

Policy and Procedures  
&  
Employee Manual

Ruston Lincoln  
Convention & Visitors  
Bureau

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## PREFACE

The employee manual is prepared for use by the staff of the Ruston Lincoln Convention & Visitors Bureau (sometimes hereinafter referred to as the bureau). You will find in it useful information about the organization to which we belong.

It outlines standard policies and practices to minimize the misunderstandings and problems that may result from individual interpretations of an organization's policies and regulations.

This manual outlines procedures that must be followed to maintain effectiveness; defines standards of conduct that must be observed for the common good; and describes facilities and services available to the employee. The policy manual outlines bureau policies/procedures in detail.

Employees of the Ruston Lincoln Convention & Visitors Bureau are selected for their positions because they have given evidence of having a favorable combination of aptitude, skill, education and personality for a particular position.

The effective operation of the bureau depends upon the integrity, competence and customer service orientation of its employees. Goals and standards for the organization are set by the Bureau's Board of Directors and administered by the President/CEO.

THE PERSONNEL POLICIES OF THE BUREAU ARE DESIGNED AND INTENDED TO BE GENERAL GUIDELINES ONLY. THESE POLICIES MAY BE AMENDED OR DELETED AND EXCEPTIONS TO THEM MAY BE MADE BY THE CVB BOARD OF DIRECTORS FOR ANY REASON AT ANY TIME.

THESE POLICIES ARE NOT INTENDED AS NOR SHOULD THEY BE CONSTRUED TO CREATE TERMS OF AN EXPRESS OR IMPLIED CONTRACT OF EMPLOYMENT AT THE BUREAU, OR ANY TYPE OF PROMISE OR GUARANTEE OF SPECIFIC EMPLOYMENT FOR A SPECIFIC PERIOD OF TIME. ALL EMPLOYEES ARE "EMPLOYEES AT WILL" WHOSE EMPLOYMENT, COMPENSATION AND BENEFITS CAN BE TERMINATED WITH OR WITHOUT CAUSE, WITH OR WITHOUT NOTICE AT THE OPTION OF THE BUREAU OR THE EMPLOYEE. CERTAIN CIRCUMSTANCES MAY ARISE WHEREIN EMPLOYMENT MAY BE TERMINATED FOR ECONOMIC REASONS OR OTHER REASONS UNRELATED TO THE EMPLOYEE'S WORK PERFORMANCE OR BEHAVIOR.

**\*The use of the pronoun "he" throughout this manual is for simplicity only.**

TO: Staff Members

FROM: Travis Napper, President/CEO

**First . . . .**

You should know something about the type of organization to which you belong and to share the pride in belonging to it that is felt by all those who have worked here in the past, who through their individual contributions have made the Ruston-Lincoln Convention and Visitors Bureau the vibrant, dynamic and successful organization it is today.

The function of any agency is to give service. Your job was created to provide a specific service to the citizens and visitors of Ruston and Lincoln Parish. You are expected to give this service to the best of your ability and to perform your job with the spirit of courtesy and willing acceptance. Our effectiveness is dependent upon each employee and the integration of all our individual efforts will result in a well-run, efficient bureau.

The bureau's mission is to "sell" Ruston-Lincoln Parish as an appealing visitor and convention destination, and to ensure that our visitors have a pleasant experience that is positive and enjoyable and that they leave our community with a desire to return. The bureau is an economic development organization working to increase the impact of a specific segment of the community's economy. This organization has a goal to work closely with other economic development and community organizations in the improvement of the North Louisiana economy while eliminating the duplication of efforts toward the end.

In Ruston and Lincoln Parish, as in every other progressive city, there is a distinct need for a Convention and Visitors Bureau. The need can be seen in the importance of having an organization that can provide quality industry representation, particularly in the marketing area, to state, regional and national audiences, and to render specific services of a type that can be most effectively administered and delivered by a representative community service organization.

The mission of the Ruston Lincoln Convention and Visitors Bureau is to create, preserve and enhance overnight stays and quality visitor experiences through the promotion and development of the tourism economy of Lincoln Parish.

No matter what your job it is extremely important that your contact with the public be polite and courteous. Just as the bureau believes each employee is an important individual, it is essential that every citizen be treated with dignity and consideration.

The public will judge you-and all of the employees of the bureau-by your attitude and efficiency.

## INTRODUCTION

This manual is designed to expedite the new employee's adjustment to an unfamiliar environment, as well as providing all employees with a permanent reference source for the established procedures of the organization. By learning and following the procedures outlined herein, you will become a member of the cooperative team that is so vitally necessary to successfully accomplish the goals of the Ruston-Lincoln Convention and Visitors Bureau.

We hope that from reading these pages you will also come to realize that you are an important member of an organization which is sincerely interested in your personal success and well being. We are proud that you have chosen to add your efforts to the continued success of the bureau.

It is not expected that this guide can cover every question which eventually may arise. For specific details of policies as they apply to any particular case you are encouraged to discuss any matters of concern with your Supervisor or the President/CEO.

