

POLICY NAME HAZARDOUS WEATHER/EMERGENCY CLOSING

POLICY NUMBER 2.3.13

CATEGORIES

DATE PROPOSED:

DATE OF VOTE:

ACCEPT (Y/N):

In the event of hazardous weather or emergency conditions, it is the responsibility of the employee to report to work during their regularly scheduled hours unless otherwise directed by management. Information regarding facility closing will be posted on the website if such a decision is made. Allowances should be made for adequate and safe travel time to the facility. Employees who are unable to report to work should contact their MOD or Shift Supervisor.

If unable to report to work during hazardous weather or any other emergency conditions, employees may elect to use accrued PTO time or their floating holiday if they do not wish for the time to be unpaid (see Policy 2.4.1 and 2.4.2).

COMMENTS: Based on City of Huntsville but they pay employees when closed and we do not have resources for that.

CATEGORIES

DATE PROPOSED:

DATE OF VOTE:

ACCEPT (Y/N):

Everyone has heard the expression "The Customer is Always Right." This famous quote should be used as a guideline for the way we treat our customers. Our customers are "the boss." Be polite and pleasant to every customer at all times, even if their statements or questions may seem unreasonable to you. Our customers pay our salaries and keep the Municipal Ice Complex (MIC) operating through their attendance and participation in MIC activities. People skate for fun or other personal motives – no one has to skate! We, therefore, must do all we can to make ice-skating as entertaining an experience as possible in a pleasant and enjoyable atmosphere.

Employees should acknowledge customers with a friendly greeting as soon as they approach the office window, concession stand or skate rental counter. Employees should smile and be friendly during all customer interactions and call customers by name whenever possible. Inquisitive customers should be treated with patience and respect, even during stressful situations. If customers are misinformed, they should not be lectured. The customer must always feel as though we care about their specific situation and/or problem. No matter the circumstances, never lie to or intentionally mislead a customer in order to reduce their negative reaction. If a customer is mistreated they should receive an explanation and an apology.

It is important that we do not show favoritism to any individual or group of customers. At the same time, it is also important to do everything possible to assist each customer with their particular needs. It is helpful to become familiar with MIC policies and procedures to be aware of proper ways to deal with various situations. In general, do nothing for one customer that you cannot do for all. However, if an employee is unable to satisfy a patron through their carefully chosen words and actions and the thoughtful application of facility policy, then the employee's supervisor should be called and given an opportunity to resolve the issue. If the supervisor fails, then a member of management should become involved.

Rude, thoughtless, unconcerned, or unprofessional treatment of customers will not be tolerated. The importance of providing our customers with outstanding service cannot be over-emphasized. Occasionally, a customer may make an employee the brunt or focal point of verbal abuse. The experienced employee does not react by retaliation, silence, or sarcasm, but realizes the customer is upset about their circumstance and is just venting their frustration. By not taking their comments personally, the employee can focus their attention on helping the customer.

Failure to follow those policies will result in corrective action being taken.

COMMENTS:

POLICY NAME NON-SOLICITATION POLICY

POLICY NUMBER 2.5.20

CATEGORIES

DATE PROPOSED:

DATE OF VOTE:

ACCEPT (Y/N):

The Municipal Ice Complex (MIC) Solicitation Policy outlines restrictions for distributing materials and soliciting funds, donations, business opportunities and signatures in activities or groups.

This policy applies to all employees as well as external visitors, partners and patrons that may be on MIC premises during working hours.

This policy does not refer to any kind of work-related matters, including:

- Employees can discuss and request assistance or participation in work-related projects.
- Third party contractors who are Huntsville Skating School and Training Academy (HSSTA) sanctioned coaches are permitted to solicit business from MIC patrons in accordance with Professional Skaters' Association (PSA) and United States Figure Skating (USFS) guidelines (see Policy 4.2.3).
- Discussions that fall under the purview of laws protecting unionizing are also excluded from this policy.

Workplace refers to any area or premises where employees work. This definition excludes the employee break room and other places where employees don't usually carry out their job duties.

Working hours are any times during which an employee is expected to carry out their job duties. This definition excludes meal or rest breaks.

