive the meal break a team member must submit a waiver request to Human Resources in writing on a form established by the Convention Center Authority. This form will specify the length of time the wavier will be in effect. A team member must submit a request for the wavier form knowingly and voluntarily. Music City Center and the team member must consent to the wavier.</i></p> <p><i>If either the employer or the team member wants to withdraw the agreement of the waived meal break, the employer or team member must notify the other party in writing at least seven calendar days prior to the date that the waiver will no longer be in effect.</i></p> <p><b><u>PROCEDURE:</u></b></p> <ul style="list-style-type: none"> <li>• <i>Supervisors will set break times for their direct reports.</i></li> <li>• <i>A team member who is eligible and wishes to waive his/her meal break must request a wavier form from Human Resources.</i></li> <li>• <i>The Vice President of Human Resources will review the request to waive the meal break with the team member's supervisor. If all parties consent to the waiver they will sign the form.</i></li> <li>• <i>A withdrawal of the wavier agreement must be given to all parties in writing at least seven days prior to the date that the wavier will no longer be in effect.</i></li> </ul>
1:3:5	<p><b>Original Title:</b> Time Clock  <b>Retitled Policy:</b> Time Keeping System</p> <p><b><i>New language:</i></b>  <i>Our policy is to have an accurate record of the time non-exempt team members work to ensure they receive the pay in which they are entitled and deserve. The Convention Center Authority pays all non-exempt team members for the time they actually work and maintains a record of all hours worked. If team members do not report time accurately or in accordance with the following procedure, it can lead to disciplinary action, up to and including termination of employment. Proper use of the time clock for non-exempt team members is a condition for continued employment.</i></p>

	<p><i>It is the responsibility of each team member to clock in and out for each shift and clock out and in for meal breaks. Team members clock out whenever they leave work before the end of the shift and clock back in if they return to work before the shift ends. Team members are responsible for recording their own time. A team member clocking in for someone else, in or out, (both persons) faces disciplinary action, up to and including termination of employment.</i></p> <p><i>If a team member forgets to clock in or out (<b><u>team members who habitually fail to clock in or out will face disciplinary action, up to and including termination</u></b>) whether for starting a shift, meal breaks, leaving work and returning, or the end of the shift; notifies his/her immediate supervisor, or his/her department head is authorized to verify time for the team member's missed clock "in" or "out".</i></p> <p><b><u>PROCEDURE:</u></b></p> <ul style="list-style-type: none"> <li>• <i>Team members clock "in" no earlier than five minutes before their scheduled shift.</i></li> <li>• <i>Team members clock "out" during their lunch break; team members are not paid for the lunch break.</i></li> <li>• <i>Team members clock "in" upon returning to work from the lunch break.</i></li> <li>• <i>Team members clock "out" at the end of their scheduled shift; if authorized to work overtime, team members clock "out" at the conclusion of the authorized overtime.</i></li> <li>• <i>Team members that leave work early for any reason other than official Music City Center business clock "out"; if the team member returns to work prior to their scheduled departure time, the team member clocks back "in".</i></li> <li>•</li> </ul>
1:3:8	<p><b>Original Title:</b> Employee Injuries  <b>Retitled Policy:</b> Employee Injuries – Injury On Duty &amp; Employee Injuries – Worker’s Compensation</p> <p><b>New Language:</b> (Employee Injuries – Injury on Duty remained the same) Employee Injuries – Worker’s Compensation – New Policy</p> <p><b><u>POLICY:</u></b></p> <p><i>This policy applies to all Convention Center Authority team members. The Convention Center Authority is committed to establishing and maintaining a comfortable and safe working environment for all team members. The Convention Center Authority recognizes that safety risks are present and takes steps to reduce the risk of injury or illness. Safety is everyone’s responsibility.</i></p> <p><i>All work-related injuries and illnesses are reported immediately to the supervisor, who will go through the Worker’s Compensation Checklist, even if you are not sure whether the injury is truly work-related. Even small, seemingly insignificant, injuries left untreated can result in serious conditions. When injuries are reported immediately, the situation is quickly investigated and corrective action is taken to prevent more injuries.</i></p> <p><i>It is the intent of the Convention Center Authority to provide proper procedures for supervisors/team members to follow in the event of an injury on duty. Convention Center Authority team members are covered by Employer paid Worker’s Compensation Insurance to provide medical and lost wage benefits for all work-related injuries and diseases. The Convention Center Authority Director of Security or his/her designee administers</i></p>

*Worker's Compensation with the help of a third party administrator. With this contract, the third party administrator thoroughly investigates IOD and workers' compensation cases, resist unwarranted cases, promptly pay cases that are justified, and work with physicians to return the team member to a productive status as soon as possible. If you see any potential hazards that need attention, notify Human Resources immediately. NOTE: The President/CEO is notified of all injuries on duty.*

### ***Use of Sick Leave During In-line of Duty Leave***

*A team member who is injured in the course of his/her employment with the Convention Center Authority is given injury leave, and such leave is not charged against the team member's sick leave. However, Convention Center Authority team members may use their accrued sick time until they receive their first Worker's Compensation check. During the period of time an injured team member is on injury leave, the team member continues to earn sick and vacation leave.*

*Any team member injured during in-line duty cannot return to work without being released from his/her physician. If team member has work restrictions, the team member is assigned tasks in line with the limitations outlined by the physician.*

### ***Appeals Process***

*It is the responsibility of the Vice President of Human Resources or his/her designee to determine if a team member reporting an injury or occupational illness is entitled to injury leave. A team member appeals to the President/CEO if he/she disagrees with the determination.*

### **PROCEDURE:**

#### ***Worker's Compensation***

- *A team member reports the injury/illness to the supervisor.*
- *If the injury is an emergency, call 911 or get the injured team member to an emergency room. The third party administrator recommends that you phone in your loss to ensure that it received the immediate attention it needs.*
- *The supervisor completes Employer First Report of Injury Form (located at P:NCC\_Shared/Worker's Compensation/Employer First Report of Injury Form) and has a copy of the team member's job description available. Notification of claim submittal is sent to the HR Coordinator and Director of Security and Parking or his/her designee. The form is completed and submitted for team members who are transported out or have an emergency situation.*
- *Team members who are transported out of the Facility are given the Worker's Compensation Toolkit which includes:
  - *Treatment Authorization Form (signed by an authorized representative)*
  - *Return to Work Activity Sheet (to be completed by the healthcare provider)*Both forms are located at P: NCC\_Shared/Workers Compensation/Worker's Compensation Toolkit. Please print, sign treatment authorization form and give it to the team member being transported to a medical facility. Return to Work Activity Sheet along with the treatment summary is submitted upon return to work. Please note that all team members who are transported out are required to submit*



	<p>a substance abuse screen administered by the Health Care facility. The substance abuse screen is not covered by the insurance provider but rather by the Convention Center Authority.</p> <ul style="list-style-type: none"> <li>• Worker's Compensation benefits for Convention Center Authority team members are coordinated through a third party administrator. The insurance pays the Worker's Compensation claim.</li> <li>• A claim is submitted for three different reasons: <ul style="list-style-type: none"> <li>○ Report only- if the team member reports an injury but does not wish to seek medical treatment. Therefore, not resulting in any lost work time.</li> <li>○ Lost time- if the team member reports time lost due to injury.</li> <li>○ Medical- If a team member reports an injury and is seeking medical treatment.</li> </ul> </li> <li>• Submit claim information to the third party administrator.</li> <li>• Upon receipt of the claim, the third party administrator immediately (typically within 30 minutes of receipt of the claim) provides a list of health care providers for team members to seek treatment in a timely manner. The third party administrator assists the team member in choosing a doctor of their preference for treatment.</li> <li>• The third party administrator contacts the team member to assist with scheduling appointments and will review all claims to track for return to work and if necessary case management. In the event of a team member who was transported out of the facility due to the immediate nature of the illness/injury, upon stabilization and return to work a list of providers for follow up care is provided to the Injured Worker for selection.</li> <li>• Before a team member may return to work, documents from the healthcare provider is reviewed by his/her Manager, Safety Director, and Human Resources to determine the appropriateness and whether accommodation of restrictions can be met. Upon determination return to work and modified or restricted duty, the return to work letter is completed. A signed copy is retained by the team member and another is placed in the team member's personnel file.</li> </ul>
1:3:9	<p><b>Original Title:</b> Dress Code  <b>Retitled Policy:</b> Dress and Appearance  <b>New Language/Changes:</b>  <b>Belts (Uniformed Team Members)</b></p> <ul style="list-style-type: none"> <li>• All shirts must be tucked in and all team members will wear a belt.</li> <li>• Belts should coordinate with the color of the uniform pants.</li> </ul> <p><b>Women (Non Uniformed)</b></p> <ul style="list-style-type: none"> <li>• A skirt, dress or pants including <b>ankle length pants of dress pant material</b>, sweater, or jacket is permitted. Skirt length should be no shorter than four inches above the top of the knee. <b>Ankle length pants are only to be worn from April 1 – October 31. (added)</b></li> <li>• Hosiery is not required <b>April 1<sup>st</sup>- October 31. (change in date).</b></li> <li>• Tights or nylons are required <b>November 1<sup>st</sup>- March 31<sup>st</sup></b> when wearing dresses or skirts. Hosiery will not be required when pants are worn (change in date and policy)</li> </ul> <p><b>General policy changes</b></p> <ul style="list-style-type: none"> <li>• Hats will be allowed with supervisor permission in inclement weather while working on the exterior of the facility.</li> </ul>

