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## WELCOME & INTRODUCTION TO iTUX EMPLOYEE HANDBOOK

This handbook is intended to help you get acquainted with iTUX Energy Services (iTUX). It explains iTUX' philosophies, beliefs, and, in general terms, our employment guidelines. We hope that it will serve as a useful reference document throughout your employment with iTUX. Also, please understand that the handbook is not intended to be a contract (express or implied), nor is it intended to otherwise create any legally enforceable employment contracts or other obligations on the part of iTUX or to change the nature of any employment relationship. This handbook supersedes and controls over all previous policies adopted by the Utility Board and/or General Manager & CEO regarding the same subject matter to the extent those previous policies conflict with the provisions of this handbook.

iTUX' General Manager & CEO is responsible for establishing procedures to administer these policies and for recommending to the Utility Board or its committees, any changes deemed desirable. iTUX reserves the right to make changes to the policies, procedures, and other statements made in this Employee Handbook consistent with Federal, State, and local laws. Business conditions, Federal and State Law, and organizational needs are constantly in flux and may require that portions of the handbook be re-written.

This is necessary to successfully provide the appropriate employment relationship and to attain the goals of iTUX. When any part of this handbook is amended, iTUX will endeavour to communicate the change to all employees in a timely manner. Each iTUX employee is responsible for knowing and complying with all provisions contained herein. The General Manager & CEO has the authority to make changes to this Employee Handbook, to the extent necessary to conform the provisions hereof with changes in iTUX' organizational structure, within his or her authority, including, but not limited to, changes in job titles, levels of management, staff reorganization, and the like.

Please sign the acknowledgement form at the back of this handbook and return it to the Human Resources (HR) & Communications Office. This will provide iTUX with a record that you have received the handbook.



## MISSION STATEMENT

Provide safe, reliable energy with excellent customer service at the lowest reasonable cost.

## VISION STATEMENT

Enrich our customers' lives by providing energy services in a safe, reliable, affordable, sustainable manner while exploring new avenues to benefit our community.

## ANTI - HARASSMENT POLICY

iTUX will not tolerate any form of harassment of employees by anyone including Supervisors, Department Directors, Managers, other employees, or customers.

iTUX is committed to providing a workplace free of sexual harassment as well as harassment based upon such factors as race, colour, religion, sex, national origin, ancestry, age, medical condition, sexual orientation, gender identity or expression, marital status, disability, or veteran status. iTUX strongly disapproves of, and will not tolerate, harassment of employees by Supervisors, Department Directors, Managers, or co-workers. iTUX will also attempt to protect employees from harassment by non-employees in the workplace.

Harassment is objectionable and unwelcome conduct, comment, or display that demeans, humiliates, causes offense, or constitutes a threat to a person's health or safety, or creates an intimidating, offensive, or hostile working environment or that interferes with work performance. Some examples include racial slurs, ethnic jokes, posting of offensive statements, posters, or cartoons, gossiping or spreading rumours, insulting or humiliating another, slandering, ridiculing or maligning another, ignoring or alienating another, or other similar malicious conduct that a reasonable person would find unprofessional, disturbing, or harmful.

Sexual harassment includes solicitation of sexual favours, unwelcome sexual advances, or other verbal, visual, or physical conduct of a sexual nature. No employee shall use his/her job position or authority to solicit, or imply solicitation, of sexual favours of any nature. Further, no employee may subject any other employee to adverse working conditions (i.e., conditional wage increases, conditional promotions, threats of termination or termination, unnecessary change of work schedule, unfair evaluation



of performance, etc.) for failure to comply with any such solicitation, implied or otherwise.

Employees should report any incident of harassment, including work-related harassment by any iTUX' personnel or any other person, promptly to their supervisor or Department Director (or to any other member of management) or to the Director of HR & Communications, who is responsible for investigating the matter. Directors who receive complaints or who observe harassing conduct should immediately inform the Director of HR & Communications. iTUX emphasizes that employees are not required to report incidents first to their supervisor if the Supervisor is the individual who is harassing the employee.

Every complaint of harassment that is reported to the Director of HR & Communications will be investigated thoroughly, promptly, and in a confidential manner. In addition, iTUX will not tolerate retaliation against any employee for making a complaint to the Director of HR & Communications or to any other member of management.

In the case of iTUX employees, if harassment is established, the offender is subject to disciplinary actions. Disciplinary action may include a written warning, a demotion, suspension, or termination, as appropriate under the circumstances.

With respect to acts of harassment by customers or vendors, corrective action will be taken after consultation with appropriate management personnel.

## **ATTENDING INTERNAL AND EXTERNAL SEMINARS, WORKSHOPS, AND TRAINING COURSES**

All employees will follow iTUX' Travel Policy and Procedures for the payment and/or reimbursement of expenses as it relates to attending external seminars, workshops and training courses. Employees who are required to attend any work-related seminar, training session, workshop, etc. must receive prior written approval from their Department Director, who will inform the Human Resources Supervisor if an employee must leave before the program is over. The employee must also receive prior permission from their Department Director, who will advise the Human Resources Supervisor if they are required to stay additional days and/or hours due to not passing the required certifications.



Any employee who leaves early or stays longer without prior approval will be subject to disciplinary action up to, and including, termination. Such employee may also be responsible for reimbursing iTUX for the entire cost of the program, which could include travel, meals, accommodations, registration fees, and any other charges associated with the program.

## BULLETIN BOARDS

iTUX has bulletin boards located throughout the facilities for the purpose of communicating with its employees. Postings on these boards are limited to iTUX-related material, including statutory and legal notices, job postings, safety and disciplinary rules, iTUX policies, memos of general interest relating to iTUX, local operating rules, union matters, and other items. Any postings by employees must have prior approval by the HR & Communications department.

## BREAK ROOM

iTUX provides a designated break rooms at each of its locations. The sections that will not be utilizing the break rooms stated above will break in an area designated by their Supervisor (i.e. Purchasing, etc.). Employees are required to keep facilities always clean.

## CALL RECORDING

Calls made to iTUX' Control Center and Customer Services Department will be fronted with a message notifying callers that the call may be recorded for training and quality assurance purposes. Inbound and outbound iTUX employee calls, made or received on recorded phone lines, may also be recorded. The purpose of the notification message to callers is to alert the caller that the communication in which they are involved is being recorded.



## CHANGES IN RULES

The information contained in these Rules and Regulations is intended as a general guide for employees. It does not constitute any form of employment contract or guarantee. iTUX, of course, may change rules, regulations, and policies at any time and such changes may not be reflected in these rules at the time they are read. Existing rules and policies, as determined from time to time by management, shall supersede any written information previously distributed.

## CODE OF ETHICS POLICY

The Utility Board of iTUX has adopted a Code of Ethics for its employees. This Code of Ethics is substantially similar to the Code of Ethics adopted by the State, county, and city elected officials, officers and employees. The purpose of this Code of Ethics is to ensure that iTUX' business transactions and professional affairs will be carried out in a professional and ethical manner without conflicts of interest or the appearance of conflicts of interest. This Code of Ethics applies to all iTUX employees. This Code is generally set out in a prohibitive manner and addresses actions or transactions that should be avoided by employees.