The Ruston Lincoln Convention & Visitors Bureau is governed by a nine person Board of Directors. The Bureau was created in 1974 by an Act of the Louisiana Legislature. It was put into operation by an ordinance passed by the Parish of Lincoln during that same year.

The Ruston-Lincoln Convention & Visitors Bureau is a state political subdivision funded (4% occupancy tax on Hotel/Motel, Overnight Campground, Bed & Breakfast) agency dedicated to filling overnight campground and hotel rooms through convention, corporate and tourism solicitation efforts. The funds coming to the Bureau are used to help promote our area; therefore, it is also the bureau's objective to serve the community through our list of services and to conscientiously uphold and enhance our city's positive image.

A successful convention and visitors bureau requires a skilled staff of personnel in order to perform the coordinating and organizational functions necessary to develop programs for a healthy convention and tourist industry in the Parish.

Final authority for the operation of the bureau always rests with the Board of Directors of the bureau, in accordance with procedures outlined in the organization's By-Laws, the Bureau Ordinances, the Parish Ordinances, State enabling Legislation and bureau policy statements. Our long-term direction, promotional projects, policy decisions and final authority for the operation of the bureau rests with the Board of Directors.

The following governmental bodies and civic organizations are represented on the Board:

**Lincoln Parish Police Jury (1)**

**The City of Ruston (1)**

**Louisiana Tech University (1)**

**Grambling State University (1)**

**Hotel/Motel Association (1)**

**Restaurant Association (1)**

**Retail Association (1)**

**Bankers Association (1)**

**Ruston Chamber of Commerce (1)**

## **NEW EMPLOYEE ORIENTATION**

1. Complete tour of office and Visitor Center Information. Introduce new employee to all staff members - include one sentence description of each staff job.
2. Schedule 1/2 to 1 hour orientation between Executive Director or Supervisor and new employee. Major goals, bureau philosophy, expectations, staff structure and staff management schedule should be explained. Review job description, office policy and individual goals.
3. Make 5-10 minute appointments with each staff member. Time should be used to briefly explain their job and get to know the new employee.
4. Schedule 1/2 hour with Office Bookkeeper to complete necessary employment forms. The President/CEO should explain hours, pay schedule, keys, etc.
5. Schedule 1 hour for each employee to meet with Executive Director for explanation of office supplies, equipment such as copy machine, etc., and review of policies. Parking, vacation, holidays, overtime, breaks and keys.
6. Schedule time with our telephone system contact for telephone orientation.
7. Provide new employee a packet to include policy manual, sample of bid packet, service information, membership brochures, etc.
8. Begin formal job training. Length and description of training will depend on new employee's experience. However, each supervisor should have a formal training outline, beginning with familiarization of new employee's office space and management philosophy. Appropriate section of the Marketing Plan should be reviewed.
9. Dates for 90 day and 180 day reviews should be established.

## **EQUAL EMPLOYMENT OPPORTUNITY**

To realize the organization's goals, it is the established policy of the bureau to recruit, hire and promote individuals without regard to race, color, creed, national origin, religion, age, sex, the presence of any sensory, mental or physical handicap, the status of a disabled Vietnam era veteran and all other practices prohibited by local, state and federal laws. All employment decisions will be based solely on an individual's qualifications, abilities and interests. We will make promotion decisions only on the individual's qualifications and performance as related to his or her position. We will insure that all other personnel actions such as compensation, benefits, transfers, dismissals, company sponsored training, educational assistance and any other bureau sponsored programs will be administered within the guidelines of Equal Employment Opportunity. We expect all employees to accept and practice these principles and to be cooperative in their continued application.

## **EMPLOYMENT PROCEDURES**

1. All advertising for positions will conform to EEO guidelines and legal posting requirements.
2. All communications with employment agencies will be done by the President/CEO or his/her designated assistant.
3. Each prospective employee will complete an application form prior to initial interview.
4. References will be checked by the interviewer on all final applicants for a position. The successful applicant must satisfactorily pass a background investigation check.
5. Each staff member shall have input into the final selection for their respective departments.
6. All offers of employment will be made by the President/CEO.
7. Employment fees will not be paid except in the case of technical personnel or other difficult to secure employees. The individual circumstances will have to be governed and if necessary, the President/CEO may have to authorize such payment. If the employment fee is paid and the employee leaves within one year, 50% of the fee will be deducted from his final paycheck. This must be agreed upon in writing at the time of employment.
8. References: Former employers, character references and schools may be contacted for reference information before any candidate is considered for employment. Satisfactory references are a prerequisite to being considered for employment. If necessary, applicants or employees may be requested to furnish additional references.

## **HIRING**

The President/CEO has the sole responsibility for hiring staff personnel required to conduct the business of the bureau.

## **EMPLOYEE CATEGORIES**

**I. PART-TIME EMPLOYEES** - either temporary or those employees paid on an hourly basis to work at specific short-term projects or to be assigned to a position indefinitely. They are not eligible to participate in insurance or personal time.