<p>1:4:1, 1:4:2, 1:4:3, 1:4:4, &amp; 1:4:5</p>	<p><b>Original Title:</b> Official Holidays, Eligibility to Receive Holiday Pay, Work During Holidays, Holidays falling on Weekend, &amp; Holidays During Paid Leave  <b>Retitled Policy:</b> Designated Holidays</p> <p><b>New Language: (Per previous Authority Approval)</b>  <i>A paid holiday does not count as a day worked for calculating overtime for the work week.</i></p> <p><i>Change in President's Day to a floating holiday.</i></p>															
<p>1:5:1 &amp; 1:5:2</p>	<p><b>Original title:</b> Accrual of Vacation Leave &amp; Payment for Earned Vacation Leave  <b>Retitled Policy:</b> Vacation Leave</p> <p><b>Changes (Previous approval by Authority):</b> <i>Upon termination of employment relationship with the Music City Center, team members receive pay for earned but unused vacation days up to the maximum accrual of 10 days/80 hours.</i>  <b>Team</b></p> <p><i>members roll over no more than 10 days/80 hours from year to year. The vacation plan for full-time team members of Music City Center is as follows:</i></p> <table border="1" data-bbox="470 913 1266 1176"> <thead> <tr> <th><i>Service with Music City Center</i></th> <th><i>Hrs. per Year</i></th> <th><i>Hours per Month</i></th> </tr> </thead> <tbody> <tr> <td><i>Hire – 1 year</i></td> <td><i>40</i></td> <td><i>3.33</i></td> </tr> <tr> <td><i>2-4 years</i></td> <td><i>80</i></td> <td><i>6.67</i></td> </tr> <tr> <td><i>5-10 years</i></td> <td><i>120</i></td> <td><i>10.00</i></td> </tr> <tr> <td><i>11 years and up</i></td> <td><i>160</i></td> <td><i>13.33</i></td> </tr> </tbody> </table>	<i>Service with Music City Center</i>	<i>Hrs. per Year</i>	<i>Hours per Month</i>	<i>Hire – 1 year</i>	<i>40</i>	<i>3.33</i>	<i>2-4 years</i>	<i>80</i>	<i>6.67</i>	<i>5-10 years</i>	<i>120</i>	<i>10.00</i>	<i>11 years and up</i>	<i>160</i>	<i>13.33</i>
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<p>1:6:1, 1:6:2, 1:6:3, 1:6:4, &amp; 1:6:5</p>	<p><b>Original Title:</b> Earning and Accumulating Sick Leave, Use of Sick Leave, Documentation and Abuse of Sick Leave, Notification of Absence, Forfeiture of Sick Leave Accumulation upon Termination, &amp; Conversion of Sick Days  <b>Retitled Policy:</b> Sick Leave</p> <p><b>Changes (Previous approval by Authority):</b> <i>The maximum amount of accrued days that can be rolled over year to year is 40 days or 320 hours. (Previously 120 hours or 200 hours) For Metro employees days that are accrued in excess of 40 days are placed in a separate bank to be applied as credit towards a service pension.</i></p> <p><i>Team members may convert three sick days to three personal days within a calendar year. (Previously had to have 24 days of sick time available prior to conversion)</i></p>															
<p>1:7:3</p>	<p><b>Original Title:</b> Bereavement Leave  <b>Retitled policy:</b> Same</p> <p><b>Changes:</b>  <i>Previous policy allowed team member's a reasonable paid absence not to exceed five days in the event of a death in the team member's immediate family.</i></p>															

	<p><i>In the event of a death in an team member's immediate family, the team member is granted reasonable paid absence, up to three days.</i></p>
<p>1:8:1, 1:8:2, &amp; 1:8:3</p>	<p><b>Original Title:</b> Disciplinary Action, Authorization for Disciplinary Action, &amp; Standards of Employment</p> <p><b>Retitled Policy:</b> Standards of Conduct and Corrective Actions</p> <p><b>New Language:</b> Consolidated list of offenses to include a partial list of infractions that could result in progressive disciplinary action.</p> <ul style="list-style-type: none"> <li>• <i>Falsifying employment application, time reports, personnel records or other documents or records belonging to the Convention Center Authority</i></li> <li>• <i>Unauthorized possession of the Convention Center Authority's or other team member's property, gambling, carrying weapons or violating criminal laws on premises</i></li> <li>• <i>Disrespectful or unprofessional treatment of customers, co-workers or visitors</i></li> <li>• <i>Disorderly conduct that may endanger the well-being of others or the Convention Center Authority's operations</i></li> <li>• <i>Engaging in acts of dishonesty</i></li> <li>• <i>Committing fraud, theft or sabotage</i></li> <li>• <i>Failure to secure approval before working overtime</i></li> <li>• <i>Failure to complete mandatory training</i></li> <li>• <i>Criminal acts</i></li> <li>• <i>Insubordination or refusal to comply with instructions or failure to perform reasonable duties that are assigned</i></li> <li>• <i>Incompetence, derelict or poor duty performance</i></li> <li>• <i>Unauthorized use of the Convention Center Authority's materials, time, equipment or property</i></li> <li>• <i>Lewd acts of any kind</i></li> <li>• <i>Damaging or destroying the Convention Center Authority's property due to carelessness or willful acts</i></li> <li>• <i>Conduct that the Convention Center Authority feels reflects adversely on it or its team members</i></li> <li>• <i>Chronic absenteeism and tardiness</i></li> <li>• <i>Violations of electronic communications</i></li> <li>• <i>Violations of company policy</i></li> <li>• <i>Engaging in such other practices as the Convention Center Authority determines may be inconsistent with the ordinary and reasonable rules of conduct necessary to the welfare of the organization, its team members, customers or guests</i></li> </ul>

<p>1:8:5</p>	<p><b>Original Title:</b> Notice of Termination/Notice of Layoff  <b>Retitled Policy:</b> Reorganization or Reduction in Workforce</p> <p><b>Changes:</b>  Language regarding Notice of Termination has been placed in separate new policy, Resignation.</p> <p><b>New Language:</b>  <b>Reorganization</b> – includes any change in the philosophy, purpose, organization, program or techniques of the Convention Center Authority that alters a job, changes in job requirements, eliminates a position or results in redefining a position that the incumbent no longer meets the qualifications.</p> <p><b>Reduction</b> – covers the elimination or the reduction of the working schedule of a position arising from organizational or program changes.</p> <p><b><u>POLICY:</u></b></p> <p><i>It is the Convention Center Authority’s policy to provide team members as much notice as possible when changes that will affect them due to reorganization or reduction in workforce. We will make every effort to inform team members of dismissal two months prior to the dismissal being effective. If circumstances beyond the control of Music City Center exist, the notice is shorter.</i></p> <p><b><u>PROCEDURE:</u></b></p> <ul style="list-style-type: none"> <li>• <i>The President/CEO notifies any team member that is affected by reorganization or reduction in workforce.</i></li> <li>• <i>The senior staff will match the qualifications of any dismissed team members with current Convention Center Authority vacancies and provide those names to the supervisors of areas with vacancies.</i></li> <li>• <i>Supervisors interview those who meet qualifications; selections will be based on those best overall qualified for the position, not necessarily those with the most education or longevity.</i></li> </ul>
<p>1:9:1</p>	<p><b>Original Title:</b> Records Retention  <b>Retitled Policy:</b> Personnel Files</p> <p><b>Changes/New Language:</b>  <i>Previously listed content of Personnel files.  List has been updated to meet best practice including the following:</i></p> <ul style="list-style-type: none"> <li>• <i>Performance reviews and evaluations</i></li> <li>• <i>Change of status records</i></li> <li>• <i>Commendations</i></li> <li>• <i>Corrective action warnings and disciplinary actions</i></li> <li>• <i>Educational and training attainment records</i></li> <li>• <i>Salary increases</i></li> </ul>

1:11:1

**Original Title:** Recruitment /Hiring Introduction

**Retitled Policy:** Screening & Hiring

**Changes/New Language:**

*Included Procedure for Screening and Hiring:*

**PROCEDURE:**

**Application Form**

- *Applications and resumes are only accepted if a position is available.*
- *All applications are fully completed and submitted to the Human Resources' Department.*
- *The Human Resources' Department reviews all applications for completeness (if incomplete the Human Resources Office contacts the Hiring Supervisor).*

**Preliminary Screening**

- *Every applicant for employment is extended the courtesy of a review for a specific position on his/her application form if he/she met the basic qualifications for the position.*
- *Basic requirements are quickly determined to avoid wasting the interviewer or the applicant's time.*
- *If an applicant does possess the qualifications and is selected for a qualifying position, the hiring manager notifies the applicant by phone and invites him/her to the interview phase.*
- *Applications are retained on file for 30 days.*
- *All applications are stored electronically in the Human Resources Department files.*

**Interviewing and Hiring Process**

- *The hiring supervisor conducts the initial interview.*
- *The hiring supervisor's supervisor conducts the second interview. After the second interview, the candidate completes a background release form.*
- *If the decision is to proceed with the hiring process, the hiring supervisor requests the Human Resource Department to initiate a background check. Upon the submission of the background check, the contingent offer of employment is created through the form of a letter and is given electronically or through mail as necessary. If the decision is to not proceed with the hiring process, the applicant is notified.*
- *The hiring manager or Human Resources, upon request, checks previous employer and character references.*
- *Upon successful completion of the background check, the candidate is notified, the start date determined, new hire paperwork distributed, and new hire orientation is scheduled.*



1:11.4

**Original Title:** New Employee Orientation  
**Retitled Policy:** Orientation Period

**Changes/New Language:**  
**Orientation Period**

**PURPOSE:**

*The purpose of this policy is to provide management and team members an opportunity to evaluate the work relationship and performance requirements in order to determine whether a mutually acceptable work relationship exists. As during regular employment, the team member and The Convention Center Authority each have the right to terminate employment without advance notice and without cause.*

**ACCOUNTABILITY:**

*By direction of the President/CEO, through the Vice President of Human Resources and respective supervisors shall ensure compliance with this policy and procedure.*

**POLICY:**

*An initial orientation period of six months is required for all newly hired, promoted, reemployed, reinstated or demoted team members with less than six months of employment or assignment to a different position. As during regular employment the team member and The Convention Center Authority each have the right to terminate employment without advance notice and without cause.*

*The orientation period involves frequent verbal evaluations and supervisor feedback. Upon completion of the orientation period, a formal review is completed by the immediate supervisor. The team member is offered regular employment status once recommended by the supervisor and upon the President/CEO's approval. If a team member is promoted to a different position upon the President/CEO's discretion and approval, and if a vacancy exists for which he/she is qualified, he/she may be placed in the previously held position.*

*All team members without regard to classification, status, or length of service are expected to meet and maintain The Convention Center Authority's standards for job performance and behavior.*

**PROCEDURE:**

**Person Responsible: Supervisor**

- *Provides verbal evaluations and team member feedback during orientation period.*
- *Provides written performance evaluation and recommendation at completion of the six month orientation period.*

**Person Responsible: President**

- *Gives approval to classify team member as "regular" or terminate employment relationship.*

	<ul style="list-style-type: none"> <li>• Gives approval to reclassify team members to previous position or terminate employment relationship.</li> </ul>
1:11:5	<p><b>Original Title:</b> Transfers  <b>Retitled Policy:</b> Transfers and Promotions</p> <p><b>Changes/New Language:</b>  <b>Transfers and Promotions</b></p> <p><b><u>PURPOSE:</u></b></p> <p><i>To establish The Convention Center Authority's policy and guidelines on transfers and promotions of team members and to encourage those team members qualified to apply for vacant positions. In addition, this provides deserving team members career advancement and/or enhancement opportunities.</i></p> <p><b><u>ACCOUNTABILITY:</u></b></p> <p><i>By direction of the President/CEO, through the Vice President of Human Resources and respective supervisors shall ensure compliance with this policy and procedure.</i></p> <p><b><u>DEFINITIONS:</u></b></p> <p><b>Promotion</b> – <i>When a vacant position is filled by a current team member who moves from one position to another position assigned to a higher classification level.</i></p> <p><b>Transfer</b> – <i>When a vacant position is filled by a current team member who moves from one position to another position assigned to the same or a lower classification level.</i></p> <p><b><u>POLICY:</u></b></p> <p><i>All team members have equal opportunity and are given consideration over outside candidates in filling position vacancies for which they are qualified. A team member must have no reports of poor work performance in file for the past six months, must meet the minimum requirements for the position, and must have a score of seven or above on the most current performance evaluation. Vacancies are posted internally for three business days.</i></p> <p><i>A transferring team member is required to give a minimum of two weeks' notice in the job that he/she is leaving unless her/his supervisor and department head agrees to a shorter period. Without this approval, hiring supervisors do not expect team members to assume an offered position until two weeks' notice provision is met.</i></p> <p><i>When a problem exists involving a transferred or promoted team member's job performance and it is one of placement rather than discipline, efforts will be made to resolve such situations by voluntary transfer of the team member to a more suitable position. However, transferring or promotion to a new position carries <b><u>no guarantee of placement</u></b> in another position should the transfer or promotion not work out.</i></p>

