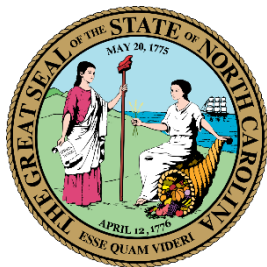


abc

CRAVEN COUNTY

established 1935

EMPLOYEE HANDBOOK



Craven County ABC Board Employee Handbook

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Craven County ABC Board Employee Handbook

SECTION 1: INTRODUCTION

1.0 Mission Statement

MISSION STATEMENT

**The mission of the
Craven County ABC Board
and its employees shall be to serve
all Craven County and our localities
responsibly by controlling the sale of
spirituous liquor and promoting
customer friendly, safe, modern, and
efficient stores.**

Craven County ABC Board Employee Handbook

1.1 Welcome

Welcome to the Craven County ABC Board (Board)!

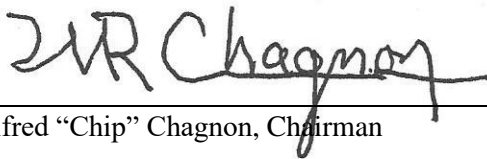
On behalf of the Board, we welcome you and wish you every success here.

We believe that each employee contributes directly to the Board's growth and success, and we hope you will take pride in being a member of our team.

Our Employee Handbook has been developed to describe some of the expectations for our employees and to outline the policies, programs and benefits available to eligible employees. You will want to be familiar with the contents of this handbook because it will answer many questions about your employment here.

We hope that your experience here will be challenging, enjoyable, and rewarding. Again, welcome!

Sincerely,

A handwritten signature in black ink that reads "Wilfred Chagnon". The signature is written in a cursive, slightly stylized font. Below the signature is a horizontal line.

Wilfred "Chip" Chagnon, Chairman

Carolyn Crayton, Vice Chairperson

Kathleen Cook, Secretary

Charles Collins, Member

Dennis "Denny" Bucher, Member

Craven County ABC Board

Employee Handbook

1.2 Handbook Purpose

This handbook is designed to help you become more familiar with the CCABC Board. It is a summary of our policies, procedures and expectations, and will provide you with positive guidance in your day-to-day working life. Please read it carefully. *COMPLYING WITH ALL OF THE PROVISIONS OF THIS HANDBOOK IS A NECESSARY REQUIREMENT AND CONDITION OF EMPLOYMENT.*

This handbook is not an employment contract and is not intended to create contractual obligations of any kind. Changes will be made from time to time-based on-Board input and the needs of the business. Therefore, the Board reserves the right, in its sole and exclusive discretion, to modify or revise this handbook in whole or in part as it may determine necessary. Sometimes we may need to change, add, or cancel policies or benefits. We want you to know that this could happen and that the Board has the right to make changes. Any changes made by the Board will be written and no terms will be altered orally. You will be notified of changes as soon as possible; however, where differences occur, official policies, procedures or benefit plans are the governing documents.

This handbook replaces and supersedes any and all previous employee handbooks, rules, practices or other policies, written or oral, express or implied. Since this handbook is not all inclusive and cannot provide all the details on any given subject, you should feel free to ask your manager, supervisor, or the Board Office about any sections which need clarification. All employees are responsible for being aware of any policy changes after notice is received.

Note nothing contained herein should be construed to guarantee any kind of employment, any terms of employment, any continued employment, or any specific relationship between any employee and the Board.

Craven County ABC Board

Employee Handbook

1.3 Employee Acknowledgement Form

I acknowledge that I been provided a copy of the CCABC Board Employee Handbook which contains important information on the Board's policies, procedures, and benefits. I understand that I am responsible for familiarizing myself with the policies and procedures in this handbook and agree to comply with all rules applicable to me.

I understand and agree that the policies and procedures described in the Handbook are intended as a guide only and do not constitute an employment contract. Furthermore, I understand that my employment is "at will" and I may resign at any time or the Board may terminate my employment at any time, with or without cause or advance notice.