Solicitation is any form of requesting money, support or participation for products, groups, organizations or causes which are unrelated to our company. These include but are not limited to:

- Seeking funds or donations for a non-profit organization
- Asking for signatures for a petition
- Selling merchandise or services
- Requesting support for a political candidate
- Engaging in religious proselytism

Distribution refers to disseminating literature or material for commercial or political purposes.

Non-employees are strictly prohibited from engaging in any of these forms of solicitation and distribution on company premises, unless previously authorized by the Senior Facility Manager (SFM).

Former employees are prohibited from soliciting customers or other employees for business purposes and to their benefit in and outside of company premises.

Employees may solicit from colleagues only in these instances:

- To ask for help in organizing events for another employee (e.g. adoption/birth of a child, promotion, retiring.)
- To seek support for a cause, charity or fundraising event sponsored, funded, organized or authorized by the MIC.
- To invite colleagues to employee activities for an authorized non-business purpose (e.g. recreation, volunteering.)

- To ask colleagues to participate in employment-related activities or groups protected by law (e.g. trade unions.)

In all cases, employees may not disturb or distract colleagues from their work.

These forms of offensive solicitation or solicitation for personal profit are also prohibited:

- Selling goods for personal profit.
- Requesting support or funding for political campaigns.
- Unauthorized posting of non-work related material on MIC bulletin boards.
- Solicitation or distribution of non-business literature towards customers, partners and vendors.
- Proselytizing others to groups or initiatives that violate non-discrimination and equal opportunity policies.

Employees have the legal right to refuse assistance or participation to any kind of activities or organizations and therefore should not be forced or harassed to support fundraising events, collections, purchasing of merchandise or other activities.

Employees may refer any questions or concerns to their supervisor or the Personnel Administrator.

COMMENTS:

POLICY NAME INCIDENT REPORTING PROCESS

POLICY NUMBER 2.5.21

CATEGORIES

DATE PROPOSED:

DATE OF VOTE:

ACCEPT (Y/N):

If an accident occurs, the Manager on Duty (MOD) or Shift Supervisor on duty must be informed immediately. If he or she is not available, the next most senior member of the management chain must be immediately notified. The MOD or Shift Supervisor must complete an Incident Report and turn it in to the Senior Facility Manager (SFM) by the end of the shift during which the incident occurred.

If injured while working, employees must report their injury immediately to the supervisor and the SFM, regardless of how minor the injury may seem. Failure to do so may result in denial of benefits and disciplinary action. Questions regarding worker's compensation insurance should be directed to the Human Resources Manager or SFM.

COMMENTS:

CATEGORIES

DATE PROPOSED:

DATE OF VOTE:

ACCEPT (Y/N):

The following are examples of causes for disciplinary action, but are in no way restrictive as to the reasons which may form a valid basis for disciplinary action:

- Indictment for, conviction of, or the commission of, an act which would constitute, (1) a felony or (2) a crime involving moral turpitude; conviction of, or the commission of an act which would constitute, a misdemeanor which reflects unfavorably upon the employee's character or his/her effectiveness in the job;
- Conduct unbecoming an employee, while on or off duty, which tends to bring discredit upon the Municipal Ice Complex (MIC) and its employees; which adversely affects the morale or efficiency of, or public respect for, the MIC; or which otherwise threatens order, safety, or health;
- Incompetence, malfeasance, or misfeasance in the performance of duties;
- Neglect or inefficiency in the performance of duties;
- Violation of MIC rules or policies;
- Acts of insubordination, including, but not limited to, refusal to obey legitimate orders, delay or failure to carry out assigned work, disrespect, insolence, and like behavior;
- Tardiness;
- Unauthorized absences;
- Unauthorized use, misappropriation, destruction, theft, or conversion of MIC property or private property on MIC grounds;
- Neglect or carelessness resulting in damage to public property, or injury to another human being, and/or failure to report accidents or personal injury;
- Disregard of safety rules and regulations;
- Falsification, misrepresentation, or suppression of any information including, but not limited to, employment application, employee reports, records, or time cards;
- Refusal to fully and truthfully answer questions of a supervisor or other designated individual during an inquiry, interrogation, hearing, or court proceeding;
- Threatening, intimidating, coercing, or otherwise interfering with other employees in the execution of their duties;
- Possessing, drinking, using, or being under the influence of alcoholic beverages or drugs while on duty or otherwise violating the MIC Drug and Alcohol Policy (Policy 2.6.6);
- Unauthorized access to, disclosure of, or inappropriate use of protected health information or other privileged or confidential information;
- Defamation;
- Harassment, as defined by Policy 2.1.2, of another MIC employee or of a patron while on duty;
- Submission of fraudulent claims;