In addition to complying with this Code of Ethics, all iTUX employees must also avoid situations or transactions not specifically described herein or prohibited by law or rule if the situation or transaction could be construed to represent a conflict of interest. iTUX employees are prohibited from having any interest, financial or otherwise, direct or indirect, engaging in any business transaction, or incurring any obligation, in any case where their dealings, transactions, or obligations would conflict with the discharge of their duties to iTUX.

iTUX employees may not solicit or accept anything of value, including cash, in-kind services, tips, gifts, loans, rewards, promises of future employment, favours or services used to influence or attempt to influence their actions.



iTUX employees may not purchase, rent, or lease realty, goods or services for iTUX from any business entity if they (or spouses or children) are an officer, partner, director, or proprietor in that business entity or have an interest in it.

iTUX employees, acting in a private capacity, are prohibited from selling, renting, or leasing realty, goods, or services to iTUX. iTUX employees may not use or attempt to use their position, property, or resources or perform duties in a way that would secure a special privilege, benefit, or exemption for themselves or others. iTUX employees may not have employment or contractual relationships with business entities that do business with iTUX.

Further, iTUX employees may not have employment or contractual relationships that will create recurring conflicts between their private interests and the performance of their duties with iTUX or which could impede their ability to carry out their duties to iTUX.

The prohibitions against doing business with iTUX and against conflicting employment or contractual relationships with iTUX will not be violated if:

- 1) the business is transacted on a rotation system among all qualified suppliers of goods and services.
- 2) The business is awarded under a sealed, competitive bidding process to the best evaluated bidder; the employee does not participate in determining the best evaluated bidder and does not use or attempt to use influence to get the contract; and the employee discloses the interest to iTUX in writing prior to or at the time of submission of the bid.
- 3) The purchase is an emergency purchase to protect the health, safety, or welfare of the public.
- 4) The business entity is iTUX' only source of supply and there is full written disclosure to iTUX of the interest of the employee in the business entity.
- 5) The iTUX employee is a stockholder, officer, or director of a bank which is a qualified depository of funds under the jurisdiction of iTUX, provided that the General Manager & CEO determines that the employee has not favoured such bank over other qualified banks.





6) iTUX employees do not violate this Code of Ethics by having an employment relationship with a tax-exempt organization (such as a religious, charitable, scientific, literary or educational organization, non-profit business league, chamber of commerce, etc.) that contracts or does business with iTUX as long as such person is not directly or indirectly compensated as a result of the contractual or business relationship.

iTUX employees may not disclose or use information that is not available to the general public and that was gained through or because of their association or employment with iTUX for their gain or the gain of others.

iTUX employees acting in their official capacity may not procure contractual services for iTUX from any business entity of which a relative is an officer, partner, director, or proprietor, or in which they or their spouses and/or children have a material interest.

iTUX employees shall not accept gifts, foods or beverages that they know or should know are worth more than the amount stipulated in Commission on Ethics Rule 34-13.310 (currently \$100.00) unless the gifts are accepted on behalf of iTUX and shared whenever practicable with other iTUX employees. However, any gift, regardless of the amount, must be reported, in writing, to the General Manager & CEO. This prohibition does not apply to food and beverages consumed at a single sitting or event.

The iTUX Code of Ethics is supplementary to all state laws or rules regarding ethics and professional conduct and compliance with all relevant state laws and rules is required.

Required compliance includes the disclosure and reporting requirements and the use of disclosure and reporting forms adopted by the Commission on Ethics. Violations of the provisions of this Code of Ethics may result in disciplinary action, up to and including termination, to be imposed.

The provisions of this section of iTUX Rules & Regulations may be revised or amended by the General Manager & CEO without approval of the Utility Board whenever necessary, as it may be revised or amended. The Utility Board will be notified prior to making the change.

The following page contains a list of helpful guidelines.

#### HELPFUL GUIDELINES

1) DO handle your business transactions and professional affairs in a professional and ethical manner.



- 2) DO avoid any situation or transaction that could be construed to represent a conflict of interest.
- 3) DO comply with all laws and rules relating to disclosure and reporting.
- 4) DO disclose your financial interests that are relevant to your employment with iTUX to your supervisor or a supervisory employee.
- 5) DO NOT do business with iTUX in your private capacity.
- 6) DO NOT use your position to obtain or attempt to obtain a special benefit for yourself and DO NOT use information not available to the public for your own private gain.
- 7) DO NOT solicit or accept gifts and DO NOT accept unauthorized compensation given to influence or attempt to influence your actions.
- 8) DO NOT accept employment or make a contract with a business that does business with iTUX or have an employment or contractual relationship that creates a conflict between your private interests and iTUX interests.
- 9) DO NOT accept cash or tips under any circumstances, regardless of the amount.
- 10) DO NOT accept in-kind services under any circumstances (for instance, "I'll trim your trees today if you fix my window air conditioner tomorrow.")

## COMPUTER ACCEPTABLE USE POLICY

### Overview

Information Services intentions for publishing an Acceptable Use Policy are not to impose restrictions that are contrary to iTUX established culture of openness, trust and integrity. Information Services is committed to protecting iTUX employees and the company from illegal or damaging actions by individuals, either knowingly or unknowingly.



Internet/Intranet/Extranet-related systems, including but not limited to computer equipment, software, operating systems, storage media, network accounts providing electronic mail, WWW browsing, and FTP, these systems are to be used for business purposes in serving the interests of the company, and of our customers during normal operations. Please review other related policies in this handbook relating to computer usage for further details.

Effective security is a team effort involving the participation and support of every iTUX employee and affiliate who deals with information and/or information systems. It is the responsibility of every computer user to know these guidelines, and to conduct their activities accordingly.

## Purpose

The purpose of this policy is to outline the acceptable use of computer equipment at iTUX. These rules are in place to protect the employee and iTUX. Inappropriate use exposes iTUX to risks including virus attacks, compromise of network systems and services, and legal issues.

## Scope

This policy applies to employees, contractors, consultants, temporaries, and other workers at iTUX, including all personnel affiliated with third parties. This policy applies to all equipment that is owned or leased by iTUX.

## Policy

### General Use and Ownership

1) While iTUX network administration desires to provide a reasonable level of privacy, users should be aware that the data they create on the corporate systems remains the property of iTUX. Because of the need to protect iTUX network, management cannot guarantee the confidentiality of information stored on any network device belonging to iTUX.

2) Employees are responsible for exercising good judgment regarding the reasonableness of personal use. Employees should be guided by policies on personal



use, and if there is any uncertainty, employees should consult their supervisor or Director.

3) For security and network maintenance purposes, authorized individuals within iTUX may monitor equipment, systems, and network traffic at any time.