**II. FULL-TIME EMPLOYEES** - are those who are filling a position requiring at least 39 hours per week year round. Full-time employees are eligible to participate in insurance, retirement, take personal leave and be reimbursed for approved staff training and participate in all other full-time employee benefits.

**III. CONTRACTUAL EMPLOYEE** – The President/CEO of the Bureau will enter into a separate work contract with the Board of Directors regarding salary, insurance, retirement, and other benefits and expectations.

## **RELATIONSHIP TO PUBLIC**

Our office procedures should be the most efficient, our employees the most accurate, alert, courteous, pleasant and cooperative of any to be found in the community. All correspondence should be neat and well composed. Efficiency in all matters must be above the average maintained in other business offices.

## **RECORDS**

It is important that your employment records be kept accurate and up to date. It is the responsibility of all employees to notify the Office Manager concerning changes to any of the following: change of address, phone number, person to be notified in case of accident or other emergency, legal change in name, change in marital status or number of dependents.

## **ATTENDANCE**

Hours of work: normal office hours are from 8:00 a.m. through 5:00 p.m., Monday – Thursday and 8:00 a.m. through 4:00 p.m. on Friday unless permission to deviate from these hours is requested in advance and approved by the President/CEO. One hour is allowed for lunch. Lunch periods will be scheduled by Departments so that there is someone in each department at all times to answer the telephone and provide service to walk-in customers. Weekend hours and flextime are determined by the President/CEO. When you leave the office for any reason, please notify the receptionist or your supervisor as to your whereabouts, how long you will be gone and a phone number where you can be reached.

Employees are authorized one ten-minute break in the morning and one in the afternoon ONLY. Breaks are not cumulative and if not observed will be lost.

The bureau office at 2111 North Trenton is open five (5) days a week. Regular attendance and punctuality are expected and required of all employees. Any unplanned absence from your job causes hardship on your co-workers since they must do your job to keep things running smoothly. If an employee is required to be at the office at any time when the office is normally closed, it is their responsibility to see that all doors are locked, lights are out and the answering devices on before leaving.

### **PUNCTUALITY**

It is expected that all employees will report promptly for work in the morning and not exceed lunch hour provisions. Each department head is responsible to see that established office hours are observed and for bringing incidents requiring corrective action to the attention of the President/CEO. If for any reason you are not able to report at your scheduled work time, call in and let the Office Manager or your supervisor know the reason.

### **COMPENSATION**

Authorization of any compensation adjustments must come directly from the President/CEO of the bureau subject to approval by the Board of Directors during the annual budget process. Compensation is paid on the 1st and the 15th day of each month. When a payday falls on a weekend or a holiday, paychecks are distributed on the previous workday if practical.

The President/CEO will review the records of each employee annually and consider attitude, initiative, attendance, cooperativeness, and length of employment, adaptability, the assumption of additional responsibilities, overall job performance, and contributions to the overall financial well being of the bureau. The President/CEO will determine individual compensation increases based on employee reviews and the board of directors will approve the individual compensation increases during the annual budget process.

### **DISMISSAL**

Involuntary employment termination is that which is initiated by the bureau.

### **RESIGNATION**

When an employee decides to resign, he or she should give the following notice: Two weeks notice from clerical staff; Four weeks notice from management staff.

## **SEXUAL HARASSMENT**

It is the general policy of the bureau that all employees should be free from sexual harassment. The United States Equal Employment Opportunity Commission (EEOC) has provided us with guidelines on "sex related intimidation" in the work place. According to these guidelines unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature constitutes sexual harassment when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of employment;
2. Submission or rejection of such conduct by an individual used as a basis for employment decisions affecting such individual or;
3. Such conduct has a purpose or effect of unreasonably interfering with an employee's work performance or creating an intimidating, hostile or offensive working environment.

### **SEXUAL HARASSMENT COMPLAINT PROCEDURE**

The Chairman of the Personnel Committee has been designated to serve as Compliance Officer on behalf of the bureau and shall receive and process all complaints of sexual harassment. The Chairman of the Personnel Committee shall assess each situation by obtaining a statement from the complainant, discussing the matter with the individual alleged to have committed the impermissible conduct and obtaining witness statements when available.

Upon completion of the investigation he will prepare a confidential report and submit the same with recommendations concerning the disposition of the allegations to the Chairman of the Board of the bureau.

All investigation and interviews surrounding a claim of sexual harassment shall be kept confidential to the maximum extent possible. Any employee aware of or suspecting the occurrence of sexual harassment will be expected to make a statement of facts in writing to the Office Manager.

### **GRIEVANCE PROCEDURE**

To maintain proper communications between levels the guidelines furnished below provide for communicating internal grievances.

An employee having problems or questions that concern his employment is encouraged to present the issue to his supervisor. The best solution can usually be made on an employee-supervisor basis. The question or problem should be presented by the person concerned as second-hand information complicates the issue and compounds the problem of making the

proper corrective decision. The employee should feel confident that he will not be penalized for his beliefs concerning the problem.