	<p><b><u>PROCEDURE:</u></b></p> <ul style="list-style-type: none"> <li>• <i>A team member applying for a position is required to complete an Internal Job Posting form and submit it along with a current copy of his/her resume to a Human Resources Representative.</i></li> <li>• <i>The team member is interviewed by the hiring supervisor and the hiring supervisor's supervisor.</i></li> <li>• <i>The President/CEO has final approval of the transfer or promotion.</i></li> <li>• <i>If approved the hiring supervisor must submit a form documenting the promotion or transition to the Human Resources Department. If not approved, the candidate is notified by the President/CEO or his/her designee.</i></li> </ul>
1:11:7	<p><b>Original Title:</b> Substance Abuse  <b>Retitled Policy:</b> Substance Abuse</p> <p><b>Changes/New Language:</b></p> <p><b><u>PURPOSE:</u></b></p> <p><i>The purpose of this policy is to provide a safe, productive, healthy workplace for team members, customers and visitors. Also, it ensures the Convention Center Authority complies with federal and state health and safety regulations, as well as, to help prevent injuries and accidents.</i></p> <p><b><u>ACCOUNTABILITY:</u></b></p> <p><i>By direction of the President/CEO, through the Vice President of Human Resources and respective supervisors shall ensure compliance with this policy and procedure.</i></p> <p><b><u>POLICY:</u></b></p> <p><i>The Convention Center Authority is committed to providing a safe work environment and to fostering the well-being and health of its team members. That commitment is jeopardized when any the Convention Center Authority team members illegally uses drugs on or off the job, comes to work under its influence, possesses, distributes or sells drugs in the workplace, or abuses alcohol on the job. Therefore, the Convention Center Authority established the following policy, pursuant to <b>T.C.A. Section 50-9-100 et. seq.: Drug-Free Workplace Programs.</b></i></p> <ol style="list-style-type: none"> <li>(1) <i>It is a violation of company policy for any team member to use, possess, sell, trade, offer for sell, or offer to buy illegal drugs or otherwise engage in the illegal use of drugs on or off the job.</i></li> <li>(2) <i>It is a violation of company policy for any team member to report to work under the influence of or while possessing in his or her body, blood or urine, illegal drugs in any detectable amount.</i></li> <li>(3) <i>It is a violation of the company policy for any team member to report to work under the influence of or impaired by alcohol.</i></li> <li>(4) <i>It is a violation of the company policy for any team member to use prescription drugs illegally, i.e., to use prescription drugs that have not been legally obtained or in a</i></li> </ol>

manner or for a purpose other than as prescribed. However, nothing in this policy precludes the appropriate use of legally prescribed medications.

(5) Violations of this policy are subject to disciplinary action up to and including termination.

*It is the responsibility of the company's supervisors to counsel team members whenever they see changes in performance or behavior that suggest a team member has a drug problem. Although it is not the supervisor's job to diagnose personal problems, the supervisor should encourage such team members to seek help and advise them about available resources for getting help. Everyone shares responsibility for maintaining a safe work environment, and co-workers should encourage anyone who has a drug problem to seek help.*

*The goal of this policy is to balance our respect for individuals with the need to maintain a safe, productive and drug-free environment. The intent of this policy is to offer a helping hand to those who need it, while sending a clear message that the illegal use of drugs and the abuse of alcohol are incompatible with employment at The Convention Center Authority.*

*The Convention Center Authority offers an Employee Assistance Program (EAP) benefit for team members. The EAP provides confidential assessment referral and short-term counseling for team members who need or request it. If an EAP referral to a treatment provider outside the EAP is necessary, costs may be covered by the team member's medical insurance; but the cost of such outside services is the team members' responsibility.*

*The Convention Center Authority offers resource contact information on various means of team member assistance in our community, including but not limited to drug and alcohol abuse programs. Team members are encouraged to use this resource list; which is located in the human resources office. It is also located on the bulletin boards in all break rooms. In addition, The Convention Center Authority distributes this information to team members for their confidential use.*

**PROCEDURE:**

- *Any team member reporting to work visibly impaired is deemed unable to perform required duties and is not to be allowed to work.*
- *If possible the team member's supervisor first seeks another supervisor's opinion to confirm the team member's status.*
- *Next, the supervisor consults privately with the team member to determine the cause of the observation, including whether substance abuse has occurred. If, in the opinion of the supervisor, the team member is considered impaired, the team member is sent to the substance abuse testing facility and transported by security. An impaired team member is not allowed to drive.*
- *A drug or alcohol test will be in order.*

	<p><b>Original Title:</b> Smoking Policy  <b>Retitled Policy:</b> Tobacco Usage</p> <p><b>Changes/New Language:</b>  <b><u>PURPOSE:</u></b></p> <p><i>The purpose of this policy is to provide a safe and healthy workplace environment for team members, customers and visitors.</i></p> <p><b><u>ACCOUNTABILITY:</u></b></p> <p><i>By direction of the President/CEO, through the Vice President of Human Resources and respective supervisors shall ensure compliance with this policy and procedure.</i></p> <p><b><u>POLICY:</u></b></p> <p><i>The Convention Center Authority strives to provide a healthy workplace environment. Therefore, team members, customers or visitors are not allowed to smoke or use tobacco products in any areas of the buildings.</i></p> <p><i>Smoking or use of tobacco products are only permitted in designated areas. Team members must abide by this policy and should advise, as well as, enforce when necessary if customers or visitors are in violation.</i></p>
<p>2:6:1 – 2:6:8</p>	<p><b>Original Title:</b> Green Policies  <b>Retitled Policy:</b> Same</p> <p><b>Changes/New Language:</b>  <b><u>POLICY:</u></b>  <b><i>Sustainability Statement</i></b></p> <p><i>“The Convention Center Authority is committed to supporting and encouraging sustainable practices, including the hosting of environmentally friendly “green” meetings in our facility. Because conservation of energy and natural resources is a high priority for The Convention Center Authority, we made substantial efforts through the years to minimize our carbon foot print, such as: heating/cooling via steam/chilled water, energy management software, low flow-automatic faucets/flush valves, soap/paper towel dispensers, environmentally responsible cleaning products/supplies, donation of excess food, donation of unclaimed lost/found items to the local rescue mission, and recycling of various items. We look forward to assisting you with your “GREEN” needs.”</i></p> <p><b><i>Greening Guidelines</i></b></p> <p><i>All departments of the Convention Center Authority participate in greening efforts. Those efforts include but are not limited to the following: recycling, waste reduction, green housekeeping, green purchasing, utility consumption reduction, and green team.</i></p> <p><b><u>PROCEDURE:</u></b></p> <ul style="list-style-type: none"> <li>• <i>Recycling</i> <ul style="list-style-type: none"> <li>• <i>Each office, meeting room, and public space is provided recycling containers. Items to recycle include: paper, cardboard, plastic bottles, and aluminum cans. It is the responsibility of Housekeeping to check these containers daily and deposit in the appropriate containers.</i></li> </ul> </li> </ul>



- *Building Services recycles fluorescent light bulbs.*
- *Communications recycles toner cartridges.*
- *Event Services recycles pallets.*
- *Catering contractor recycles plastic bottles and suggests green alternatives to customers during the sales process.*
- *All contractors working in the facility must comply with our recycling model and are encouraged to recycle within their organizations.*
- *Waste Reduction*
  - *The Convention Center Authority donates items such as registration bags and food left over from an event to the local schools or a non-profit food bank respectively. All customers and contractors are encouraged to participate in this effort.*
- *Green Housekeeping*
  - *Every effort is made to purchase environmentally friendly cleaning chemicals and supplies made from recycled content, which are economically responsible.*
- *Green Purchasing*
  - *Every effort should be made to replace consumable supplies such as paper, toner, batteries, food, etc., for example:*
  - *Purchase sustainable products when economically possible.*
  - *Purchase toner cartridges that are recyclable or refillable.*
  - *Ensure our food and beverage contractor offers environmentally friendly alternatives for those customers who wish to host an eco-friendly meal function.*
  - *Service contracts require proposers to provide their company green practices as part of their proposals.*
- *Utility Consumption Reduction*
  - *Every effort should be made to monitor lighting, escalators, and HVAC usage so it is not used unnecessarily or wastefully.*
  - *HVAC, irrigation, exterior, lighting, etc. should be maintained by the facility building automation system to minimize peaks in demand and reduce usage.*
- *Green Team*
  - *The Convention Center Authority maintains a green team to assist in evaluating policies/procedures and implementing/overseeing new green programs while keeping the goals of the team in mind. The green team goals include Advocacy, Education, PR, Improve the Customer Experience, and Streamline. The team meets in person or via teleconference at least quarterly. The team consists of members from the following areas:*
    1. *CCA Management*
    2. *CCA Housekeeping*
    3. *CCA Administrative Office*
    4. *CCA Staff*
    5. *CCA Catering Contractor*
    6. *IATSE Local 46*
    7. *Freeman Decorating*
    8. *George E. Fern Company*

<i>Deletions</i>	
1:1:1	<b>Organizational structure - Convention Center Authority</b> Policy removed from the Convention Center Authority Policy Manual
1:1:2	<b>Distribution of NCC Policy Manual</b> Policy removed from the Convention Center Authority and language included in Changes to Personnel Policies and Procedures
1:2:4	<b>Use of Convention Center Resources</b> Policy removed from the Convention Center Authority and language included in Use of Cell Phones, Smart Phones, and Internet, and Electronic Communications policies.
1:2:6	<b>Disclosure of Information</b> Policy removed from the Convention Center Authority and language included in Confidentiality policy.
1:2:7	<b>Acceptance of Gratuities and Services</b> Policy removed from the Convention Center Authority and language included in Conflict of Interest
1:2:12	<b>Lost and Found</b> Policy removed from the Convention Center Authority as considered general practice
1:2:13	<b>Energy Conservation</b> Policy removed from the Convention Center Authority and language included in Green Policies
1:2:14	<b>Service Corridors</b> Policy removed from the Convention Center Authority and language included in departmental procedures
1:2:16	<b>Emergency Response</b> Policy removed from the Convention Center Authority as part of procedural manual for Security & Parking division
1:3:6	<b>Staff Parking</b> Policy removed from the Convention Center Authority as specific to operations at the Nashville Convention Center and not included in protocol for the Music City Center.
1:3:7	<b>Issuance of NCC Property</b> Policy removed from the Convention Center Authority and language included in Vehicle Usage policy.
1:3:10	<b>Employee/Contractor Entrance/Exit/Photo Identification</b> Policy removed from the Convention Center Authority as specific to operations at the Nashville Convention Center and not included in protocol for the Music City Center.
1:3:11	<b>Identification/VIP Badges</b> Policy removed from the Convention Center Authority as specific to operations at the Nashville Convention Center and not included in protocol for the Music City Center.
1:7:6	<b>Court and Official Appearances</b> Policy removed from the the Convention Center Authority and language included in Jury and Witness Duty Leave.
1:8:6	<b>Refusal to Appear or Answer Questions</b> Policy removed from the Convention Center Authority as specific to the operations at the Nashville Convention Center. Intent of policy included in Standards of Conduct and Corrective Actions in the Convention Center Authority .
1:10:5	<b>Optional Programs</b> Policy removed from the Convention Center Authority as combined with existing Credit

	Union policy.
2:2	<b>Business (BUS)</b> Entire chapter removed from the Convention Center Authority and included as part of the procedural manual for Operations.
2:3	<b>Marketing (MKT)</b> Entire chapter removed from the Convention Center Authority and included as part of the procedural manual for Sales.
2:4	<b>Event &amp; Building Services (EVBS)</b> Entire chapter removed from the Convention Center Authority and included as part of the procedural manual for Event and Guest Services.
2:4	<b>Food &amp; Beverage Services (F&amp;B)</b> Entire chapter removed from the Convention Center Authority and included as part of the procedural manual for Operations.