4) iTUX reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

### **Security and Proprietary Information**

1) The user interface for information contained on Internet/Intranet/Extranet related systems should be classified as either confidential or not confidential, as defined by corporate confidentiality guidelines. Examples of confidential information include but are not limited to: company private, corporate strategies, competitor sensitive, trade secrets, specifications, customer lists, and research data. Employees should take all necessary steps to prevent unauthorized access to this information.

2) Keep passwords secure and do not share your logon information (USERNAME / PASSWORD) with anyone including Information Services. Authorized users are responsible for the security of their passwords. User level passwords should be complex (minimum 8 alpha numeric characters) changed every month.

3) All PCs, laptops, and workstations should be secured with a password-protected screensaver with the automatic activation feature set at 10 minutes or less, or by locking the computer (control-alt-delete-lock computer) when the PC is unattended.

4) Because information contained on portable computers is especially vulnerable, special care should be exercised.

5) Postings by employees from a iTUX email address to newsgroups is forbidden unless the posting is in the course of the employee's business duties. All such postings of opinion / nature should be done using the employees personal email address. All PCs, laptops, and workstations used by employees that are connected to iTUX Internet/Intranet/Extranet, whether owned by the employee or iTUX, shall be



continually executing approved virus-scanning software with a current virus database. Unless overridden by departmental or group policy.

6) Employees must use extreme caution when opening e-mail attachments received from unknown senders, which may contain viruses, e-mail bombs, or Trojan horse code. Before opening, contact Information Services.

### **Unacceptable Use**

The following activities are, in general, prohibited. Employees may be exempted from these restrictions during their legitimate job responsibilities (e.g., systems administration staff may have a need to disable the network access of a PC, laptop, and workstation if that host is disrupting production services).

Under no circumstances is an employee of iTUX authorized to engage in any activity that is illegal under Local, State, Federal or international law while utilizing iTUX-owned resources. The lists below are by no means exhaustive but attempt to provide a framework for activities which fall into the category of unacceptable use.

### **System and Network Activities**

The following activities are strictly prohibited, with no exceptions:

- 1) Violations of the rights of any person or company property, or similar laws or regulations, including, but not limited to, the installation or distribution of "pirated" or other software products that are not appropriately licensed for use by iTUX.
- 2) Unauthorized copying of copyrighted material including, but not limited to, digitization and distribution of photographs from magazines, books or other copyrighted sources, copyrighted music and the installation of any copyrighted software for which iTUX or the end user does not have an active license is strictly prohibited.
- 3) Exporting software, technical information, encryption software, or technology, in violation of international or regional export control laws, is illegal. The appropriate management should be consulted prior to export of any material that is in question.



- 4) Introduction of malicious programs into the network or server (e.g., viruses, worms, Trojan horses, e-mail bombs, etc.).
- 5) Revealing your account password to others or allowing use of your account by others. This includes family and other household members when work is being done at home.
- 6) Using an iTUX computing asset to actively engage in procuring or transmitting material that is in violation of sexual harassment or hostile workplace laws in the user's local jurisdiction.
- 7) Making fraudulent offers of products, items, or services originating from any iTUX account.
- 8) Making statements about warranty, expressly or implied, unless it is a part of normal job duties.
- 9) Effecting security breaches or disruptions of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.
- 10) Port scanning or security scanning is expressly prohibited.
- 11) Executing any form of network monitoring which will intercept data not intended for the employee's host, unless this activity is a part of the employee's normal job/duty.
- 12) Circumventing user authentication or security of any host, network or account.
- 13) Interfering with or denying service to any user other than the employee's host (for example, denial of service attack).



14) Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Internet/Intranet/Extranet.

15) Providing information about, or lists of, iTUX employees to parties outside iTUX.

### **Email and Communications Activities**

1) Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not specifically request such material (email spam).

2) Any form of harassment via email, telephone or paging, whether through language, frequency, or size of messages.

3) Unauthorized use, or forging, of email header information.

4) Solicitation of email for any other email address, other than that of the poster's account, with the intent to harass or to collect replies.

5) Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type.

6) Use of unsolicited email originating from within iTUX networks of other Internet/Intranet/Extranet service providers on behalf of, or to advertise, any service hosted by iTUX or connected via iTUX network.

7) Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups (newsgroup spam).



## Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

## COMPUTER PASSWORD POLICY

### Overview

Passwords are an important aspect of computer security. They are the front line of protection for user accounts. A poorly chosen password may result in the compromise of iTUX entire corporate network. As such, all iTUX employees (including contractors and vendors with access to iTUX systems) are responsible for taking the appropriate steps, as outlined below, to select and secure their passwords.

### Purpose

The purpose of this policy is to establish a standard for creation of strong passwords, the protection of those passwords, and the frequency of change.

### Scope

The scope of this policy includes all personnel who have or are responsible for an account (or any form of access that supports or requires a password) on any system that resides at any iTUX facility, has access to the iTUX network, or stores any non-public iTUX information.

### Policy

- 1) All new employees must read this document and sign off on its acceptance.
- 2) All system-level passwords (e.g., root, enable, NT admin, application administration accounts, etc.) must be changed on at least a quarterly basis.



- 3) All production system-level passwords must be part of Information Services administered global password management database.
- 4) All user-level passwords (e.g., email, web, desktop computer, etc.) must be changed at least every 30 days.
- 5) User accounts that have system-level privileges granted through group memberships or programs must have a unique password from all other accounts held by that user.
- 6) Passwords must not be inserted into email messages or other forms of electronic communication.
- 7) All user-level and system-level passwords must conform to the guidelines described below.

## Guidelines

### General Password Construction Guidelines

Passwords are used for various purposes at iTUX. Some of the more common uses include user level accounts, web accounts, email accounts, screen saver protection, voicemail password, and local router logins. Since very few systems have support for one-time tokens (i.e., dynamic passwords which are only used once), everyone should be aware of how to select strong passwords.

Poor, weak passwords have the following characteristics:

- 1) The password contains less than eight characters
- 2) The password is a word found in a dictionary (English or foreign)
- 3) The password is a common usage word such as: names of family, pets, friends, co-workers, fantasy characters, etc.
- 4) Computer terms and names, commands, sites, companies, hardware, software.
- 5) The words "iTUX" or any derivation.
- 6) Birthdays and other personal information such as addresses and phone numbers.
- 7) Word or number patterns like aaabbb, qwerty, zyxwvuts, 123321, etc.

- 8) Any of the above spelled backwards.
- 9) Any of the above preceded or followed by a digit (e.g., secret1, 1secret)

**Strong passwords have the following characteristics:**

- 1) Contain both upper- and lower-case characters (e.g., a-z, A-Z)
- 2) Have digits and punctuation characters as well as letters e.g., 0-9, !@#\$%^&\*()\_+|~-=\{}[]:~<>?.,./)
- 3) Are at least eight alphanumeric characters long.
- 4) Are not a word in any language, slang, dialect, jargon, etc.
- 5) Are not based on personal information, names of family, etc.
- 6) Passwords should never be written down or stored on-line. Try to create passwords that can be easily remembered. One way to do this is create a password based on a song title, affirmation, or other phrase. For example, the phrase might be: "This May Be One Way To Remember" and the password could be: "TmB1w2R!" or "Tmb1W>r~" or some other variation.