Upon proper notification of a question or problem the supervisor should act quickly to arrive at a solution that best meets the needs of the employee and the bureau. After careful consideration the solution should be put into effect immediately.

When an employee feels that the problem or question cannot be discussed further with his immediate supervisor, the problem should be taken to the President/CEO.

The role of the Chairman of the Personnel Committee will be to act as an unbiased third party to work with the parties involved to reach an equitable solution.

It is anticipated that adequate communication and problem solving techniques will be maintained at all levels within our organization if the above guidelines are followed.

### **CORRECTIVE ACTION/ DISCIPLINARY PROCEDURES**

Supervisors should bring performance problems to the employee's attention in a timely, supportive and specific manner that allows the employee to take action to correct the problem but does not undermine the employees self respect, and supervisor will request employee sign any notations placed in his/her file. The following phases of the Corrective Action Procedure are applicable only to those employees who have completed their initial 6 months probationary period and where in the opinion of the President/CEO, counseling appears warranted and appropriate.

1. When a supervisor has identified a performance or behavioral problem, verbal counseling is held between the supervisor and the employee to develop effective solutions to the problem and should be noted in the employee's file.
2. If the problem is not corrected, another conversation and written counseling will be given to the employee and documentation of the problem will be placed in the employees file.
3. If the problem is still uncorrected another discussion may be held where the employee is provided with a written warning and a disciplinary warning record will be placed in the employees file.
4. The next step would be probation/suspension. The employee may be suspended immediately or will be dismissed if there is no improvement in performance or behavior. A copy of the probation/suspension report will be placed in the employees file. When an employee is in this step of the corrective action procedure, pay raises are deferred.
5. The final phase of the Corrective Action Procedure is dismissal from employment.

Sometimes a problem may be such that one or all of the phases of the counseling-disciplining process are skipped. The emphasis nevertheless will be on assisting an employee in correcting the problem and insuring that the employee realizes the gravity of the situation. Serious performance or behavioral problems may result in immediate dismissal.

Some employee problems fall outside of this normal discipline process and these problems will be dealt with in accordance with management's discretion.

### **Personal Leave**

All full-time employees are entitled to personal leave with pay under the schedule below.

0-5 years service	5.00 hours per pay period	15 days per year
5-10 years service	6.67 hours per pay period	20 days per year
10+ years of service	8.33 hours per pay period	25 days per year

Personal leave must be scheduled and reviewed by the President/CEO for approval and scheduling on a master calendar if at all possible. Every effort will be made to arrange leave in accordance with the individuals request, but it is only reasonable that more than one employee cannot be absent at the same time. The final decision rests with the President/CEO.

Personal leave may begin on any day of the week and must be taken in at least one day increments. Preference with regard to leave days shall be based on seniority and individual and departmental work load. The Office Manager will maintain all vacation records and should thus be kept abreast of scheduled leave.

Employees who are re-hired, following a break in service of five or more work days shall be considered a new employee for purposes of computing personal leave allowance. Individuals leaving employment with the bureau with less than one year of service are not eligible for vacation time or pay at the time of termination.

Personal leave is provided partially to show appreciation for work done but the real value lies in getting a change of pace and environment. Employees are encouraged to use their leave time each year. Leave time will accrue year to year not in excess of 160 hours. Full-time employees will be paid for unutilized personal leave time over 160 hours accrued on December 15 of each year. Upon separation from the Ruston Lincoln Convention and Visitors Bureau, unused personal leave hours can be paid out to an employee in a lump sum, not in excess of 160 hours.

## **HOLIDAYS**

As a full-time employee you are entitled to paid holidays on the following days:

**NEW YEARS EVE  
NEW YEARS DAY  
GOOD FRIDAY  
MEMORIAL DAY  
4TH OF JULY  
LABOR DAY  
THANKSGIVING  
FRIDAY FOLLOWING THANKSGIVING  
CHRISTMAS EVE  
CHRISTMAS DAY**

Should you be required to work on a designated holiday, the President/CEO will attempt to grant another day. Any additional holidays or paid time off will be given at the discretion of the President/CEO. If a holiday falls within the vacation period of an employee, the employee will receive a compensating day off either as an extension of the vacation period or at another time, at the discretion of the President/CEO.

## **OTHER LEAVES**

### **Maternity Leave**

Maternity leave maybe charged to personal time off or leave without pay on the basis of pregnancy, childbirth medical conditions. Normal time away from work is six weeks of leave for maternity purposes. Maternity leave will be treated like any other request for personal leave.

### **Jury Duty Leave**

Any employee who is called for jury duty will be excused with pay. Any amounts paid by the court may be retained by the employee and his/her pay will not be reduced. Part-time employees will be paid according to their normal scheduled hours.