***New policies***

**Policy Name: Definitions of Class and Status**

The following terms will be used to describe the classification of team members and their employment status:

**Exempt** - Team members whose positions meet specific tests established by the Fair Labor Standards Act (FLSA) and applicable state law and who are exempt from overtime pay requirements.

**Non-exempt** - Team members whose positions and/or pay rate do not meet FLSA and state exemption tests and who are paid a multiple of their regular rate of pay for hours worked in excess of forty per week.

**Metro team members**- These team members are eligible for the pension plan and may choose deferred compensation benefits.

**CCA team members**- Those team members who were hired by the Convention Center Authority. Qualifying Convention Center Authority team members may choose to enroll in the company 401(k) program.

**Regular Full-time** - Team members scheduled to work a minimum of 40 or more hours per week. A team member in this status is eligible to all team member benefits including paid time off (some team member benefits have length of employment restrictions).

**Part-time** - Team members scheduled to work less than 20 hours per week. Part-time team members are not eligible for benefits.

**Interns** - Individuals who normally are students and are employed for a specified period of time. These team members are ineligible for any benefits.

**Volunteer** - Persons who provide services without payment. These are not team members of the Convention Center Authority and are ineligible for any benefits.

**Policy Name: Americans with Disability Act (ADA)  
ADA Amendments Act (ADAAA)**

**PURPOSE:**

*To comply with all federal and state laws that protects Americans with Disabilities.*

**ACCOUNTABILITY:**

*By direction of the President/CEO, through the Vice President of Human Resources and respective supervisors shall ensure compliance with this policy and procedure.*

**POLICY:**

*The Americans with Disabilities Act (ADA) and the Americans with Disabilities Amendments Act, known as the ADAAA, are federal laws that prohibit employers with 15 or more team members from discriminating against applicants and individuals with disabilities and that when needed provide reasonable accommodations to applicants and team members who are qualified for a job, with or without reasonable accommodations, so that they perform the essential job duties of the position.*

*It is the policy of Convention Center Authority to comply with all federal and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Furthermore, it is our company policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.*

*Convention Center Authority reasonably accommodates qualified individuals with a disability so that they can perform the essential functions of a job unless doing so causes a direct threat to these individuals or others in the workplace and the threat cannot be eliminated by reasonable accommodation and/or if the accommodation creates an undue hardship to Convention Center Authority. Contact the Human Resource department with any questions or requests for accommodation.*

**Policy Name: Team member Injuries –Worker’s Compensation**

**PURPOSE:**

*To ensure the Safety and care of Convention Center Authority team members.*

**ACCOUNTABILITY:**

*By direction of the President/CEO, through the Vice President of Human Resources and respective supervisors shall ensure compliance with this policy and procedure.*

**POLICY:**

*This policy applies to all Convention Center Authority team members. Convention Center Authority is committed to establishing and maintaining a comfortable and safe working environment for all team members. Convention Center Authority recognizes that safety risks are present and takes steps to reduce the risk of injury or illness. Safety is everyone’s*

responsibility.

*All work-related injuries and illnesses are reported immediately to the supervisor, who will go through the Worker's Compensation Checklist, even if you are not sure whether the injury is truly work-related. Even small, seemingly insignificant, injuries left untreated can result in serious conditions. When injuries are reported immediately, the situation is quickly investigated and corrective action is taken to prevent more injuries.*

*It is the intent of the Convention Center Authority management to provide proper procedures for supervisors/team members to follow in the event of an injury on duty. Convention Center Authority team members are covered by Employer paid Worker's Compensation Insurance to provide medical and lost wage benefits for all work-related injuries and diseases.*

*The Convention Center Authority Director of Security or his/her designee administers Worker's Compensation with the help of a third party administrator. With this contract, the third party administrator thoroughly investigates IOD and workers' compensation cases, resist unwarranted cases, promptly pay cases that are justified, and work with physicians to return the team member to a productive status as soon as possible. If you see any potential hazards that need attention, notify Human Resources immediately. NOTE: The President/CEO is notified of all injuries on duty.*

#### ***Use of Sick Leave During In-line of Duty Leave***

*A team member who is injured in the course of his/her employment with Convention Center Authority is given injury leave, and such leave is not charged against the team member's sick leave. However, Convention Center Authority team members may use their accrued sick time until they receive their first Worker's Compensation check. During the period of time an injured team member is on injury leave, the team member continues to earn sick and vacation leave.*

*Any team member injured during in-line duty cannot return to work without being released from his/her physician. If team member has work restrictions, the team member is assigned tasks in line with the limitations outlined by the physician.*

#### ***Appeals Process***

*It is the responsibility of the Vice President of Human Resources or his/her designee to determine if a team member reporting an injury or occupational illness is entitled to injury leave. A team member appeals to the President/CEO if he/she disagrees with the determination.*

#### **PROCEDURE:**

##### ***Worker's Compensation***

- *A team member reports the injury/illness to the supervisor.*
- *If the injury is an emergency, call 911 or get the injured team member to an emergency room. The third party administrator recommends that you phone in your loss to ensure that it received the immediate attention it needs.*
- *The supervisor completes Employer First Report of Injury Form (located at*



*P:NCC\_Shared/Worker's Compensation/Employer First Report of Injury Form) and has a copy of the team member's job description available. Notification of claim submittal is sent to the HR Coordinator and Director of Security and Parking or his/her designee. The form is completed and submitted for team members who are transported out or have an emergency situation.*

- *Team members who are transported out of the Facility are given the Worker's Compensation Toolkit which includes:
  - *Treatment Authorization Form (signed by an authorized representative)*
  - *Return to Work Activity Sheet (to be completed by the healthcare provider)*Both forms are located at P: NCC\_Shared/Workers Compensation/Worker's Compensation Toolkit. Please print, sign treatment authorization form and give it to the team member being transported to a medical facility. Return to Work Activity Sheet along with the treatment summary is submitted upon return to work. Please note that all team members who are transported out are required to submit a substance abuse screen administered by the Health Care facility. The substance abuse screen is not covered by the insurance provider but rather by Convention Center Authority.*
- *Worker's Compensation benefits for Convention Center Authority team members are coordinated through a third party administrator. The insurance pays the Worker's Compensation claim.*
- *A claim is submitted for three different reasons:
  - *Report only- if the team member reports an injury but does not wish to seek medical treatment. Therefore, not resulting in any lost work time.*
  - *Lost time- if the team member reports time lost due to injury.*
  - *Medical- If a team member reports an injury and is seeking medical treatment.**
- *Submit claim information to the third party administrator.*
- *Upon receipt of the claim, the third party administrator immediately (typically within 30 minutes of receipt of the claim) provides a list of health care providers for team members to seek treatment in a timely manner. The third party administrator assists the team member in choosing a doctor of their preference for treatment.*
- *The third party administrator contacts the team member to assist with scheduling appointments and will review all claims to track for return to work and if necessary case management. In the event of a team member who was transported out of the facility due to the immediate nature of the illness/injury, upon stabilization and return to work a list of providers for follow up care is provided to the Injured Worker for selection.*
- *Before a team member may return to work, documents from the healthcare provider is reviewed by his/her Manager, Safety Director, and Human Resources to determine the appropriateness and whether accommodation of restrictions can be met. Upon determination return to work and modified or restricted duty, the return to work letter is completed. A signed copy is retained by the team member and another is placed in the team member's personnel file.*

**Policy Name: Office Security**

**PURPOSE:**

*To ensure the integrity, privacy, and security of Convention Center Authority team members, clients, and vendors.*

**ACCOUNTABILITY:**

*By direction of the President/CEO, through the Vice President of Human Resources and respective supervisors shall ensure compliance with this policy and procedure.*

**POLICY:**

*The Convention Center Authority places a high value on the integrity, privacy, and security of its team members, clients, and vendors. The Convention Center Authority expects that information regarding team members, clients, and vendors remains confidential and is made available only to persons who have a legitimate right to know. The Convention Center Authority is contractually obligated to comply with the privacy and security provisions of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). In addition, the Convention Center Authority complies with the Americans with Disabilities Act, the Sarbanes-Oxley Act, the Patriot Act, and the Fair and Accurate Credit transactions Act all of which govern the handling of employment documents.*

*The Convention Center Authority recognizes that all team members, as well as outside contractors, have an ethical and legal obligation to keep certain information about team members, clients, and vendors confidential and to protect and safeguard this information against unauthorized use or disclosure.*

**PROCEDURE:**

*The following section outlines the basic procedures necessary to comply with this policy:*

- *Be mindful of the paperwork you leave out on your desk. A coworker may come into your office and be subjected to view sensitive information.*
- *Knock before entering another office. A coworker needs time to put away any sensitive information before you enter.*
- *Never enter into an unattended office without the permission of the owner. Entry into another team member's office without his/her approval is subject to disciplinary action, up to and including termination.*
- *Team members lock their doors when they leave their offices, even if it will only be for a couple of minutes.*
- *All sensitive discussions involving team members, clients, or vendors occurs in conference rooms behind closed doors.*
- *Shred documents after you are no longer required to keep them or are not needed.*
- *All computers are required to have a desktop screen saver that activates within three minutes of no activity and requires a password prior to re-entering the system.*

- Sensitive information should never be sent over email unless in a password protected file.

**Human Resources**

- Only the President/ CEO, Vice President of Human Resources, Security, Engineering, and the Vice President of Operations have a key to the HR office.
- Only the Vice President of Human Resources has a key the personnel files.
- A senior level team member is always present when cleaning the Human Resource office.

**Breach of Confidentiality**

- Any Team member who believes he/she has observed a breach of security or confidentiality should promptly notify his or her direct supervisor.
- Team members found to be in violation of this policy may be subject to disciplinary action, up to and including termination and/or legal action.

**Policy Name: On Call and Callback Pay**

**PURPOSE:**

It is the policy of the Convention Center Authority to provide additional compensation to the team members are designated and required to serve in an on call status and/or who are called back to work outside his or her regularly scheduled work hours.