**NOTE: Do not use either of these examples as passwords!**

**Password Protection Standards**

Do not use the same password for iTUX accounts as for other non-iTUX access (e.g., personal ISP account, option trading, benefits, etc.). Where possible, don't use the same password for various iTUX access needs. For example, select one password for the HARRIS systems and a separate password for iTUX network log in authentication.

Do not share iTUX passwords with anyone, including Staff Assistants. All passwords are to be treated as sensitive, confidential iTUX information.

Here is a list of "don'ts":

- 1) Don't reveal a password over the phone to ANYONE.
- 2) Don't reveal a password in an email message.
- 3) Don't reveal a password to any superior or co-worker.
- 4) Don't talk about a password in front of others.
- 5) Don't hint at the format of a password (e.g., "my family name").

- 6) Don't reveal a password on questionnaires or security forms.
- 7) Don't share a password with family members.
- 8) Don't reveal a password to co-workers while on vacation.

If someone demands a password, refer them to this document or have them call someone in Information Services.

Do not use the "Remember Password" feature of applications (e.g., Outlook, Internet Explorer).

Again, do not write passwords down and store them anywhere in your office. Do not store passwords in a file on ANY computer system (including smart phones) without encryption.

Change passwords at least once every 30 days.

If an account or password is suspected to have been compromised, report the incident to IT and change all passwords.

Password cracking or guessing may be performed on a periodic or random basis by Information Services or its delegates. If a password is guessed or cracked during one of these scans, the user will be required to change it.

## Enforcement

Any employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

## Definitions Terms

Application Administration Account- Any account that is for the administration of an application (e.g., Oracle database administrator, ISSU administrator).

## CONFLICTS OF INTEREST

All employees must avoid activities or relationships that conflict with iTUX interests or may adversely affect iTUX' reputation. All employees are subject to iTUX Code of Ethics Policy (included in this handbook). The types of activities and relationships employees must avoid include, but are not limited to:



- 1) Accepting or soliciting a gift, favour, or service that is intended to, or might appear to, influence the employee's decision-making or professional conduct.
- 2) Accepting, agreeing to accept, or soliciting money or other tangible or intangible benefit in exchange for the employee's favourable decisions or actions in the performance of his or her job.
- 3) Accepting employment or compensation or engaging in any business or professional activity that might require disclosure of iTUX confidential information, and/or compromise iTUX effectiveness.
- 4) Accepting employment or compensation that could reasonably be expected to impair the individual's independent judgment in the performance of his or her iTUX duties; and
- 5) Each employee must disclose any actual or potential conflict to his/her Supervisor and/or Department Director as soon as he/she becomes aware of such conflict. Failure to make required disclosures or resolve conflicts of interest satisfactorily may result in discipline, up to and including termination of employment.

## CUSTOMER RELATIONS

Each employee is a iTUX representative. Whether dealing in person, on the telephone, or by mail (electronic or via USPS), the customers' and the public's impression of iTUX is the impression given by each employee interaction. As a iTUX representative, an employee should be courteous and maintain a business-like manner whenever dealing with customers, the public, or fellow employees. To promote clear communications with iTUX customers (both internal and external), employees shall remove any body piercing (including but not limited to tongue piercing) that might otherwise impede communications while working.



## DOMESTIC PARTNERSHIP POLICY

The Domestic Partnership Resolution allows employees in committed relationships that meet the criteria established by the Resolution as constituting domestic partnerships, to register the partnership by executing the Declaration of the Domestic Partnership form attesting to their status. The Resolution recognizes certain rights-of-access for domestic partners. The Utility Board Resolution does not affect state law in any areas of property rights, custody, or inheritance. Please contact HR & Communications for more information regarding this policy or for related documents, including the Domestic Partnership Information Sheet, Declaration of Domestic Partnership application form, and Termination of Domestic Partnership application form.

## DRESS CODE AND UNIFORMS

Maintaining a professional, business-like appearance is very important to the success of iTUX. The image we project must demonstrate that we are the most professional, productive, and reliable organization within our industry. Appearance is a major element of our image to our customers and the outside world.

Personal appearance is a powerful business tool. A neat professional appearance is a requirement. It is expected that all employees will exercise good judgment and dress appropriately for their jobs and not constitute a safety hazard. Interpretation of this code will be left up to the Department Director.

Whether or not you are dealing with iTUX customers, vendors, or the public, you are always a iTUX representative. Part of the impression that you make on others depends on your choice of dress, personal hygiene, and courteous and professional behaviour.

Clothing should be appropriate for the office. For example, appropriate pants include slacks or dress pants (cotton, polyester, linen, denim, etc.) that are clean and wrinkle free. Inappropriate pants include sweatpants, wind suits, shorts, or any pants that are faded, tattered, stained, creased, frayed or cut. Appropriate shirts include those that are clean and wrinkle free. Inappropriate shirts include tank tops, spaghetti straps, halter tops, crop tops (if you raise your hands above your head and your shirt rides up above your pant line), and clothing with words or logos that are



offensive. Appropriate dresses and skirts are those that are business or casual. Length should be no shorter than four inches above the knee. Inappropriate dresses or skirts include sundresses (spaghetti straps) or miniskirts. Appropriate footwear includes loafers, boots, flats, dress sandals, clogs, and leather deck shoes.

As a general rule, sneakers should not be worn in the office, nor should flip flops. Clothing that works well for the beach, yard work, dance clubs, exercise sessions, and sports contests generally are not appropriate for the casual, professional office appearance.

Field workers and those employees working at iTUX industrial sites, including Purchasing, T&D, Electrical, Fleets & Facilities, Engineering, and Generation, will be required to wear long pants, closed in shoes (safety shoes as required) and shirts complying with iTUX dress code (uniformed shirts may be assigned as approved by management). The Department Director may make exceptions; however, the employee is always required to wear personal protective equipment (PPE) and long pants while working in safety sensitive areas (substations).

Special events and work situations may necessitate a temporary deviation from the standard business-like appearance.

In addition, iTUX strives to impart an appropriate image to its customers. To promote clear communications with iTUX customers (both internal and external), employees shall, while working or on company time, remove any body piercings (including but not limited to tongue piercings) that might impede communications while working.

The Department Director and/or Supervisor will consult with the Director of HR & Communications to decide if an employee reporting to work in clothing not suitable for iTUX image should be sent home, without pay, to change into appropriate clothing.