### **Military Leave**

Regular Military Leave - Any employee called to duty by any branch of the United States Armed Services, and upon honorable discharge will be reinstated by the bureau as the needs of the business permit. Where possible, employees who return from a military leave will be reinstated in their original job or in a position comparable to the job the employee vacated. Once an employee is honorably discharged, the employee must apply within ninety (90)

days of his/her honorable discharge to be reinstated. During a military leave neither salary nor benefits are paid.

### **Personal Leaves of Absence**

There are no formal leaves of absence other than those previously listed. If necessary, an employee may be granted an unpaid leave of absence when necessary for other personal reasons. Such leaves will be handled on an individual basis and leave time will be limited.

In the event of the death of a spouse, child or parent the allowance will be up to two days of leave and one day for any other family members. Additionally personal time off days may be used at the discretion of the President/CEO.

### **Compensatory Time**

Compensatory time will be given on an hour for hour basis and can be taken at the discretion of the President/CEO. Compensatory time should be taken within the calendar year it is earned, but will accrue from year to year. Compensatory time is not payable upon separation from employment with the CVB.

### **Leave Reports**

Each bureau employee must complete a leave report for each pay period. This report will reflect, personal and compensatory hours earned and used each month. The report will be signed by the employee and President/CEO.

## **FRINGE BENEFITS**

All permanent full-time employees' salaries include a number of benefits not reflected in your take-home check. Other benefits your employment with the Ruston Lincoln Convention & Visitors Bureau entitles you to include:

1. 100% payment of health and hospitalization plan and dependant coverage either available to employees at attractive group rates or as reimbursement for costs of insuring employees under spouse's plan or other independent plan.
2. 100% payment of workmen's compensation insurance.
3. 100% payment of short-term and/or long-term disability insurance.
4. Ten paid holidays annually.
5. Personal leave time off

7. Membership in professional organizations
8. Opportunity to attend seminars and conferences to improve professionally.
9. Compensatory Time policy.
10. 401K Retirement Program.

Please keep these benefits in mind when determining equity between your salary and the job you perform.

### **WORKMEN'S COMPENSATION**

An employee who is injured on the job must immediately notify his/her supervisor or the Office Manager or President/CEO of the injury. In case of injury caused by on-the-job accident, employees who properly notify us are covered by the State Workmen's Compensation. The purpose of workmen's compensation is to provide some source of income or compensation for employees injured while working. In cases where permanent disability has occurred because of an on-the-job accident, compensation is based on the amount of disability resulting from the injury in accordance with the state statutes and by the bureaus disability income continuation procedure.

**PROCEDURE** - An on-the-job, employee injury should be handled as follows:

1. Employee completes the injury report form and gives it to the Office Manager or President/CEO who in turn forwards a copy to the bureau's compensation insurance carrier.
2. If necessary the employee is sent to the appropriate medical facility.
3. The employee's physician is contacted by a bureau representative to determine extent of injuries and employee's expected date of return to work. If employee is out for 7 calendar days, the Office Manager and/or President/CEO should notify the Louisiana State Office of Workers Compensation and the bureau's workers compensation insurance carrier.

### **MEDICAL INSURANCE**

All full-time employees are eligible to participate in the bureau's medical and dental insurance plans. Details regarding medical and dental insurance are available from the Office Manager and/or President/CEO.

## CODE OF ETHICS

As an employee, you are covered by Louisiana's Code of Ethics, generally found in Louisiana Revised Statutes 42:1111-1123. Specific Ethics Code situations related to your work may include but are not limited to:

Payment/Gifts: "No public servant shall receive anything of economic value, other than compensation and benefits from the government entity to which he is duly entitled, for the performance of the duties and responsibilities of his office or position." "No public servant shall receive anything of economic value for any service, the subject matter of which is devoted substantially to the responsibilities, programs, or operations of the agency of the public servant and in which the public servant has participated."

Definition: "Things of economic value" means money or any other thing having economic value. This means employees cannot accept tips, money, donations, or other personal gifts.

Employees can normally accept:

- Promotional items having no substantial resale value.
- Food, drink, or refreshments, including reasonable transportation and entertainment incident thereto, consumed while the guest of some person.
- With reference to legislators and legislative employees only, reasonable transportation when organized primarily for educational and informational purposes, including food and drink incidental thereto.
- Board approved salary and related benefits due to your public employment.

Violation of this policy constitutes grounds for disciplinary action up to, and including, termination of employment, and possible prosecution by state authorities.

## GENERAL INFORMATION

### AFFILIATIONS

The bureau and its staff members hold memberships in and work closely with numerous local, state and national organizations. It does not follow, however that the organization approves or rejects any or all of the policies and projects furthered by any organization in which such memberships are held.

### AUTHORITY FOR PAYMENT

All requests for payments must indicate what the payment covers and to what budget category and department it is to be charged. All requests must have the approval of the President/CEO.

## **AUTOMOBILE**

Traveling personnel using their own vehicles will be reimbursed at the current state rate. The President/CEO will be given a monthly automobile expense at a rate as determined by the Board of Directors or be provided a vehicle paid for by the CVB.