I understand that the Board has the right to modify or alter my position, or impose any form of discipline it determines to be appropriate at any time. The at-will employment relationship may not be modified except by a specific written agreement signed by me and an authorized representative of the Board. This is the entire agreement between the Board and myself regarding this subject. All prior or contemporaneous inconsistent agreements are superseded by this agreement.

I understand that the Board reserves the right to interpret, add, delete, or modify its policies, procedures, benefits and interpretations of the aforementioned at any time at its discretion. I will be responsible for maintaining my copy of the handbook and inserting any changes or modifications distributed to employees.

I understand that this Handbook is Board property and is provided for my use as long as I am employed here. If my employment is terminated for any reason, I am required to return this Handbook to my supervisor or to Board Office.

EMPLOYEE'S NAME (printed): _____

EMPLOYEE'S SIGNATURE: _____

DATE: _____

Craven County ABC Board Employee Handbook

ORGANIZATION DESCRIPTION

1.4 Craven County ABC Board - Charter and Structure

The mission of the Board and its employees shall be to responsibly serve all of Craven County and its localities by controlling the sale of alcoholic beverages available for consumption, while protecting both the consumer and the general public, optimizing profitability, distributing funds to benefit the community and local governments, and providing good customer service in safe, modern, and efficient stores.

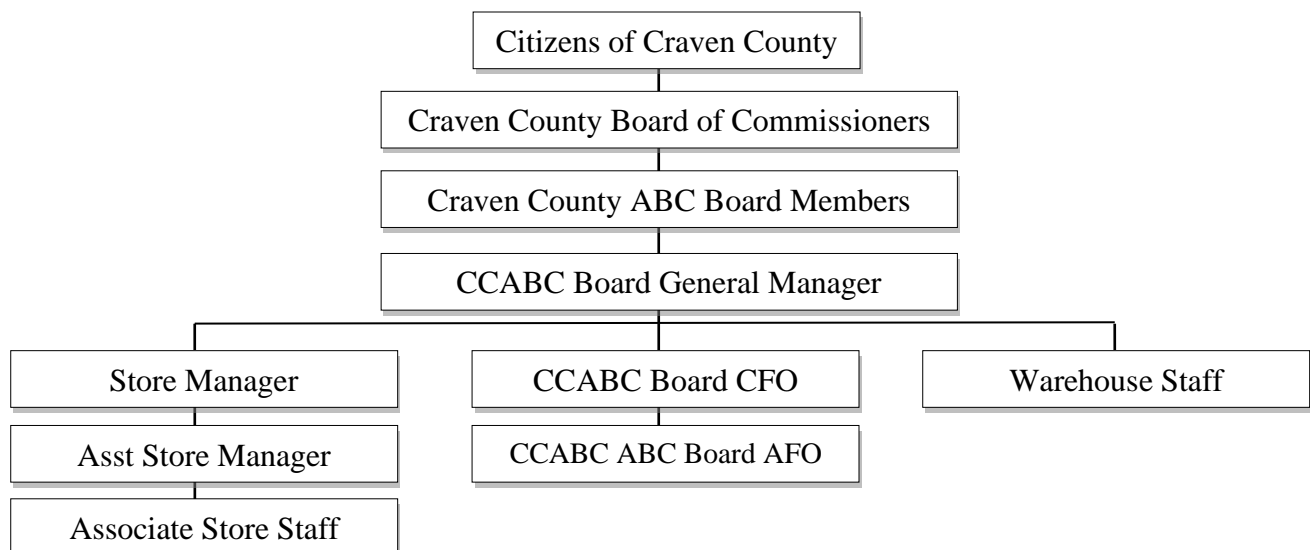
The Board is a local political subdivision of the State that operates as a separate entity overseen by a Board of five members, who are appointed by the Craven County Board of Commissioners. The primary business address of the Board is 3493 Martin Drive, New Bern, NC 28562.

The primary contact information for the Board is 252-638-1318 (O), 252-514-2389 (F), ccabc@suddenlinkmail.com.