The Director of HR & Communications decision will be final. An employee who wears inappropriate clothing to work after being placed on notice is subject to discipline.

iTUX may also require uniforms in certain sections or departments. iTUX will select the colour, types, and styles of such uniforms. If they are required, they must be kept clean and worn on a daily basis. A person not wearing the required uniform will be



sent home to change, without pay. iTUX will pay a reasonable amount for up to five (5) days of clothing for those required to wear uniforms. Any further purchase of uniforms will be the employee's responsibility. Uniforms will be replaced at iTUX discretion. iTUX reserves the right to rescind the uniform policy with two weeks' notice to employees.

iTUX employees are responsible for all the uniforms issued to them. Replacement resulting from the employee's negligence in the care and/or use of the uniform will be at the expense of the employee. If a uniform is torn or cannot be worn, it must be turned in. Under no circumstances should an employee give away, lend, or discard a iTUX uniform. iTUX employees are prohibited from allowing non-employees to wear iTUX uniforms. The reason for this policy is so non-employees cannot misrepresent themselves as iTUX employees. Individual departments may have specific policies concerning inventory control. For more information, ask your Supervisor. When employees leave iTUX, they must turn in any uniforms or clothes with the iTUX insignia before their final pay-outs are issued, such as vacation and/or sick leave pay-outs. This may include uniform pants, shirts, and blouses, as well as, caps, rain gear, shirts and coveralls.

Employees shall not consume alcoholic beverages while in uniform, whether on duty or off duty, nor engage in other behaviour that would create a negative image of iTUX. Absolutely under no circumstances shall any article of clothing displaying a iTUX logo be worn by any employee consuming alcohol in public.

## **ELECTRONIC MAIL**

Employees may not send, originate, or forward electronic mail (e-mail) messages containing information that is harassing in nature, sexually explicit, obscene, derogatory, or offensive in such topics as race, sex, age, religion, national origin, disability, sexual orientation, or are similarly inappropriate, including but not limited to "chain letters." Email and Internet usage records are not private and may be viewed at any time by iTUX.

If an employee needs to send an e-mail or view a website and is not sure whether it is permitted within these guidelines, they should discuss this matter with their Director.

## **EMPLOYMENT AND RECRUITMENT PRACTICES**



## (EQUAL EMPLOYMENT OPPORTUNITY )

It is the policy of iTUX to provide equal employment opportunity for all applicants and employees. iTUX does not unlawfully discriminate on the basis of race, colour, creed, pregnancy, religion, sex, national origin, age, disability, veteran status, marital status, gender identity or expression, or sexual orientation. iTUX makes reasonable accommodations for disabled employees. iTUX prohibits the harassment of any individual on any of the protected categories listed above.

This policy applies to all areas of employment, including recruitment, hiring, training, promotion, compensation, benefits, transfer, and social and recreational programs. For purposes of this policy, impermissible harassment includes verbal, physical, and visual harassment; solicitation of sexual favours; unwelcome sexual advances; and creating or maintaining an intimidating or hostile work environment. Any employee who violates this policy is subject to discipline up to and including termination.

## EXPENSE REIMBURSEMENT

Employees incurring job-related expenses, which have been authorized by his or her Supervisor or Department Director, will be reimbursed by petty cash. All petty cash receipt forms must include the following information:

Date of Purchase

Amount of Purchase

Description of Purchase

Account Number

Employee Signature

Authorized Supervisor Signature

(Second Signature Required if Over Rs. 1000.00)

The petty cash receipt form must be accompanied by a receipt for the purchased item and should be turned in to the Finance Director's office for reimbursement. (See TRAVEL for specific details on reimbursement procedures.)

## FIGHTING





Fighting on iTUX premises or at any location while working is strictly prohibited. Further, no employee may engage in any conduct, whatsoever, which is designed to, or have the anticipated effect of provoking a fight on iTUX premises. If a fight occurs, the Supervisor in charge of that area is responsible for preparing a written report and immediately forwarding it to the HR & Communications Office.

The report should contain accounts of the fight from all participants and witnesses. Employees found violating this policy will be subject to discipline, up to and including termination, for causing or participating in a fight. (Also, refer to the “Violence in the Workplace Policy” in this handbook.)

## IDENTIFICATION/I.D. CARDS

An identification card is issued to each employee at the time of employment by Human Resources. If your ID card is lost or deteriorated, you must request a replacement card through the HR & Communications Office as soon as possible.

ID cards must be carried by all employees working for or representing iTUX off iTUX property within iTUX service area during working hours. ID cards remain the property of iTUX. Employees are required to return them to the HR & Communications Office upon termination of employment.

Misuse of the iTUX ID card and/or the failure to comply with this rule will subject an employee to disciplinary action.

## iTUX PROPERTY

An employee is expected to exercise care in his or her use of iTUX property and to use such property only for authorized purposes. Negligence in the care and/or use of iTUX property, unauthorized removal of iTUX property from the premises, or the conversion of iTUX property for personal use, may lead to disciplinary action, up to and including, termination.



iTUX property issued to an employee must be returned at the time the employee terminates employment or when the employee's Supervisor or Director (or designated representative) requests its return. The value of any property issued, but not returned, may be deducted from an employee's pay check.

iTUX assumes no responsibility for loss or damage to the personal property of an employee, unless the employee can provide proof to his/her Director that his/her property was lost or damaged while performing his/her job duties. The final decision regarding the compensation for the damaged personal property will be made at the sole and exclusive discretion of the General Manager & CEO or his/her designee.

## LOST AND FOUND

Any item lost or found on iTUX premises should be reported immediately to the HR & Communications Office.

The HR & Communications Office will post a lost or found notice via iTUX email. If the lost or found item is not claimed, the person who found the item may claim it.

## NEPOTISM POLICY

### (Restriction of Employment of Relatives)

iTUX will not hire outside applicants into a department in which a relative is employed. However, iTUX will allow inside employees to be transferred or promoted into the same department as long as the relative is in a different section and as long as there is no conflict of interest between the affected sections as determined by the General Manager & CEO. Relatives are defined as father, mother, son, daughter, brother, sister, uncle, aunt, first cousin, nephew, niece, husband, wife, domestic partner (per iTUX Resolution), father-in-law, mother-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law, step-father, step-mother, step-son, step-daughter, step-brother, stepsister, half-brother, and half-sister.

An employee may not appoint, employ, promote, advance, or advocate for appointment, employment, promotion, or advancement in or to a position, any individual who is a relative of the employee. An individual may not be appointed, employed, promoted, or advanced in or to a position if such appointment,



employment, promotion, or advancement has been advocated by an employee who is a relative of the individual.

## **NEWLY HIRED EMPLOYEES - TRANSFER POLICY**

iTUX makes every effort to fully and effectively train newly hired employees. Toward that goal, during an employee's initial six (6) month probationary period, he/she shall not voluntarily transfer jobs without the consent of his/her Department Director.