- Unauthorized possession, storage, or concealment of firearms, other weapons, explosives, or other dangerous materials on an employee's person or in MIC desks, file cabinets, lockers, vehicles, or in any other MIC property or equipment;
- Sleeping during duty/work hours;
- Failure to obtain or maintain a license or certificate required as a condition of employment;
- Gambling or gambling related conduct during work hours or on MIC property, including, but not limited to, inviting or soliciting a gambling wager and attempting to collect or collecting on a gambling debt;
- Violations of Policy and Procedures relating to MIC-owned information technology equipment as provided in Policy 2.5.16; and/or
- Habitual or repetitive acts of misconduct, violations of policy, and/or infractions of rules and regulations.

COMMENTS: Based on City of Huntsville

CATEGORIES

DATE PROPOSED: 8/10/18

DATE OF VOTE: 8/22/18

ACCEPT (Y/N): Y

Neatness and cleanliness are absolutely necessary for all employees at all times. The Municipal Ice Complex’s (MIC’s) professional image is maintained in part by the image that employees present to customers and vendors. Clothing should always be neat and clean. Employees should dress conservatively, in good taste, and according to the specific requirements of their position.

Ice Complex staff shirts will be given to and required of employees in certain areas as part of their daily attire. These facility shirts must be returned or the cost reimbursed by the employee if employment is terminated less than 6 months after receiving said apparel. Once the facility is reimbursed the apparel remains the property of the ex-employee.

Although it is impossible and undesirable to establish an absolute dress and appearance code, the MIC will apply a reasonable workplace standard to individuals on a case-by-case basis. An employee unsure of what is appropriate should check with his or her manager or supervisor.

If a Manager on Duty (MOD), Shift Supervisor, or Senior Facility Manager (SFM) decides that an employee’s dress or appearance is not appropriate as outlined in this policy, he or she may take corrective action and require the employee to leave the work area and make the necessary changes to comply with the policy.

Appropriate	Inappropriate
<ul style="list-style-type: none"> • Jeans <p>Must be free of rips, tears, fraying Not excessively tight or revealing</p> <ul style="list-style-type: none"> • Khakis or corduroys 	<ul style="list-style-type: none"> • Sweatpants (athletic pants in good condition may be worn for on-ice activities) • Leggings • Shorts

Some additional guidelines for personal appearance:

- A basic requirement for appropriate and acceptable attire requires that clothing is in neat and clean condition.
- Appropriate workplace appearance does not include excessively tight or revealing clothing or any extreme style or fashion in dress, footwear, accessories, fragrances or hair.
- **Workplace attire should not include buttons, hats, t-shirts, or other paraphernalia espousing any religious, political or other such personal opinions.**
- Minimal visible tattoos are permissible so long as they are not extreme, explicit or profane. Nudity and profanity are prohibited in all cases.
- Those working in the concession area or doing janitorial work are required to wear closed toe shoes with rubber soles.

- More specific dress code guidelines are determined for each work area.

Administrative

- Business casual apparel

Front Office/Concession

- Closed toe shoes with rubber sole
- No shorts, skirts or capris or knit pants/leggings; legs must be completely covered

Maintenance/Janitorial

- Closed toe shoes with rubber sole
- No shorts, skirts or capris; legs must be completely covered

Coaches/Skate Guards

- Legs must be completely covered. Athletic pants and warm-up apparel in good condition are permissible.

COMMENTS: Supersedes Policy # 62. Amended to include text in red regarding additional religious/political restrictions.