## **BUDGET/FISCAL YEAR**

The bureau fiscal year runs from January 1 through December 31. In the fall, the budget for the forthcoming year is drafted by the President/CEO and presented to the Executive Committee. Final approval is made by the Board of Directors. Variations from the approved budget amounts may only be made with the prior agreement of the President/CEO and/or the Board of Directors and after review and approval of the Executive Committee.

## **CAPITALIZATION OF PURCHASES**

A capital item is comprised of an expenditure that increases the capital assets of the Ruston Lincoln Convention and Visitors Bureau. These are defined as anything costing over \$5,000.00, which has a life of more than one year. These are defined as assets of a long-term nature that is intended to be held or used and has been reviewed by Executive committee. The President/CEO has the authority to make all purchases for the Ruston Lincoln Convention & Visitors Bureau as the officially recognized agent of the bureau.

All requests for payment must indicate what the payment covers and to what budget category it is charged. All requests must have the approval of the President/CEO and/or the appropriate Board of Directors member.

The above policy does not supersede the public bid law.

## **CONFIDENTIALITY**

This bureau, having a highly visible function, places its employees in a position to be privileged to confidential social, economic or political information this is under no circumstances to be discussed with anyone outside of the bureau. This includes disclosure of sensitive sales or professional information that must under no circumstances be released to competing cities or hotels properties available now or built in the future. Breach of confidentiality is considered grounds for immediate termination and possible prosecution.

Bureau information is to be discussed with media by the President/CEO or Marketing Director only, unless the President/CEO specifically designates another employee or Board of Directors member to do so.

Frequently, calls are received asking for certain types of confidential information. Most of the time these are from members of the bureau who are well known to the staff and full

compliance can be given. There are times however, when some unknown party calls. In such cases the inquiry should be taken with the name and number of the caller, with the courteous statement that it is necessary to look up the information and call back. In the meantime the identity of the caller can be checked. When in doubt about giving out information, check with the President/CEO.

### **COMPUTER BACKUPS**

Stations with internal hard drives will be expected to backup those individual drives weekly. Those backups should be labeled and dated on Fridays.

### **COMPUTER TRAINING**

Questions or problems regarding computer operations are to be directed to the Office Manager and/or President/CEO. Equipment is to be operated and maintained as prescribed in the training sessions.

### **REIMBURSEMENT**

Mileage Reimbursement - Reimbursement will be provided for mileage incurred while conducting business for the bureau in a private vehicle. Approval by the President/CEO should be obtained prior to conducting such business.

### **CONDITION OF THE OFFICE**

All employees are asked to cooperate in keeping the office neat and orderly at all times. Tops of tables, files, book cases, etc. should be kept clear of unnecessary books, papers, etc. except those in use.

### **CONTROL**

Policy and procedure control of the Ruston Lincoln Convention & Visitors Bureau is vested in the Board of Directors. The administrative control, including all staff supervision is vested in the President/CEO.

### **CONTRACTUAL OBLIGATIONS**

The President/CEO is authorized to enter into contracts on behalf of the bureau for all contracts that the board approved during the budget process or any contract with a value less than \$5,000. For all contracts in excess of \$5,000, the President/CEO needs a board resolution in order to enter into the contract. The President/CEO will need a board resolution for any obligation in which the financial exposure of the bureau exceeds \$5,000.

## **EMPLOYEE CONDUCT**

Orderly conduct is courtesy toward the public and fellow workers and should be observed at all times. The bureau is a public body and is judged to a great extent by its personnel; and it is important that the conduct of every employee is above reproach, off-duty as well as on-duty. Since bureau employees work for a public service organization representing all sides of belief and cannot completely separate their identity from the organization, they are required to refrain from active participation in partisan political activities.

## **DRESS CODE**

It is very important for all the employees of the Ruston Lincoln Convention & Visitors Bureau to present a professional appearance. Our visitors, convention planners and co-workers include a broad range of ages and tastes and it is our objective to provide guidelines that will reflect the best image possible. Therefore unless otherwise approved by the President/CEO, the following dress code has been established for all Ruston-Lincoln CVB employees.

### **DRESS CODE FOR MEN**

The following is the dress code for men during all scheduled working hours:

- Short or long sleeved dress shirts and ties are recommended, particularly in public contact areas.
- Dress slacks should be worn at all times. No sweat suits of any color or fabric will be acceptable.
- Person should be well groomed.
- A business shoe is preferred. Tennis shoes are acceptable at the discretion of the President/CEO.
- When a bureau logo shirt is worn at the office, it can be worn with knee shorts or slacks socks and proper shoes are required.