## **PERSONAL USE OF iTUX RESOURCES**

iTUX facilities, computers, and equipment (resources) are intended to support the needs and administrative functions of iTUX. Employees shall not use iTUX resources (including any person, money, or property) under their official control, direction, or in their custody for personal financial benefit or gain, or for the financial benefit or gain of any other individuals or outside organizations.

iTUX provides digital networking capacity to various locations within iTUX offices for employee and guest access. However, there are limits on acceptable use of iTUX network, and all users must comply with those limitations as otherwise stated in iTUX policies and as mandated by Federal and State laws.

Employees and guests are not permitted to set up private servers for personal use, perform local file sharing, or use network connections in any iTUX building that has not been approved in writing by Information Services. This applies to the following types of services, included, but not limited to: HTTP (Web), telnet, FTP, IRC, and email. The setup of a virtual private network (VPN) or other like connections and networking devices including, but not limited to: wireless access points, routers or unapproved dial out access from any computer or system is prohibited, unless otherwise first approved in writing by Information Services.

Employees and guests may not use applications that consume disproportionate bandwidth, attempt denial-of-service attack(s), probe and/or exploit security holes in other systems, access unauthorized IP addresses, or otherwise degrade or restrict network access for others (either in or out of the office).

Employees are prohibited from configuring any computer system to gain unauthorized Internet or iTUX network/system access. Employees may not download, copy or use any software, images, music, or other intellectual property (such as books or videos) unless he/she has the legal right to do so and prior written approval of Information Services. Unauthorized use of software, images, music, or files is regarded as a serious



matter. Any such use is without the consent of iTUX and those responsible for such abuse shall be solely liable, in their individual capacities, for all consequences of such abuse.

iTUX has implemented technical methods designed to regulate the consumption of network resources. These technical methods include, but are not limited to:

- 1) Blocking access to specific services normally used for servers
- 2) Limiting total network bandwidth from any connection
- 3) Limiting incoming and outgoing services to those expressly approved by Information Services

There are a limited numbers of “guest access” points for iTUX guests. Any iTUX employee or guest must use common sense and courtesy while using the network. Employees are prohibited from using guest access points to circumvent the controls placed on iTUX internal network and/or this policy.

The use of iTUX resources for the conduct of outside work is strictly prohibited. Using iTUX property for private financial gain is a misappropriation of funds and may result in disciplinary action, up to and including termination.

Furthermore, iTUX resources may not be used for supporting, promoting, or soliciting for an outside organization or group (unless otherwise permitted by law and iTUX policy), assisting with an election campaign, promoting or opposing a ballot proposition or initiative, or lobbying the state legislature (unless otherwise allowed by iTUX management), or advertising and selling for commercial purposes.

iTUX resources may not be used in any manner that is in violation of any iTUX policies, state or federal laws, or that might violate the rights of any third party.

Occasional limited personal use of iTUX' resources, including email and Internet access, is permitted; however, the following conditions must be met:

1. There is little or no cost to iTUX
2. The use is brief in duration and occurs infrequently during work hours
3. The use does not interfere with the performance of the employee's official duties
4. The use does not disrupt or distract from the conduct of iTUX business due to volume or frequency
5. The use does not disrupt other iTUX employees and does not obligate them to make a personal use of iTUX resources, and



6. The use does not compromise the security or integrity of iTUX property, information, or software.

In making any decision to use iTUX resources, facilities, computers, or equipment, employees are reminded that there should be no expectation of privacy with regard to the use of iTUX resources, facilities, computers, or equipment, can and will be monitored for troubleshooting and training purposes (e.g., email, facsimile transmissions, voicemail, and Web sites visited).

Employees must consult with and seek approval from their Supervisor when they are uncertain about the permissibility of a use of iTUX resources, facilities, computers, or equipment. Supervisors have discretion to restrict their employees' use of iTUX resources, facilities, computers, and equipment in response to concerns regarding work performance, abuse of such iTUX resources, or other violation of this or other policies.

## PROBATIONARY PERIOD

iTUX recruits carefully and attempts to hire the best employee for each position. It is, however, to both iTUX and the employee's advantage to have an initial period of employment in which the employee has time to appraise iTUX and job content, and iTUX has a similar opportunity to appraise the new employee's job performance. Thus, each new employee must satisfactorily complete a probationary period of 6 months measured from his or her initial date of employment. Prior to the end of the probationary period, the Supervisor, with the consent of the Department Director will recommend, in writing, retention of the employee. If a positive recommendation is not made (and this can be anytime during the 6-month probationary period), the employee shall be terminated from employment with iTUX with no rights of appeal, including the grievance procedure, Career Service, or any other recourses.

**Definition of Probationary:** All newly hired employees shall be considered probationary for the first six (6) months in their position. (Also, any employee who has been promoted or transferred will be considered probationary for six (6) months in their new position and, if applicable, will be subject to Union Contract policies on probationary status.) (In addition, any employee signing an agreement to be placed on probation due to job performance deficiencies will be subject to this policy.)

**Policy:** It is iTUX policy to conduct performance evaluations with employees on a monthly basis for the length of the probation as a means of fostering employee development and motivating employees to reach their potential.



Objectives: The objectives of the evaluation plan are:

- 1) To motivate and guide employees toward greater self-development and improve performance by discussing significant strengths and areas needing improvement in a positive, constructive manner.
- 2) To provide a uniform means for Supervisors to assess the employee's performance in relation to performance requirements. To provide a means for evaluating employee suitability for continuation of employment beyond the probationary period.
- 3) To identify training resource needs and to provide a record of employee progress.

Application: The performance of all employees is reviewed on a monthly basis during the six (6) months of probation. The program described herein applies to all employees.

At the successful completion of the 6-month probationary period, if recommended by the Supervisor and approved by the Department Director and Director of HR & Communications, the employee is made a regular employee and receives all applicable benefits of those regular employees. The successful completion of the probationary period, however, does not mean that the employee is guaranteed employment for any specific duration.

During the course of an employee's probationary period, said employee is free to leave iTUX at any time for any reason, and iTUX reserves a similar right.

## PUBLIC RELATIONS

iTUX employees must always maintain a clear distinction in public expression, whether written or oral, between an individual viewpoint and that of iTUX. Calls from members of the media should be directed to the HR & Communications office, which will be responsible for answering questions or setting up an interview with appropriate personnel.

An employee may not use iTUX letterhead for correspondence outside of iTUX, expressing a personal conclusion or point of view.

## PUBLICATIONS - INTERNAL



Internal communications are published by the HR & Communications office. iTUX publishes a weekly electronic employee newsletter for all employees' information. It contains items of general interest to employees as well as any changes in iTUX policies.

Employees are invited to send their contributions to the HR & Communications office.

## **PUBLICATIONS - EXTERNAL**

When ordering trade magazines or external publications, it is requested that all ordering of these items be made through the Purchasing Department in order to avoid unnecessary duplication company-wide.

## **PUBLIC RECORDS REQUESTS**

Recognizing there are several legal and other considerations involved in responding to a request for public records, all public records requests should be forwarded to the Records Coordinator immediately.