2019-2020 CCABC Board Members are:

- : Wilfred “Chip” Chagnon, Chairman
- : Carol Crayton, Vice-Chairperson
- : Catherine Cook, Secretary Board Member
- : Charles Collins, Board Member
- : Dennis “Denny” Bucher, Board Member

ORGANIZATIONAL STRUCTURE



Craven County ABC Board Employee Handbook

1.5 Facilities and Locations

The Board currently operates 5 stores throughout the county:

Store#1 318 South Front Street, Downtown New Bern

Store#2 8001 Main Street, Vanceboro

Store#3 1212 East Main Street, Havelock

Store#5 2003 South Glenburnie Road, New Bern

Store#6 985 Highway 70 East, James City

and an office/warehouse (Board Office): 3493 Martin Drive, New Bern

1.5 The History of Craven County ABC Board

The Board was voted into existence on July 2, 1935, by the citizens of Craven County. The election and the culmination of Prohibition ending and the State approving a control system.

The NC legislature felt that the counties or municipalities voting to establish stores would be able to better control and regulate the sale of alcoholic beverages under a monopoly or control system that removed liquor control from politics and emphasized the welfare of society rather than revenue or profits. The profits from the Board are appropriated for alcohol and substance abuse education, rehabilitation and research; law enforcement; local government and municipalities, as well as working capital for growth projects.

County or municipal ABC Boards are local independent political subdivisions of the State. They operate as local government entities establishing their own policies and procedures within the guidelines of the ABC laws and State ABC Commission rules.

1.5 Customer Relations

Customers are among our most valuable assets. Every employee represents the Board to our customers and to the general public. The way we do our jobs presents an image of the entire Board. Customers form an opinion of the Board by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful and prompt in the attention you give to customers. It is our intention customers visiting a Store or the Board Office will have a pleasant shopping experience while doing business with the Board.

The Board will provide initial and on-going customer relations and service training to all employees who have frequent customer contact. If a customer wants to make a specific comment or a complaint, you should direct the person to the Store Manager or Board Office for appropriate action.

Please remember that contact with the public, your telephone manners, and any communications you send to customers reflect not just on you but also on the professionalism of the Board. Outstanding customer relations builds greater customer loyalty and a more successful operation.

Craven County ABC Board Employee Handbook

SECTION 2: EMPLOYMENT POLICIES

2.0 Nature of Employment

The Employee Handbook gives a general understanding of the policies, procedures and benefits of the Board. Because it answers many common questions, you will want to review all the policies in the manual and become familiar with them.

However, this handbook is not an employment contract. You became an employee at the Board voluntarily and your employment is at will. "At will" means that you may terminate your employment at any time, with or without cause or advance notice. Likewise, "at will" means that the Board may terminate your employment at will at any time, with or without cause or advance notice, as long as we do not violate federal or state laws. Nothing in this Handbook shall be construed to change or modify the at-will relationship between the Board and the employee. Further, nothing in this Handbook shall be construed to limit the Board's right to change the terms of the at-will employment relationship, including through wage alterations, promotions, demotions, benefit changes or other material changes.

The Board retains sole discretion to exercise all managerial functions, including the right:

- To assign, supervise, train, discipline and dismiss employees;
- To determine and change starting times, quitting times and schedules;
- To transfer and promote employees within or into departments or stores;
- To determine and change the size and qualifications of the work-force;
- To determine and change methods by which its operations are to be carried out; and
- To assign duties to employees in accordance with the Board's needs and requirements.

Craven County ABC Board Employee Handbook

2.1 Employee Relations

It is our belief and policy that problems between employees and management can be worked out satisfactorily through honest and frank discussions in an atmosphere of mutual trust, respect and cooperation.

We strive to provide the best possible working conditions, benefit programs, retirement, competitive pay, fair treatment and equal opportunity for all our employees.

We will always make every moral and legal effort to maintain our positive employee relations without a third-party interfering with our working relationship. If that does not come to a resolution arbitration may be deemed necessary to come to an agreement.

2.1 Equal Employment Opportunity

The Board is an equal opportunity employer. It is the Board's policy to comply with applicable federal and states laws and regulations and to provide equal employment opportunities in each of our Board practices to all employees and applicants.