### **DRESS CODE FOR WOMEN**

The following is the dress code for women during all scheduled working hours:

- Most dresses are appropriate except sundresses and after-five dresses. Most business skirts are acceptable. Mini skirts are not acceptable.
- Dress slacks are acceptable. No jeans will be acceptable except on Friday or any other day pre-approved by the President/CEO.
- A business shoe is preferred. Dress boots and sandals are acceptable.
- Make-up should be used in moderation.
- Person should be well groomed.
- When a bureau logo shirt is worn at the office, it can be worn with knee shorts, slacks or skirts and proper shoes are required.

**Supervisors may ask employees to go home and change and return to work appropriately dressed. Repeated violations of the dress code could result in termination.**

## **EQUIPMENT CARE**

The bureau has attempted to provide the finest office equipment and machinery available to assure greater convenience, comfort and efficiency for employees. It is important that great care be taken in the use of all equipment and that maintenance be performed regularly by assigned individuals. All computers and other office machines are to be turned off at the close of the working day. Please report broken office equipment to the Office Manager for repair.

Please keep personal use of bureau equipment to a minimum. If you need to use the copier, postage meter, telephone et cetera, you must keep track of your expenses and reimburse the Office Manager as soon as possible.

## **FINANCE**

The general budget is prepared by the President/CEO and approved by the Board of Directors. Monthly financial statements are examined by the President/CEO, Treasurer, Chairman of the Board and the Board of Directors and compared with the general budget.

An annual audit of the bureau's records is made by a recognized auditing firm. No debt or obligation may be created by an employee or agent of the bureau unless authorized by the President/CEO.

## **LEAVING THE OFFICE**

Employees leaving the office during office hours will notify the President/CEO and/or someone in the office as to where they can be reached. Every effort will be made to insure that someone is in the office at all times during business hours. This is necessary so that the telephone can be answered promptly and service rendered.

## **NOISE**

Excessive noise adds to confusion and decreased efficiency. Please avoid necessary or loud talking and excessive visiting. Intercom lines should be used at all times.

## **OUTSIDE EMPLOYMENT**

Due to the possibility of a conflict of interest, employees of the bureau are prohibited from working for a tourist attraction, hotel, or restaurant.

## **PAYMENT OF BILLS**

The bureau seeks to maintain its good credit standing at all times. This can only be accomplished by the prompt payment of bills. Staff members should insure that all bills, properly identified and approved, are promptly delivered to the Office Manager.

## **PERFORMANCE EVALUATIONS**

Performance evaluations of all employees shall be conducted annually on a calendar year basis. The evaluations are conducted during the month of January by the President/CEO. Your evaluation is a formal tool to provide feedback for your performance and to establish goals for the upcoming year.

## **PUBLICITY**

All publicity on the Ruston Lincoln Convention & Visitors Bureau should be handled through the President/CEO or designated staff member. Every staff member should cooperate fully in publishing the bureau Visitors Guide to insure an adequate flow of information to the community on Convention & Visitors Bureau activities.

Any public statements concerning committee activities, policies or programs through press releases, radio programs, magazine articles or other outside publicity media shall be made through the President/CEO or receive his approval.

Copies of any bulletins or printed matter intended to be sent to the community or members of the local hospitality Industry must be approved by the President/CEO before they can be printed.

The Convention & Visitors Bureau lends its slides, videos and photographs only for use in specifically publicizing the city or parish and their advantages. While interested in distributing literature to those who will help publicize the community as extensively as possible, the bureau will furnish no member or individual with more than a reasonable number of folders, booklets, brochures, etc.

### **READING**

Newspapers, magazines and reading for "recreational purposes" during office hours is not in accordance with good business principles and should be avoided during office hours except by those who do so as a part of their regularly assigned duties.

### **SECURITY**

Each full-time employee will be given a key to the building and a security code as work is often done outside regular hours. It is expected that every employee will take the necessary security precautions when working outside hours - double check each door to the office when entering and leaving the bureau to be sure they are locked and latched. All keys will be returned to the bureau upon termination as part of the exit interview.

### **SERVICE**

It is essential to offer pleasant and courteous treatment to all callers as well as prompt, intelligent and complete service. Abrupt or discourteous manners in dealing with the public or in answering telephone inquiries will be considered a serious violation of bureau policy.

### **SUGGESTIONS**

Suggestions are always welcome. This is true not only of suggestions for improvement within your own area of responsibility but also for any suggestions which are for the general good of the organization. Suggestions should be made through your immediate supervisor.

### **TEAMWORK**

Every employee is equally important to the efficient and effective operation of the bureau. Because of the unique nature of our work, many times it becomes necessary to drop whatever one is doing and assist in special projects, mail-outs, working after regular business hours, weekends, etc. Although this may not be detailed in the job description of each employee, it will be considered as part of his/her job.

## **TRAVEL POLICY**

### **PURPOSE**

To set guidelines for employees of the bureau when they travel on behalf of the bureau. Travel shall be in the best interest of the bureau. Examples include, but are not limited to the following: travel to make sales calls, travel to participate in travel/convention trade shows, travel to attend meetings or conferences, travel to make convention bid presentations, travel to other bureaus to review projects or programs, and travel for training purposes.