The role of the Records Coordinator will be to direct staff persons on how to timely and accurately respond to public records requests, while ensuring that the legal obligations of iTUX are met.

If the Records Coordinator is unavailable, the iTUX staff member should coordinate with the first available person, in order, from the following list of iTUX staff positions: Director of HR & Communications, Assistant General Manager or General Manager & CEO.

Public records can include, but are not limited to, documents, papers, letters, maps, books, tapes, photographs, sound recordings, emails, texts, or other material that is made or received in connection with the official business of iTUX. Most records of iTUX are public records.

## **REFERENCES AND EMPLOYMENT VERIFICATION**



All requests for references and employment verification must be referred to the HR & Communications Office. No one other than the HR & Communications Office may provide documented employment history as referenced. Any employee who fails to comply with this policy is subject to discipline.

## RESIGNATION POLICY

In order for an employee to leave the employment of iTUX in good standing, it is important that the employee give at least two months advanced notice of resignation. The final pay check for a voluntarily resignation or terminated employees will generally be made available on his or her next regular payday after their last day.

This policy in no way constitutes a contract or guarantee for advanced notice of termination by iTUX.

## RESPONSIBILITY AND CONDUCT

Employees shall not work in a manner that wilfully obstructs or hinders another employee from completing his or her assigned duties. Employees shall conduct themselves so that the safety of both themselves and their fellow workers is preserved. Personal problems between employees shall not be pursued at work.

An employee must receive permission to leave their assigned work area (other than for lunch). The Supervisor shall be made aware of why the employee has gone, and how long they will be gone. Employees who work in the office area shall also tell the Staff Assistant why they are leaving and when they expect to return. Returning employees shall check in with the Staff Assistant and their Supervisor. Should a Supervisor be leaving the work area for any extended period of time, he or she shall tell subordinates who to contact in case of emergency.

As soon as practical after an employee knows that it will be necessary for him/her to be relieved from duty, the employee shall notify his/her Supervisor and/or Department Director.

Employees unable to report for work shall notify his/her Supervisor and/or Department Director as soon as soon as possible, not later than fifteen (15) minutes after the beginning of the scheduled workday. If the employee is on shift work, the Supervisor should be notified at least one (1) hour before the shift begins. The employee must actually speak to his/her Supervisor and/or Department Director. If unable to reach his/her Supervisor and/or Department Director the employee must leave a detailed voice-mail message, to both the Supervisor and Department Director





with a telephone number to be reached. Failure to notify your Supervisor and/or Department Director will result in disciplinary actions as well as being charged leave without pay for the absence and be subject to disciplinary actions.

The employee shall further advise his/her Supervisor and/or Department Director as to the probable duration of his/her absence and any changes of the duration. Also, employees shall notify their Supervisor and/or Department Director when they are able to return to work.

Any employee who does not report to work due to a reported illness (including leave under FMLA) and who is found performing duties from outside employment or business sources will be subject to discipline, up to and including termination.

iTUX phones are not to be used for personal telephone calls, except for emergencies, and employees will not receive personal visitors at work without permission from a Supervisor. Cell phone use (including calls, texting, social media and the many other applications available today) should be kept to a minimum and should not interfere with an employee's responsibilities.

Employees are responsible for checking the bulletin boards for employee information. An employee who changes his or her address, telephone number, family status, etc., shall immediately report the changes to the HR & Communications Office.

The above stated rules are not all inclusive and employees are expected to contact their Supervisor if in doubt of what is expected of them.

Failure to comply with these rules is grounds for disciplinary action, up to and including termination.

## **SAFETY**

To provide for the safety and security of employees and the facilities of iTUX, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

All iTUX employees are expected to comply with iTUX Safety Manual. Copies can be obtained from iTUX Safety & Risk Officer. All employees are expected to be safety conscious and to assist iTUX in finding conditions on the premises that might present



unsafe conditions. Unsafe conditions or injuries received while at work, even though very slight, are to be reported to the appropriate Supervisor, and by that person to the Department Director.

Horseplay and practical joking can result in serious injuries or death, therefore, anyone engaging in horseplay or practical joking will be subject to disciplinary action, up to and including termination.

A clean work area makes for a more pleasant, as well as safer, place to work. Employees in all departments are asked to help keep the surroundings as neat and orderly as possible. Trash receptacles that are easily accessible are to be located throughout the building, and all litter from lunches, scrap materials, and so forth is to be placed in these receptacles. Employees are encouraged to be conscious of health, safety, and fire prevention.

The following rules of safety should be observed:

- 1) Keep area in and around work areas free from debris.
- 2) Do not engage in pranks, "horseplay," practical jokes, or running.
- 3) Keep designated aisles clear.
- 4) Report all injuries, however minor, to the Supervisor concerned.
- 5) Do not attempt to lift or push excessive weights or loads. Ask for help.
- 6) Do not clean or repair any machine while it is in motion.
- 7) Do not use any machinery that you are not properly trained to operate, except under direct supervision.
- 8) Report all unsafe practices and conditions to your Supervisor.
- 9) Be safety-conscious at all times.

An unsafe employee is a liability to him/herself and to fellow employees.

## SECURITY

For security reasons, (with the exception of rights provided by s. 790.251, F.S., which allows a legally-owned firearm on the premises as long as said firearm is lawfully possessed and locked inside or locked to a private motor vehicle in the parking lot), employees are not to bring firearms, weapons of any kind (whether the firearms or weapons are loaded or not), explosives, alcohol, any intoxicant, any narcotic, any barbiturate, any amphetamine, any hallucinogen, or any other stimulating or



depressing drug onto ITUX premises at any time, unless the drugs are prescribed as medication by a physician, and the employee's Supervisor and the Director of HR & Communications has been notified of the prescription per the Drug Free Workplace Policy – Exceptions for Prescription Medications.

Note: ITUX Energy Services' facilities located at 6900 Front Street, Extended are exempt from s. 790.251, F.S., as provided in subsection (7)(a), and therefore, no firearms or weapons of any kind are permitted anywhere on that property.

Identification cards are provided to each employee upon hire. Every employee must carry their I.D. card while representing ITUX during working hours off of ITUX property and within ITUX' service area.

### **SMOKING**

ITUX is a non-smoking, nicotine/tobacco-free campus. No smoking or nicotine/tobacco products are allowed on ITUX' properties, or in its buildings or vehicles.

Nicotine/tobacco products include cigarettes, cigars, e-cigarettes, vaporizers, chewing tobacco, snuff, and any other similar products.

In accordance with Florida's "Clean Indoor Air Act," smoking is not permitted in any public building. Any employee found smoking in an unauthorized area may be subject to disciplinary action, up to and including termination.

### **STANDARDS OF EMPLOYMENT & RULES OF CONDUCT**

Policy - Employees are expected to observe certain high standards of job performance and good conduct. When performance or conduct does not meet ITUX' standards, ITUX may endeavor (when it deems appropriate) to provide the employee a reasonable opportunity to correct deficiencies. If, however, the employee fails to make the necessary corrections, he or she will be subject to discipline, up to and including termination.