**ACCOUNTABILITY:**

By direction of the President/CEO, through the Vice President of Human Resources and respective supervisors shall ensure compliance with this policy and procedure.

**DEFINITIONS:**

**On Call Pay-** Team members are considered on call when they are required to be available by cell phone or smart phone including emails and/or text messages.

**Call Back-** Call Back is compensation (guaranteed a minimum of three hours pay, except when such time is continuous with regularly scheduled work schedule) for a team member who has left the work site and is required to return to work. Call back pay applies regardless of whether the team member is placed on call.

**POLICY:**

On Call is compensation (at a flat rate of \$10 per day) for a team member who remains available after scheduled work hours to respond to inquiries and/or emergencies for Convention Center Authority facilities. On Call pay is not paid in conjunction with Call Back pay. Therefore, if a team member is called back to the work site, he/she is compensated with Call Back pay rather than On Call pay. Team members assigned to an on call status that cannot be located or do not respond in a timely manner (within 30 minutes of initial phone call, text or email) forfeit on call pay and are subject to disciplinary action, up to and including termination.

**PROCEDURE:**

- A team member who is on call is on a list of designated team members with the

	<p><i>knowledge, computer access, and ability to report back to work if necessary.</i></p> <ul style="list-style-type: none"> <li>• <i>Rotation of on call pay allows for appropriate coverage levels and division of work load.</i></li> <li>• <i>Additionally, team members who are on call must respond to answer questions and/or make decisions within 30 minutes of initial phone call, text, or email.</i></li> <li>• <i>A team member that is on call and is called back to return to work is guaranteed a minimum of three hours of pay, except when continuous with the team member's regular work shift</i></li> </ul>
	<p style="text-align: center;"><b>Policy Name: Pay</b></p> <p><b><u>PURPOSE:</u></b></p> <p><i>To establish guidelines for pay administration, as well as, to provide team members with information regarding pay periods, days and advances.</i></p> <p><b><u>ACCOUNTABILITY:</u></b></p> <p><i>By direction of the President/CEO, through the Vice President of Human Resources and respective supervisors shall ensure compliance with this policy and procedure.</i></p> <p><b><u>POLICY:</u></b></p> <p><i>The Convention Center Authority strives to pay salaries that are competitive with those in the community, industry and organizations of similar size, while recognizing individual effort and contribution to the Convention Center Authority's success. Team members are paid in accordance with their position duties and responsibilities, qualifications and their respective salary scale. The Convention Center Authority periodically reviews the position descriptions and salary scale; when appropriate and within financial capabilities it is our policy to grant increases to team members within the salary guidelines.</i></p> <p><i>Team members have 26 pay periods per year, with team members usually being paid every other Friday.</i></p> <p><i>If pay day falls on a recognized holiday, team members pay is available the day before the holiday; if pay day falls on the weekend team members pay is available the Friday preceding pay day.</i></p> <p><i>The most current team member pay records are kept in the Human Resource Department. All pay records are retained as required by law, older pay records may be kept offsite in a secured place.</i></p>
	<p style="text-align: center;"><b>Policy Name: Wage Garnishments and Judgments</b></p> <p><b><u>PURPOSE:</u></b></p> <p><i>The purpose of this policy is to ensure that the Convention Center Authority complies with state and federal laws regarding garnishments and judgments against a team member's wages.</i></p>

**ACCOUNTABILITY:**

*By direction of the President/CEO, through the Vice President of Human Resources and respective supervisors shall ensure compliance with this policy and procedure.*

**POLICY:**

*It is our policy to abide by current federal and state laws regarding the processing and payment of garnishments and judgments against a team member's pay. The Convention Center Authority notifies team members upon receipt or notification of a garnishment or judgment against their wages from any source. The Convention Center Authority processes and pays those that are in accordance with and authorized by federal and/or state laws. The Convention Center Authority deducts the amount that is legal in accordance with federal and state authorized calculations or ordered by an authorized court.*

**PROCEDURE:**

- *Human Resources informs a team member if a garnishment or judgment is served against his/her wages.*
- *The Accounting Department deducts the amount legally calculated in accordance with federal and/or state laws or authorized by court order.*
- *Accounting is responsible for ensuring the payment is mailed to the proper place.*
- *Accounting continues to deduct payment unless the Convention Center Authority receives a legal release from the court.*

**Policy Name: Harassment Policy**

**PURPOSE:**

*The purpose of this policy/procedure is to assure that team members are provided a professional work environment, free of intimidation and harassment. Also, to define the responsibilities as it pertains to harassment.*

**ACCOUNTABILITY:**

*By direction of the President/CEO, through the Vice President of Human Resources and respective supervisors shall ensure compliance with this policy and procedure.*

**DEFINITION:**

*Harassment occurs as a result of behavior that has the effect of creating a hostile, offensive, or intimidating work environment. Harassment encompasses a broad range of physical or verbal behavior that includes, but is not limited to the following:*

- *Physical or mental abuse*
- *Racial insults*
- *Religious slurs*
- *Taunting intended to provoke an team member*
- *Unwelcome and unsolicited sexual advances*

- *Gestures or physical actions of a sexual nature, requests or subtle pressure for sexual favors used as a condition of employment, or affecting any personnel decisions, such as hiring, promotion, compensation, or separation.*

**POLICY:**

*The Convention Center Authority is committed to providing a work environment in which all individuals are treated with respect and dignity. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and prohibits unlawful discriminatory practices, including harassment. Therefore, the Convention Center Authority expects that all relationships among team members to be business-like and free of bias, prejudice, and harassment.*

*The Convention Center Authority does not tolerate any form of team member harassment. This conduct is prohibited in any form at the workplace, at work-related functions, or outside of work if it affects the workplace. This policy applies to all team members, clients, customers, guests, vendors, and persons doing business with the Convention Center Authority. Team members, supervisors, and management are responsible for reporting all alleged incidents of harassment to the immediate supervisor, Department Heads, Human Resources, or the President/CEO, whichever is appropriate. The Convention Center Authority makes every effort to assure there is no attempt to control, influence, or affect the job, salary, or other employment conditions of an applicant or team member as a result of Harassment. All alleged incidents of harassment are quickly addressed and investigated by the Human Resources Department or an outside agency. Complaints and actions taken to resolve complaints are handled as confidentially as possible.*

*In the event that an investigation of an alleged incident of harassment proves that a team member engaged in actions or conduct constituting harassment, appropriate disciplinary action is taken place, up to and including termination. The disciplinary action taken with respect to any violation of this policy is corresponding with the seriousness of the particular offense, up to and including termination of employment.*

*It is the Convention Center Authority's policy to try and make certain that team members feel free to raise concerns in this area without fear of retaliation. However, if after an investigation is completed and there is sound proof that an team member provided false information, disciplinary action may be taken up to and including termination of employment.*

**PROCEDURE:**

- *Team members that believe they experienced job-related harassment promptly report the incident to the immediate supervisor, Department Heads, Human Resources, or the President/CEO, whichever is appropriate.*
- *Supervisors with the knowledge of any type of harassment reports it to Human Resources or the President/CEO.*
- *Steps are taken immediately to remove the complainant from the situation until the investigation is complete.*
- *The President/CEO or his/her designee begins an investigation immediately; at a minimum the complainant, accused, witnesses, or anyone else with knowledge of the situation is interviewed.*



**Policy Name: Workplace Romance**

**PURPOSE:**

*The purpose of this policy and procedure is to avoid suspicions of favoritism, loss of team member morale, or even potential accusations of harassment that can spark from workplace romantic or intimate relationships.*

**ACCOUNTABILITY:**

*By direction of the President/CEO, through the Vice President of Human Resources and respective supervisors shall ensure compliance with this policy and procedure.*

**POLICY:**

*The Convention Center Authority is committed to maintaining a good relationship with its team members. It is important to the company that workplace romantic or intimate relationships avoid suspicions of favoritism, loss of team member morale, and/ or the potential accusations of harassment.*

*The Convention Center Authority prohibits romantic or intimate relationships between a management or other supervisory team member and his/ her staff (a team member who reports directly or indirectly to that person) because such relationships tend to create compromising conflicts of interest or the appearance of such conflicts. In addition, such a relationship may give the perception to others that there is favoritism or bias in employment decisions affecting the team member in the relationship. Additionally, given the uneven balance of power within such relationships, consent by the staff member is suspect and may be viewed by others or, at a later date, by the staff member him/herself as having been given as the result of coercion or intimidation. The atmosphere created by such appearances of bias, favoritism, intimidation or coercion, or exploitation undermines the spirit of trust and mutual respect that is essential to a healthy work environment.*

*While Convention Center Authority has no intention of controlling team member actions outside of work or violating team member privacy, there are instances where consensual romantic or intimate workplace relationships need to be disclosed. The potential issues regarding "quid pro quo" harassment causes Convention Center Authority to make this a mandatory requirement.*

*If there is such a relationship, the parties need to be aware that this information must be disclosed to the Vice President of Human Resources. This requirement does not apply to team members who do not work in the same department nor to team members who do not supervise or directly or indirectly manage responsibilities over the other.*

**PROCEDURE:**

- *Any team member who enters into a consensual relationship that is romantic or intimate in nature with a member of his or her staff (an team member who reports directly or indirectly to him or her), or if one of the parties is in a supervisory capacity in the same department in which the other party works, the parties must*

*notify the Vice President of Human Resources.*

- *Once the relationship is made known to the Vice President of Human Resources, he/she will consider all the facts (reporting relationship between the parties, effect on co-workers, job titles of the parties, etc.) and will determine whether one or both parties need to be moved to another job or department.*
- *If it is determined that one party must be moved, and there are jobs in other departments available for both, the parties may decide who will be the one to apply for a new position. If the parties cannot amicably come to a decision, or the party is not chosen for the position to which he or she applied, the parties will contact the Vice President of Human Resources, who will decide which party should be moved. That decision will be based on which move will be least disruptive to the organization as a whole. If it is determined that one or both parties must be moved, but no other jobs are available for either party, the parties will be given the option of terminating their relationship or resigning.*

*In some situations, as determined by the Convention Center Authority's President and the Vice President of Human Resources, it may be decided that the parties need to sign a written agreement that spells out the terms of the workplace romance, the company's policy on those relationships, and how the team members will be expected to behave if or when the relationship ends. The agreement will serve as evidence that the relationship is voluntary, between two adults and is not harassment.*

**Policy Name: Electronic Communications**

**PURPOSE:**

*The objective of this policy is to ensure electronic and telephonic communications are properly maintained, protected and used for its intended purposes.*

**ACCOUNTABILITY:**

*By direction of the President/CEO, through the Vice President of Human Resources and respective supervisors shall ensure compliance with this policy and procedure.*

**DEFINITION:**

***Electronic Media** - Is defined as e-mail (including attachments), documents (print or picture) and any other information that is transmitted or received electronically.*

**POLICY:**

*All electronic and telephonic communication systems (including e-mail, voice mail, etc.), and all communication and information transmitted by, received from, or stored in the Convention Center Authority's systems, are the property of the Convention Center Authority and are to be used solely for job-related purposes.*