Such equal employment opportunities exist for all, without regard to race, gender, gender identity, national origin, religion, creed, color, sexual orientation, age, genetic information, marital status, pregnancy, military status, ancestry, physical or mental disability, or any other category or classification protected by local, state or federal law. This policy applies to those associated with or perceived to be within a protected class, regardless of whether the individual is actually within the protected class.

This policy applies to all terms and conditions of employment and the employment process, specifically including, but not limited to, applications, recruiting, hiring, training, compensation, benefits, promotion, assignments, placement, working conditions, transfer, discipline, termination, layoffs, or leaves of absence.

Craven County ABC Board Employee Handbook

2.2 Business Ethics and Conduct

The successful business operation and reputation of the Board is built upon the principles of fair dealing and ethical conduct of our employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

The continued success of the Board is dependent upon our customers' trust and we are dedicated to preserving that trust. All employees have a responsibility to the Board, their co-workers and customers to act in a way that will merit the continued trust and confidence of the public.

The Board will comply with all applicable laws and regulations and expects its board members, supervisors, and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct at all times.

In general, the use of good judgment, based on high ethical principles, will guide you with respect to acceptable conduct. If a situation arises where it is difficult to determine the proper course of action, the matter should be discussed openly with your immediate supervisor and, if necessary, with the Board Office for advice and consultation.

Compliance with this policy of business ethics and conduct is the responsibility of every Board employee. Disregarding or failing to comply with this standard of business ethics and conduct will lead to disciplinary action, up to and including possible termination of employment.

Craven County ABC Board

Employee Handbook

2.3 Personal Relationships in the Workplace

Nepotism, favoritism or other preferential treatment could be damaging to the business of the Board. Therefore, the Board declines to allow relatives or individuals that have a close personal relationship to work together (as of July 2017). When relatives or persons involved in a dating relationship work in the same area of an organization, it may cause problems at work. In addition to claims of favoritism and morale issues, personal conflicts from outside can sometimes carry over to work.

For purposes of this policy, we define a relative (either by blood or marriage) as a brother, sister, spouse or domestic partner, child (natural or adopted), parent, uncles, aunts, nieces, nephews, any in-laws or step-relatives, grandparents or grandchildren. Close personal relationships under this policy include any individuals whom you may be dating, whom you have had a non-work, personal relationship with for a significant amount of time, or any other individual the Board deems may be too close of a personal relation for neutral work together.

Our policy is that an employee may not directly work for a relative or supervise a relative. We also do not allow a person in a close personal relationship to work for the other person in that relationship or to supervise the other person. The Board also reserves the right to take quick action if an actual or potential conflict of interest arises involving relatives or persons involved in a close personal relationship who are in positions at any level (higher or lower) in the same line of authority that may affect the review of employment decisions. Likewise, the Board reserves the right to modify a reporting relationship should it become necessary and in the best interest of the parties involved.

All employees of the Board must disclose any relatives or close personal relations that may be joining the Board as employees, contractors, or consultants or that may be suppliers, clients, or customers of the Board. If two employees become relatives, or start a close personal relationship and one of them supervises the other, the one who is the supervisor is required to tell management about the relationship as soon as practicable. We will then ask the two employees to decide which one of them is to be transferred to another available position. If they do not make that decision within 14 calendar days, the Board will decide which one will be transferred or, if necessary, terminated from employment.

There may also be situations when there is a conflict or the potential for conflict because of the relationship between employees, even if there is no direct reporting relationship or authority involved. The Board reserves the right to deal with and manage these types of situations, including through separating the employees by reassignment, requesting a resignation, or terminating employment. If you are in a close personal relationship with another employee, we ask that you avoid displays of affection or excessive personal conversation at work.

Craven County ABC Board Employee Handbook

2.4 Immigration Law Compliance

The Board is committed to employing only people who are United States citizens or who are aliens legally authorized to work in the United States. We do not discriminate because of a person's citizenship or national origin.

We comply with the Immigration Reform and Control Act of 1986 as a condition of employment, each new employee at the Board is required to complete the Employment Eligibility Verification Form I-9 and show documents that prove identity and employment eligibility. The I-9 form must be completed on the date of hire and the documents verifying identity and eligibility for employment provided within three (3) business days of date of hire.