The rules set forth below are intended to provide all employees with advance notice of what is expected of them. Necessarily, however, such rules cannot identify every type of unacceptable conduct and performance deficiencies. Therefore, employees should be aware that conduct not specifically listed below but which adversely affects or is otherwise detrimental to the interests of ITUX, other employees, members or other persons may also result in disciplinary action, up to and including termination.

Job Performance – Positive Performance Coaching steps will always be used when trying to correct a performance problem. However, employees who do not correct their deficiencies after being counseled may be disciplined up to and including termination for poor job performance, including but not limited to the following:

1. Below-average work quality or quantity – incompetence;
2. Poor attitude or creating morale problems (for example, rudeness or lack of cooperation or maligning other employees);



3. Excessive absenteeism, tardiness, or abuse of break and lunch privileges;
4. Failure to follow instructions or ITUX' procedures; or
5. Failure to follow established safety regulations.

Misconduct - Employees may be disciplined up to and including termination for misconduct, including but not limited to the following:

1. Insubordination;
2. Dishonesty;
3. Theft;
4. Discourtesy, Rudeness, Disrespect;
5. Misusing or destroying ITUX property or the property of another on ITUX premises;
6. Violating conflict of interest rules or any other rule or policy established in this handbook;
7. Violations of County, State or Federal laws;
8. Disclosing or using confidential or proprietary information without authorization;
9. Falsifying or altering ITUX' records, including, but not limited to the application for employment, tuition reimbursement, travel expense report, relocation reimbursement claims, etc.;
10. Interfering with the work performance of others;
11. Physical, verbal or other altercations or threats;
12. Dangerous horseplay;
13. Safety violations including vehicle accidents per the vehicle accident policy;
14. Harassing, including sexually harassing, or discriminating against employees or others;
15. Acceptance of unauthorized compensation and/or gifts that could be inferred that the giver expected or hoped for preferred or favored treatment in an official or department matter;
16. Being under the influence of, having the presence of drugs and/or alcohol in your system, manufacturing, dispensing, distributing, using, and/or possessing alcohol or illegal substances on ITUX property or while conducting ITUX' business (also see ITUX' Drug-free Workplace Policy). (An Administrative Review Hearing will not be held – automatic termination.)
17. Refusing to submit to testing for drugs and/or alcohol within the parameters of ITUX' Drug Free Workplace Policy, CDL Policy, Workers Compensation Policy and Fitness for Duty Policy. (An Administrative Review Hearing will not be held –automatic termination.)
18. Gambling on ITUX premises or while conducting ITUX business;
19. Sleeping on the job or leaving the job without authorization – neglect of duty;
20. Smoking in restricted areas;



21. Possessing a firearm or other dangerous weapon on ITUX property or while conducting ITUX business;
22. Being convicted of a crime that indicates unfitness for the job or raises a threat to the safety or well-being of ITUX, its employees, members, customers or property;
23. Failing to report to ITUX' HR & Communications Office any driver's license suspensions, arrests, prosecutions, felony convictions, misdemeanors, convictions, or indictments;

Attendance - In addition to the rules stated above, employees may be disciplined up to and including termination for failing to observe the following specific requirements relating to attendance:

1. Not reporting to work on time, observing the time limits for rest and lunch periods, and obtaining approval to leave work early (even in cases of personal emergencies).
2. Not notifying the Supervisor and/or Department Director in advance of any and all anticipated tardiness or absences.
3. Abusing Sick Leave (not protected by FMLA).
4. Any employee who does not report to work due to a reported illness, including those on FMLA, and who is found performing duties from outside employment or business sources will be subject to discipline, up to and including termination.

**DISCIPLINARY PROCEDURES:** ITUX reserves the right to proceed directly to serious discipline, including termination, for job performance deficiencies, misconduct or attendance deficiencies, even in the absence of prior disciplinary action, when ITUX deems such action is appropriate based on the seriousness of the matter. In certain circumstances, depending on the seriousness of the allegations, ITUX reserves the right to suspend an employee with or without pay until the Administrative Review Hearing is held and the outcome is determined.

**ADMINISTRATIVE REVIEW HEARINGS:** Any employees facing disciplinary action with the possibility of suspension, termination, or demotion will be offered an Administrative Review Hearing (48-hour notice) prior to the action being taken, except when extenuating circumstances exist as determined by ITUX (i.e. emergency declarations). The purpose of this procedure is to ensure that employees are given a chance to submit any and all facts relative to the infraction for which disciplinary action being considered.

Following an Administrative Review Hearing, the General Manager & CEO will determine the severity of discipline imposed, taking into consideration any recommendations made by Supervisors, Directors and/or the Director of HR & Communications as well as taking into consideration the employee's personnel records, including past disciplinary actions.

If the General Manager & CEO agrees a termination is warranted, he/she will advise staff of the proceedings. The hearing outcome will state the reason for the recommended termination. Depending on the seriousness of the reasons, an employee may be suspended with or without pay until the Administrative Review hearing is held and the outcome is determined. If the employee is a bargaining unit member, the Union will be notified of the hearing and be given an opportunity to attend the Administrative Review Hearing.

#### **TYPES OF DISCIPLINARY ACTION THAT COULD BE IMPOSED:**



ITUX relies on its employees to perform their jobs in accordance with the highest standards of public service. Counseling, along with disciplinary actions, may sometimes be administered to let you know when and where you have failed to meet its standards.

This is meant to be educational and not punitive in nature. However, ITUX reserves the right to proceed directly to serious discipline, including termination, for job performance deficiencies, misconduct or attendance deficiencies, even in the absence of prior disciplinary action, when ITUX deems such action is appropriate based on the seriousness of the matter.

**WRITTEN WARNING:**

A written warning is given to an employee to recognize a violation of ITUX' policy, rule, regulation, standards, practices or acts, which if repeated or continued, will subject the employee to a more severe disciplinary action. The warning should be noted in writing, a copy of the notation placed in the employee's personnel file, specifying the nature of the warning and the date given. If the employee is a member of the bargaining unit, the Union will receive a copy. (An Administrative Review Hearing is not necessary for a written warning.)

**WRITTEN REPRIMAND:**

A written reprimand constitutes formal action against an employee for more serious types of violations of ITUX' rules or standards and rules of conduct, or where less stringent actions have not been successful in correcting a deficiency. The written reprimand must identify the offense or deficiency and the correction required.

A written reprimand can be used to impose restrictions on an employee, such as attendance, conduct or special procedures to be followed. Restrictions so imposed shall be reviewed periodically and may be removed, modified, or continued with a follow-up letter. A copy of the written reprimand should be placed in the employee's personnel record. If the employee is a member of the bargaining unit, the Union will receive a copy. (An Administrative Review Hearing is not necessary for a written reprimand.)