*The use of any software and business equipment (including but not limited to facsimiles, telecopiers, computers, and copy machines) for private purposes is strictly forbidden, unless expressly permitted by a designated manager.*

*To prevent spreading viruses, violating licensing agreements, etc., team members are prohibited from installing any software, including computer games, on the Convention Center Authority-owned computers without management's consent.*

*Team members are not permitted to use a code, access a file, or retrieve any stored communication unless authorized to do so or unless they have received prior clearance from an authorized Convention Center Authority representative of the Information Technology Department. All pass codes are property of the Convention Center Authority. No team member may use a pass code that has not been issued to that team member or that is unknown to the Convention Center Authority's information technology management. Team members who violate this policy are subject to disciplinary action, up to and including termination.*

*Assigned personal passwords are not being given out to anyone. Passwords are changed quarterly in order to maintain security. We monitor messages randomly to determine whether any outsiders are using the system or whether any violations of the Convention Center Authority's policy occurred.*

*To ensure that the use of electronic and telephonic communication systems and business equipment is consistent with the Convention Center Authority's legitimate business interests, authorized representatives may monitor the use of such equipment from time to time.*

*Foul, inappropriate, or offensive messages — such as racial, sexual, or religious slurs — are prohibited in voice mail. Defamatory remarks about competitors are also forbidden. Violation of this policy will lead to disciplinary action, up to and including termination.*

#### ***Electronic Media (including e-mail)***

*The Convention Center Authority does not tolerate defamatory or threatening messages, or messages that will create a hostile work environment. Violation of this policy will lead to disciplinary action, up to and including termination.*

*Electronic media transmissions are the Convention Center Authority's property; therefore, team members have no expectation of privacy. The Convention Center Authority reserves the right to monitor all electronic media messages, and may override any individual password in order to ensure compliance with this policy.*

*The Convention Center Authority permits team members to send and/or receive personal electronic media messages, within reason. Personal use of electronic media does not interfere with or conflict with business use. Team members use their discretion when using the company electronic media system for personal use, since these messages will be treated the same as other messages, and may be subject to monitoring.*

*Misuse of electronic media can result in disciplinary action, up to and including termination. Examples of misuse include, but are not limited to:*

- *transmitting profane, obscene, or offensive material;*
- *sending messages or jokes that violate the Convention Center Authority's harassment policy or otherwise create a hostile work environment;*
- *forwarding confidential information to unauthorized individuals;*
- *using an unauthorized password to break into the system;*
- *soliciting or advertising matters unrelated to business.*

*Only authorized persons can use e-mail. If team members have not been issued an e-mail password or account, they may not use the e-mail system. Team members do not use unauthorized codes, passwords, or other means to gain access to e-mail belonging to others.*

*The Convention Center Authority prohibits the sending or receiving of proprietary information, trade secrets, or confidential information via electronic media.*

*Electronic media users should draft messages with the awareness that they are a permanent record. "Deleted" messages may exist on a hard drive, in a backup system, etc., and may be discoverable in a lawsuit. For this reason, e-mail must be treated as any other final work product that could be read in the future by a third party.*

*E-mails are treated with the same respect as telephone calls or delivered mail. It is treated as a formal document with proper business standards being followed.*

#### ***Department PC Network Use***

***No hardware or software of any kind may be installed or copied onto the equipment or network of Convention Center Authority or its affiliates without the prior approval of the Information Technology Department. This includes the copying of music, in any form and any other item that would be copied to the hard drive or network storage of the Convention Center Authority that is personal in nature. Unauthorized hardware, software or other documents installed or copied onto the equipment or network of the Convention Center Authority or its affiliates is subject to removal without notice as well as disciplinary action, up to and including termination.***

*The Convention Center Authority is a professional organization. In an effort to maintain a professional appearance, the Convention Center Authority configures all desktop and laptop computers to have a uniform appearance. Team members will at no time make personal changes to the equipment that would alter this appearance and potentially cause the equipment to become unstable. This includes but is not limited to:*

1. *Changing backgrounds to anything other than the uniform standard*
2. *Changing the screen saver to anything other than the uniform standard*
3. *Changing the power settings or display settings without the approval of the Information Technology Department.*

*No equipment of the Convention Center Authority or its affiliates may be taken off the premises without the prior approval of the team member's supervisor and the Information*

	<p><i>Technology Department.</i></p> <p><i>Team members are responsible for logging in and out of the network as instructed by the Information Technology Department. Failure to log out properly may result in incomplete backups and the inability to restore important files. Improper logging out also causes corruption of applications, files and critical system components when applications and files are open and a team member just turns of the power without closing applications. Failure to follow network use procedures may result in the loss of computer privileges and/or disciplinary action, up to and including termination.</i></p> <p><b>Internet Use</b></p> <p><i>Team members are authorized to have internet access at the discretion of their supervisor. Inappropriate use of the internet may result in the loss of computer privileges and/or disciplinary action, up to and including termination.</i></p> <p><i>No e-mail or other electronic communications is sent that attempt to hide the identity of the sender or represent the sender as someone else.</i></p> <p><i>Electronic media and services is not used in a manner that is likely to cause unnecessary network congestion or significantly hinder the ability of other team members to access and use the network. This includes, but is not limited to:</i></p> <ol style="list-style-type: none"> <li><i>1. The use of streaming audio or video which seriously degrades the overall performance of the internet functionality.</i></li> <li><i>2. The use of any type of news or weather streamers or ticker tapes that requires a constant internet connection for real time updating.</i></li> <li><i>3. Downloading any non-work related items such as pictures, backgrounds, screensavers, etc.</i></li> <li><i>4. Installing any type of instant messaging service.</i></li> <li><i>5. Team members are strictly forbidden from making any changes to or adding any utilities to the Web Browser (i.e., popup blockers, hotbar, spyware utilities, etc...)</i></li> </ol>
	<p style="text-align: center;"><b>Policy Name: Social Media Policy</b></p> <p><b><u>PURPOSE:</u></b></p> <p><i>The purpose of the Social Media Policy is:</i></p> <ul style="list-style-type: none"> <li><i>• To guarantee a constructive relationship Convention Center Authority and its team members;</i></li> <li><i>• To manage risk and protect the company's positive reputation;</i></li> <li><i>• To discourage the use of company time for personal social media activities;</i></li> <li><i>• And to promote awareness among team members of the number of individuals who can access information presented on social networking sites.</i></li> </ul> <p><b><u>ACCOUNTABILITY:</u></b></p> <p><i>By direction of the President of the Convention Center Authority, through the Vice President of Human Resources and respective supervisors shall ensure compliance with this policy and procedure.</i></p>

**DEFINITIONS:**

**Social Media** - Also called Social Networking, is defined as any activity that involves interaction in online communities. This interaction includes, but is not limited to, browsing profiles and photos, reading messages sent through social networking forums, and participating in instant messaging services.

**Social Networking Sites** - Any website that links individuals electronically and provides a forum where users can connect and share information. These websites can be tailored to specific interests or to certain types of users. Examples of popular social networking sites include: Facebook, Twitter, LinkedIn, MySpace, Instagram, Flickr, Friendster, Classmates.com, and Xanga. The list of social networking sites is constantly growing and changing because of the nature of the Web.

**Social Networking Profile** - A user's personalized page within a specific social networking site, usually containing personal information such as name, birthday, photo and interests.

**Micro-blogging** - The practice of publishing your recent whereabouts, thoughts or activities on a social networking site for other users to see. While not all social networking sites use micro-blogging, this is a primary focus of sites such as Twitter and Facebook.

**Business Purposes** - Using a social networking site for the company's gain, usually as a task or assignment given by a manager or supervisor. This is done either through a specific company account on a given social networking site or through a personal account set up for the purposes of recruiting or marketing for the company.

**Working Hours** - Includes any time team members are being paid to conduct company business.

**POLICY:**

The Convention Center Authority is committed to maintaining a good relationship with its team members and the marketplace. The way the public views the Convention Center Authority is vital to maintaining business, gaining new business, retaining first-class team members, recruiting new team members, and marketing its services.

While the Convention Center Authority has no intention of controlling team member actions outside of work, team members should practice caution and use discretion when posting content on the Web. Team members have the right to use social media for personal expression on their own time and the Convention Center Authority will not violate team member privacy by attempting to access content that has not been made available publicly. This policy serves as a notice on the practice of social networking for all team members to read and understand. As more concerns develop and legislation is released, this policy is subject to change.



### **Prohibited Use**

*It is important that team members use his or her time at work for business purposes. Team members are not blocked from access to social networking sites on computers because, under some circumstances, social networking is a powerful business tool that can be channeled to gain positive publicity for the company and to connect with clients. However, access to such websites should follow company policy. The following actions are prohibited during working hours:*

- *Using social networking sites to conduct personal or non-company business with a company computer or device.*
- *Browsing social networking sites for non-company business on company time with a company computer or device.*
- *Reading email alerts regarding personal social networking account activity or using email to correspond with personal social networking contacts.*
- *Updating information, uploading photos or otherwise engaging with one's personal social networking profile for non-business purposes with a company computer or device.*
- *Micro-blogging for a non-business purpose on a social networking site throughout the day, whether or not it is on a company-provided computer.*

### **Prohibited Conduct**

*Having your own individual social networking account and using it on your own time is certainly permissible. However, keep in mind that some actions on your personal site are visible for the entire social networking community and may no longer be considered private matters. The Convention Center Authority put in place a set of conduct guidelines to protect its brand and prevent the unwanted disclosure of confidential information.*

*Please follow these guidelines:*

- *Do not use micro-blogging features to disclose trade secrets, publish internal reports, provide tips based on inside information, or participate in other activities that may be considered insider trading.*
- *We urge you to consider resolving workplace grievances internally. If you choose to address a grievance using social media, refrain from posting comments and materials that could be viewed as malicious, obscene, threatening, intimidating, or that could create a hostile environment on the basis of race, sex, disability, religion or any other status protected by law.*
- *Refrain from posting any reckless or maliciously untrue comments. These communications may not be protected by law.*
- *Do not impersonate or its team members make statements on behalf of without authorization, or make statements that can be construed as establishing's official position or policy on any particular issue.*

### **Conclusion**

*As stated above, the purpose of this policy is to protect the brand and prevent the disclosure of the Convention Center Authority's confidential information. It is not the company's intent*

to interfere with its team members' legal rights. Whenever state or federal law governs an area of social media participation, the Convention Center Authority's policies should be interpreted as to comply with them.