### **AUTHORITY TO TRAVEL**

Prior approval is an integral part of the travel procedure. All travel must be approved by the individual responsible for the department budget and the President/CEO. All travel will be evaluated on a cost-benefit basis, will the benefit outweigh the cost. We must remember that we are traveling on tax funds and we should always be good stewards of the tax dollar. Therefore every effort shall be made by bureau employees to minimize travel costs. Prior to departure, the staff member should leave a complete itinerary with the Office Manager in case of an emergency.

### **TRAVEL ADVANCES**

Employees may request advances to defray expected costs. The request can be an estimated amount. After completion of the trip, the employee shall submit a "Travel Expense" report form. The employee is then responsible for returning or being reimbursed the difference between the estimated and actual trip expense.

### **TRANSPORTATION**

The choice of method of transportation is left to the discretion of the employee and may include the following:

**Commercial Airline** - Employees shall utilize a local carrier whenever possible. The bureau will pay the cost of the airline ticket for out of state travel only. Only "Coach" flights will be authorized.

**Local Transportation** - The bureau vehicle will be used when available. If the bureau vehicle is not available, the employee may use their personal vehicle or arrange for a rental vehicle through the Office Manager. The bureau mileage reimbursement rate of the current state rate is in accordance with the amount approved by the Internal Revenue Service and will apply to personal vehicle use when the bureau vehicle is not available. Some

standardized mileage to local points has been estimated and will be used to compute mileage reimbursement. Documentation for each trip, including date and destination must accompany each request for mileage reimbursement. Expense forms are available from the Office Manager and should accompany all requests for mileage reimbursement.

### **MEALS**

The average expenditure is forty dollars per day (excluding lodging) for meals, unless you are entertaining a client. Only actual expenses incurred shall be reported and the average expenditure is not to be construed as a flat per diem rate. All meals must be supported by receipts. The cost of meals for bureau guests will be reimbursed. Bureau guests may include meeting planners, motor coach operators, travel agents, tour operators and guests approved by the President/CEO prior to the meal. Expenses for non-approved guests may not be reimbursed depending on the discretion of the President/CEO.

**Incidental Food and Drinks** - An allowance of approximately \$5.00 per day for incidental food and drinks will be allowed.

### **LODGING**

The bureau expects its employees to be comfortably lodged at host hotels when attending conferences and conventions. Employee safety is the number one concern of the bureau, when considering employee lodging, and all employees are instructed not to compromise safety to reduce lodging expenses.

### **TIME**

The Travel Expense Report shall correctly state dates and times of absence. Adequate travel time shall be allowed.

### **TIPS**

A reasonable amount will be reimbursed for tip expense. Remember tips should not exceed fifteen percent of the total bill.

### **MISCELLANEOUS**

Upon completion of travel, employees shall submit a complete Travel Expenses report for reimbursement of expenses. This report should be turned in to the President/CEO. Attached to the report should be:

- Receipts for hotel/motel bills
- Transportation bills
- Receipts for/or statements of tip, toll, parking, etc.

The cooperation of each staff member is solicited in keeping expenditures to a minimum. The bureau's efficiency is limited only by the amount of money available for essential expenditures and every effort should be made by all employees to be cost effective.

The President/CEO will be responsible for approving and authorizing the Bookkeeper to issue credit cards to staff personnel. He shall be responsible for reviewing all credit card charges monthly. The President/CEO reserves the right to allow or disallow any item submitted for reimbursement not covered in this policy. If you have a question about allowable expenses, ask before you spend the money.

### **WASTEFULNESS**

Stationery and supplies are to be used only as needed to perform assigned duties. Time is also valuable. Thus, the bureau can reasonably expect that office time will be spent effectively.

### **MONTHLY REPORTING**

All sales and marketing personnel are required to submit to the President/CEO a MONTHLY report outlining all activities and compliance with sales quota requirement.

Detailed itineraries should be kept and filed with President/CEO monthly, with weekly updates.

### **A FINAL NOTE**

While the information in this manual should give you a good understanding of your (and the bureau's) responsibilities, it is not complete. From time to time the bureau administration will develop and issue administrative and personnel procedures which will be made available to you. Keep this manual for future reference. If it does not answer all of your questions, please do not hesitate to ask your immediate supervisor or the President/CEO.

**COMPLIANCE AFFIDAVIT**

**RECEIPT OF PERSONNEL POLICY MANUAL**

I acknowledge that I have received a copy of the Ruston-Lincoln Convention & Visitors Bureau Employee Manual and will abide by the rules and policies it contains.

I understand that this policy manual includes an outline of the terms of my employment and that it is my responsibility to read it.

I further understand that this policy Manual is not a contract, that the policies and benefits may change at any time at the discretion of management and that the bureau has the right to terminate my employment at any time with or without cause. If I leave my employment I will return the manual to the Office Manager.

**EMPLOYEE NAME (Please print)**

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**EMPLOYEE SIGNATURE**

**DATE**

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