**Policy Name:** Cell Phone, Smart Phone, and Internet on Mobile Device Usage

**PURPOSE:**

*The purpose of this policy is to promote a safe and productive work environment and increase public safety.*

**ACCOUNTABILITY:**

*By direction of the President/CEO, through the Vice President of Human Resources and respective supervisors shall ensure compliance with this policy and procedure.*

**POLICY:**

***Use During Work Hours***

*The Convention Center Authority is aware that team members utilize their personal or company-supplied cellular phones for business purposes. This policy is written to reduce distractions, improve safety, and ensure team members report time worked correctly. Team members may carry and use personal cell phones while at work so long as use does not interfere with productivity or customer interactions, and should be limited to emergencies as much as possible. If team member use of a personal cell phone causes disruptions or loss in productivity, the team member becomes subject to disciplinary action up to and including termination.*

***Use While Driving***

*Mobile Device use while driving is a common, often harmful, distraction. The Convention Center Authority is concerned about your safety as well as the safety of others. For this reason, the use of mobile devices while driving is not permitted. Wait to accept or place phone calls when you safely pull off the road or until you arrive at your destination. If you must use your cellphone while driving, please use good judgment: keep the call short, use a hands-free device, get to know your phone and its features, and suspend conversations during hazardous driving conditions (rain, snow, ice, fog, glare, heavy traffic, etc.). Failure to follow this policy results in disciplinary action up to and including termination.*

***Use of Mobile Devices for Business During Off- hours***

*The Convention Center Authority has a legal obligation under FLSA to know when team members are working so that team members are properly paid. Non-exempt team members are not permitted to use their cell phones, smartphones, or internet for work purposes while off-duty. If there is a situation where a non-exempt team member needs to work at a time that is considered "after hours," for his/her position, the team members must obtain prior approval, as the time is considered to be overtime; including after-hours cell phone conversations, emails, or looking up information online for business purposes.*

*Failure to follow this policy will result in disciplinary action, up to and including termination.*

**Policy Name: Travel Authorization**

**PURPOSE:**

*The purpose of this policy is to establish guidelines for payment of travel expenses incurred by both Convention Center Authority team members and non-Convention Center Authority team members while conducting official Convention Center Authority business.*

**ACCOUNTABILITY:**

*By direction of the President/CEO, through the Vice President of Human Resources and respective supervisors shall ensure compliance with this policy and procedure.*

**Definitions:**

***CONUS*** – Database maintained by the United States General Services Administration within the Continental United States (CONUS) that lists various rates for different cities.

***In-State Travel*** – Travel with a starting point and ending destination within the boundaries of the State of Tennessee. The department or agency head is authorized to approve all in-state travel.

***Official Station*** - The location from which the team member performs the major portion of his/her assigned duties or the work station closest to a team member's residence for team members with multiple work stations. The residence of the team member becomes the official station for a team member required to be on call or for team members who leave from their residence to begin travel for CCA.

***Out-of-State Travel*** – Travel where the ending destination is outside of the boundaries of the State of Tennessee. All out-of-state travel is approved by the Director of Finance after it is approved by the department or agency head.

***Rand McNally Point to Point Mileage*** – Database owned by Rand McNally for obtaining driving directions and calculating the distance between the starting and ending destinations.

***Travel Application*** – the Convention Center Authority's travel application system for travel authorization requests.

***Travel Procedures*** – Detailed guidelines that describe the processes, forms, and Internet and Intranet links to enable employees who travel while conducting business for Convention Center Authority to comply with this travel policy.

***Travel Reimbursement*** – Repayment for out-of-pocket expenses for persons traveling while performing business for Convention Center Authority.

**POLICY:**

*As a team member of the Convention Center Authority, you may be required to travel in order to fulfill your employment responsibilities. This document is designed to help you become familiar with the Convention Center Authority's policies and procedures for employment related travel and expense reimbursement.*

*Team members in travel status are expected to exercise good judgment when incurring travel expenses. It is the responsibility of each individual incurring such expenses to comply with the Convention Center Authorities' policies and procedures. A team member is reimbursed for reasonable and necessary travel expenses actually incurred in the performance of official duties in accordance with the policies and procedures described in this document. Deliberate disregard of this policy while traveling on official business or filing an intentionally misleading or fraudulent travel reimbursement claim is grounds for disciplinary action, up to and including termination.*

**General Practices**

- *All travel is authorized in advance by the proper departmental authority.*
- *Reimbursement for travel is based upon the most direct or expeditious route possible. Team members traveling by an indirect route assume any extra expense incurred.*
- *Out-of-state and in-state travel authorization requests, rental car requests and Convention Center Authority vehicle requests are submitted through the online travel application.*
- *Receipts are required for all travel purchases over \$25.*
- *Receipts are required for all fees for the handling of conference and meeting materials and/or equipment.*
- *Authorization to take advantage of travel savings is granted to team members when an overall net cost savings to Convention Center Authority would result from a team member going outside the limitations of this policy. This option can only be exercised at the convenience of the Convention Center Authority. Complete documentation of the cost savings calculation is included in the travel authorization process.*
- *The department or agency head is responsible for establishing the official station of the employee.*

**Travel Expenses:**

- *Convention Center Authority team members can use a Convention Center Authority credit card to pay for travel related expenses.*
  - *Charges made on credit cards are made in accordance with the credit card policies and procedures and with this travel policy.*
  - *Convention Center Authority team members who do not have a Convention Center Authority credit card should book all major travel expenses through a designated departmental credit card holder. This includes airfare, hotels, rental cars, conference registrations and similar expenses. Alternatively, the traveler can use personal funds for major expenses, and then follow the travel expense reimbursement policy upon return.*
- *The traveler uses personal funds during the trip for meals, ground transportation and similar minor expenses and follow the procedure for travel expense reimbursement upon return.*

- *The team member submits a travel reimbursement claim within 15 days of return, along with all the required receipts and backup documentation, regardless of whether he/she is due reimbursement from the Convention Center Authority.*

**Telecommunications Costs:**

- *Local phone calls, FAX charges, internet charges and long distance calls for Convention Center Authority business will be reimbursed.*
- *Employees provide a statement furnishing the date, name and location called for long distance calls and FAX charges.*
- *Long distance non-business related phone calls are not reimbursable.*

**Transportation:**

- *Reservations for all air travel are the responsibility of each department or agency.*
- *Whenever practical, take advantage of discount fares and advance booking and fares do not exceed the regular tourist or coach fares offered the general public.*
- *Reasonable taxi fares are allowed from airports. Bus, limousine or light rail service to or from airports is used when available and practical.*
- *If travel is by air, the team member is reimbursed the allowable mileage reimbursement for one round trip from the employee's official work station (or residence on weekends/evenings) and long-term airport parking; or the cost of one round trip taxi fare from the employee's official work station (or residence on weekends/evenings) if the taxi fare is lesser than mileage and airport parking; or the appropriate mileage reimbursement for two round trips from the employee's official workstation or residence when dropped off at the airport.*
- *In traveling between hotel, other lodging, meeting or conference sites, and reasonable taxi fares is allowed. Taxi fare reimbursements are not allowed from conference and meeting sites for meals unless exceptional circumstances exist and are documented.*
- *Reasonable tolls and ferry fees and parking charges will be allowed when necessary.*
- *Advance authorization from the department or agency head and the Director of Finance is secured before renting a car, whether for in-state or out-of-state travel, and the Division of Insurance and Claims is notified in advance.*
- *The use of Convention Center Authority owned vehicles for out-of-county travel is generally limited to a surrounding county without an overnight stay. For longer distances or for overnight travel when air travel is not available or appropriate, a midsize car is rented from the major car rental agency offering the most favorable rate. The department or agency head can request exceptions to this policy from the Director of General Services.*
- *Physical damage insurance with a deductible (collision and comprehensive) is purchased when renting a vehicle for official business. A copy of the rental authorization form, a copy of the rental contract and an itemized receipt must be attached to the travel claim.*
- *Whenever possible, employees refuel before returning the rented vehicle.*

**Mileage Reimbursement**

- *The standard mileage reimbursement rate used by the Convention Center Authority is established by the United States General Services Administration. Only mileage on official Convention Center Authority business is claimed for reimbursement. Mileage published by Rand-McNally (starting point and destination) for out-of-*

*state routes is regarded as official. Reasonable mileage incurred while at the destination is also allowed.*

- *Procedures for calculating mileage are based on the fact that Convention Center Authority does not reimburse employees for normal commuting mileage.*
  - *If a team member begins or ends a trip at his/her official station, reimbursable mileage will be the mileage from the official station to the destination.*
  - *If work is performed by a team member in route to or from his/her official station, reimbursable mileage is computed by deducting the employee's normal commuting mileage from the actual mileage driven.*
- *If a team member begins or ends his/her trip at his/her residence without stopping at his/her official station, reimbursable mileage will be the lesser of the mileage from the employee's residence to his/her destination or his/her official station to the destination.*
- *If a team member travels between destinations without returning to his/her official station or his/her residence, reimbursable mileage is the actual mileage between those destinations.*

#### **Driver's Liability**

- *Team Members driving any non-Convention Center Authority vehicle on official business are responsible for having liability insurance that meets all the requirements of applicable state law.*
- *When employees use their personal vehicle for official business, their personal auto coverage is primary up to limits of their policies. Convention Center Authority's self-insurance program is secondary up to the limits of the Governmental Tort Liability Act. In the event of an accident that results in damage to an employee's personal vehicle, the team member is responsible for that damage.*

#### **Lodging:**

- *The maximum lodging reimbursement rates for out-of-state and in-state travel are the same as those maintained by the United States General Services Administration within the continental United States (CONUS). The CONUS list contains a maximum reimbursement rate for lodging.*
- *The team member is reimbursed for actual lodging costs incurred up to the applicable maximum CONUS lodging rate plus taxes and surcharges. Lodging receipts are required and team members itemize room charges, taxes by date, and surcharges. If a convention rate exceeds the maximum reimbursement rate and is documented by convention information, a higher reimbursement rate is allowed.*
- *If a room is shared with someone other than a Convention Center Authority employee, actual costs subject to the applicable maximum CONUS lodging rate applies. In the event of double occupancy for Convention Center Authority employees on official travel, both employees attach an explanation to his/her travel claim detailing dates and other employees with whom the room was shared. The lodging cost may be claimed by the team member who incurred the cost, or one half the double occupancy charges may be claimed by each employee.*

#### **Meals:**

- *The maximum meal reimbursement rates for out-of-state and in-state travel are the same as those maintained by the United States General Services Administration*



	<p><i>within the continental United States (CONUS).</i></p> <ul style="list-style-type: none"> <li>• <i>The fixed allowance M &amp; I (Meal and Incidental Expense) rate on CONUS represents the maximum daily meal reimbursement rate for the Convention Center Authority.</i></li> <li>• <i>Meals are reimbursed based on actual meal expenses not to exceed the daily CONUS meal reimbursement rate.</i></li> <li>• <i>Reimbursement for alcoholic beverages is not permitted.</i></li> <li>• <i>The applicable maximum CONUS meal reimbursement rate for each calendar day of travel is determined by the location of lodging for the traveler.</i></li> <li>• <i>The maximum daily reimbursement for meals for the day of departure and for the day of return is seventy five percent (75%) of the daily CONUS meal reimbursement rate prescribed for the lodging location.</i></li> <li>• <i>Reimbursement for a single meal (or meals) for employees on one day travel status with no overnight stay is not permitted.</i></li> </ul>
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	<p style="text-align: center;"><b>Policy Name: Substance Abuse Testing</b></p> <p><b><u>PURPOSE:</u></b></p> <p><i>The purpose of this policy is to provide a safe, productive, healthy workplace for team members, customers and visitors. Also, it ensures Convention Center Authority complies with federal and state health and safety regulations, as well as, to help prevent injuries and accidents.</i></p> <p><b><u>ACCOUNTABILITY:</u></b></p> <p><i>By direction of the President of Convention Center Authority, through the Vice President of Human Resources and respective supervisors shall ensure compliance with this policy and procedure.</i></p> <p><b><u>POLICY:</u></b></p> <p><b><i>Opportunity to Contest or Explain Test Results</i></b>  <i>Team members and job applicants who have a positive confirmed drug or alcohol test result may explain or contest the result to the medical review officer within five (5) working days after receiving written notification of the test result from the medical review officer; if an team member's or job applicant's explanation or challenge is unsatisfactory to the medical review officer, the medical review officer shall report a positive test result back to the company; a person may contest the drug test result pursuant to rules adopted by the Tennessee Department of Labor.</i></p> <p><b><i>Confidentiality</i></b></p> <p><i>The confidentiality of any information received by the employer through a substance abuse testing program shall be maintained, except as otherwise provided by law.</i></p> <p><b><i>Job Applicant Drug Testing</i></b></p> <p><i>All job applicants at Convention Center Authority will undergo testing for substance abuse</i></p>
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*as a condition of employment. Any applicant with a confirmed positive test result will be denied employment.*

*Applicants will be required to submit voluntarily to a urinalysis test at a laboratory chosen by this Convention Center Authority, and by signing a consent agreement will release Convention Center Authority from liability.*

*If the physician, official or lab personnel have reasonable suspicion to believe that the job-applicant has tampered with the specimen, the applicant will not be considered for employment.*

*The Convention Center Authority does not discriminate against applicants for employment because of a past history of drug or alcohol abuse. It is the current illegal use of drugs and/or abuse of alcohol, preventing team members from performing their jobs properly, that Convention Center Authority will not tolerate.*

### ***Team member Drug Testing***

*The Convention Center Authority adopted testing practices to identify team members who illegally use drugs on or off the job or who abuse alcohol on the job. It is a condition of employment for all team members to submit to substance abuse testing under the following circumstances:*

- 1. When there is reasonable suspicion to believe that a team member is illegally using drugs or abusing alcohol. 'Reasonable Suspicion' is based on a belief that an team member is using or has used drugs or alcohol in violation of the employer's policy drawn from specific objective and articulable facts and reasonable inferences drawn from those facts in light of experience. Among other things, such facts and inferences may be based upon, but not limited to the following:*
  - A. Observable phenomena while at work such as direct observation of substance abuse or of the physical symptoms or manifestations of being impaired due to substance abuse;*
  - B. Abnormal conduct or erratic behavior while at work or a significant deterioration in work performance;*
  - C. A report of substance abuse provided by a reliable and creditable source;*
  - D. Evidence that an individual has tampered with any substance abuse test during his/her employment the current employer;*
  - E. Information that an team member caused or contributed to an accident while at work; or*
  - F. Evidence that a team member has used, possessed, sold, solicited, or transferred drugs while working or while on the employer's premises or while operating the employer's vehicle, machinery, or equipment.*
- 2. When team members have caused or contributed to an on-the-job injury that resulted in a loss of work-time, which means any period of time during which a team member stops performing the normal duties of employment and leaves the place of employment to seek care from a licensed medical provider. An employer may send team members for a substance abuse test if they are involved in on-the-job accidents where personal injury or damage to company property occurs.*

3. *As part of a follow-up program to treatment for drug abuse.*
4. *Routine fitness-for-duty drug or alcohol testing. A covered employer must inquire an team member to submit to a drug or alcohol test if the test is conducted as part of a routinely scheduled team member fitness-for-duty medical examination where the examinations are required by; law, regulation, are part of the covered employer's established policy, or one that is scheduled routinely for all members of an employment classification group.*

### **Alcohol Testing**

*The consumption or possession of alcoholic beverages on the Convention Center Authority's premises is prohibited. (Convention Center Authority sponsored activities which may include the serving of alcoholic beverages are not included in this provision.) An team member whose normal faculties are impaired due to alcoholic beverages or whose blood alcohol level test .10% by weight for no-safety sensitive positions or .04% for safety sensitive positions while on duty/company business shall be guilty of misconduct and shall be subject to disciplinary action up to and including termination.*

### **Refusal to Submit**

*Failure to submit to a required substance abuse test also is considered to be a positive test and is subject to disciplinary action, up to and including termination.*

### **Important Information for Job Applicants and Team members**

- *When a team member submits a drug and/or alcohol test, he/she will be given a form by the specimen collector that contains a list of common medications and substances which may alter or affect the outcome of a drug or alcohol test. This form will also have a space for the donor to provide any information that he/she considers relevant to the test, including the identification of currently or recently used prescription or non-prescription medication or other relevant information.*
- *The information form should be kept by the job applicant or team member for their personal use.*
- *If the job applicant or team member has a positive confirmed test result a medical review officer will attempt to contact the individual in order to privately discuss the findings with that person. The job applicant or team member should keep the form as a "reminder" to discuss the information at that time.*
- *The medical review officer will take this information into account when interpreting any positive test results. The information provided shall be treated as confidential and will not be given to the employer. Team members and job applicants have the right to consult with a medical review officer for technical information regarding prescription and non-prescription medicine.*

*It is the responsibility of every team member or job applicant to notify the testing laboratory of any administrative or civil action brought pursuant to TCA Section 50-9-100 eq. Seq., Drug-Free Workplace Programs.*

*The provisions of this policy are subject to any applicable collective bargaining agreement*

or contract and include the right to appeal to the applicable court.

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**Substance abuse testing for job applicants and team members will include a urinalysis screen for the following drugs: \***

- **Alcohol:** (not required for job applicant testing)  
Any "Alcoholic Beverage", all liquid medications containing ethyl alcohol (ethanol). Please read the label for content. For example; Vicks Nyquil is 25% (50 proof) ethyl alcohol, Comtrex is 20% (40 proof), Contac Severe Cold Formula Night Strength is 25% (50 proof) and Listerine is 26.9% (54 proof).
- **Amphetamines:** "speed," "uppers," etc.
- **Cannabinoids:** THC, marijuana, hashish, "pot," "grass," "hash," etc.
- **Cocaine:** "coke," "crack," etc.
- **Phencyclidine:** PCP, "angel dust."
- **Opiates:** Narcotics, Heroine, Codeine, Morphine, "smack, dope, etc..."

**Policy Name: Nursing Mothers**

**PURPOSE:**

The objective of this policy and procedure is to provide reasonable break time for an team member to express breast milk for her nursing child for 1 year after the child's birth each time such team member has need to express the milk.

**ACCOUNTABILITY:**

By direction of the President/CEO, through the Vice President of Human Resources and respective supervisors shall ensure compliance with this policy and procedure.

**POLICY:**

For up to one year after a child's birth, any team member who is breastfeeding her child will be permitted flexible scheduling for expressing breast milk for her baby. The supervisor and the team member will agree upon a plan prior to the start of the flexible scheduling as the frequency of breaks as well as the duration and location of each break may vary. The Convention Center Authority will designate a private lactation space to be used temporarily for this purpose. The temporary lactation space will be made available upon the return of the breastfeeding team member from maternity leave and made available to the breastfeeding team member when needed. The space will be secure, have an electrical outlet, and will be easily accessible to a refrigerator and sink. Any breast milk stored in the refrigerator must be labeled with the name of the team member and the date and time of expressing the breast milk. Any nonconforming products stored in the refrigerator may be disposed of. Team members storing milk in the refrigerator assume all responsibility for the safety of the milk and the risk of harm for any reason, including improper storage or refrigeration and tampering.

	<p><b><u>PROCEDURE:</u></b></p> <ul style="list-style-type: none"> <li>• <i>The team member must tell her supervisor prior to needing flexible scheduling for expressing milk.</i></li> <li>• <i>Supervisor and team member will agree upon a plan of the frequency, duration, and location.</i></li> <li>• <i>A temporary lactation space will be created.</i></li> </ul>
	<p style="text-align: center;"><b>Policy Name:</b> Social Security</p> <p><b><u>PURPOSE:</u></b></p> <p><i>The purpose of this policy is to be in compliance with the Internal Revenue Service (IRS) in regards to paying Social Security Tax.</i></p> <p><b><u>ACCOUNTABILITY:</u></b></p> <p><i>By direction of the President/CEO, through the Vice President of Human Resources and respective supervisors shall ensure compliance with this policy and procedure.</i></p> <p><b><u>POLICY:</u></b></p> <p><i>As a team member of Convention Center Authority, team members are covered under the Federal Insurance Contribution Act (FICA). Convention Center Authority pays the current tax assessed by the federal government; the team member pays a matching amount through payroll deduction.</i></p>
	<p style="text-align: center;"><b>Policy Name:</b> Entertainment Policy</p> <p><b><u>PURPOSE:</u></b></p> <p><i>Given the nature of the Music City Center business, it is understood that, on occasion, entertainment expense within reasonable limits that are not lavish, excessive or inappropriate, may be incurred in order to further business objectives of the Convention Center Authority.</i></p> <p><b><u>ACCOUNTABILITY:</u></b></p> <p><i>By direction of the President/CEO, through the Vice President of Human Resources and respective supervisor shall ensure compliance with this policy and procedure.</i></p> <p><b><u>POLICY:</u></b></p> <p><i>Any entertainment expense must be approved in advance by either the President/CEO, Senior Vice President, Vice President of Sales, or the Director of Sales prior to the occurrence. All relevant documentation (sales receipts, etc.) must be retained for audit</i></p>

**Policy Name:** Employment of Relatives Policy

***Employment of Relatives***

**PURPOSE:**

*The purpose of this policy is to eliminate the perception of favoritism and possible family conflict. In addition, it is to enable the Convention Center Authority to make administrative decisions representing its best interest where considerations of kinship exist.*

**ACCOUNTABILITY:**

*By direction of the President/CEO, through the Vice President of Human Resources and respective supervisors shall ensure compliance with this policy and procedure.*

**DEFINITIONS:**

**Relative-** *for this policy, "Relative" refers to immediate and additional family members.*

**Immediate Family-** *Includes spouse, children, parents, brothers, sisters, grandparents, step-children, step-parents, step-brother, and step-sisters.*

**Additional Family-** *Includes parent-in-law, brother-in-law, sister-in-law, son-in-law, daughter-in-law, aunt, uncle, grandchildren, great grandparents and niece or nephew.*

**POLICY:**

*Within the Convention Center Authority, no team members who are relatives are placed within the same direct line of supervision whereby one relative is responsible for supervising the job performance or work activities of another relative. In no event will any team member be within two levels of the chain of command of a relative with authority to supervise that relative, including participation in a performance evaluation and excluding emergency situations which affect the health, safety or welfare of the public.*





## One-time Employee Performance Bonuses

October 3, 2013 – Convention Center Authority Meeting

The following to receive \$5,000 each:

Elisa Putman

Lois McLaughlin

Jasmine Quattlebaum

Dewayne Smith

Eric Blouin

Richard Wagner

Jim Greer

Erin Hampton

Teri McAlister

Heidi Runion

The following to receive \$2,500:

Barbara Solari