If you have questions or want information on the Board's compliance with immigration laws, you may contact the Board Office without fear of reprimand or retaliation.

Craven County ABC Board

Employee Handbook

2.5 Conflicts of Interest

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. Employees working for the Board must at all times avoid any clear or potential conflicts of interest, including relationships, activities, businesses, or other situations which may conflict with the best interests of the Board. This policy establishes only the framework within which the Board wishes the business to operate. The purpose of these guidelines is to provide general direction so that employees can seek further clarification on issues related to the subject of acceptable standards of operation. Contact the Board Office for more information or if you have questions about conflicts of interest.

An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of the Board's business dealings, including a situation where the employee is involved in a business that directly competes with the Board or where the employee uses confidential information of the Board for personal gain. For the purposes of this policy, a relative is any person who is related by blood or marriage, or whose relationship with the employee is similar to that of persons who are related by blood or marriage.

No presumption of guilt is created by the mere existence of a relationship with outside firms or individuals. However, if employees have any influence on transactions involving purchases, contracts, or leases, it is imperative that they disclose to the Board Office as soon as possible the existence of any actual or potential conflict of interest so that safeguards can be established to protect all parties.

Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which the Board does business, but also when an employee or relative receives any kickback, bribe, substantial gift, or special consideration as a result of any transaction or business dealings involving the Board.

Note: The Alcoholic Beverage Control Laws and Regulations of North Carolina state that no local board member or employee shall have any direct or indirect interest in any manner whatsoever in any firm, corporation, company or enterprise that manufactures, produces, buys, mixes, bottles, sells, stores or transports spirituous liquor.

2.5 Outside Employment

We recognize that employees may have other employment or business activity independent from the Board. Employment with Board carries the expectation that performance and adherence to work schedules will not be compromised. If conflict with employment or business activity outside that of the Board should occur, it is incumbent upon the employee to resolve the issue. Failure to do so will ultimately result in termination of employment with the Board.

Craven County ABC Board

Employee Handbook

2.6 Fitness for Duty and Lifting Requirements

It is the goal of the Board to provide a safe environment for both employees and customers and to ensure that employees are able to perform the various functions of their job. To accomplish this goal, the Board has adopted the following fitness for duty policy:

- All employees are expected to be physically and mentally fit to perform their jobs in a safe manner at all times. If you are not able to perform your job or if you are taking medication that might affect your ability to do your job, you are to inform your manager or person in charge immediately.
- If a manager believes you are not fit to perform your duties, one or more of the following may occur: you may be sent home, relieved of certain duties, assigned to different duties, assigned to light duty, requested to take a medical examination, or asked for an explanation which may result in being suspended without pay or termination.
- You may be requested to undergo a medical examination to determine your fitness for duty. Such testing may also be required on an as-needed basis should an employee demonstrate difficulty performing any essential function of their position or there is some other reasonable basis for believing that an individual's ability to perform essential job functions is limited or impaired by a medical condition.
- Any employee who refuses to cooperate with a determination of whether he or she is fit for duty will be subject to corrective action, up to and including termination.
- If you are not fit for duty, you may be eligible for benefits, such as sick leave, worker's compensation, or group health care. If you are not able to perform some duties but can perform others, an attempt will be made to reasonably accommodate your restricted activity.
- This policy will be interpreted and applied so as to conform to applicable law, including the Americans with Disabilities Act (ADA) and the Family and Medical Leave Act (FMLA) if 50 or more personnel are employed.
- A written request for reasonable accommodation must be provided to your manager and forwarded to Board Office.
- All full-time store and warehouse personnel must be able to regularly lift cases weighing up to 50 pounds. The ability to use a hand truck in the performance of daily duties is required, as well as bending and stooping to clean shelves, stock inventory, unload trucks and handle product. Warehouse employees may be required to operate a pallet jack and may also be required to qualify for a Commercial Driver's License.

Craven County ABC Board

Employee Handbook

2.7 Employment Categories

As required under federal law, specifically including the Fair Labor Standards Act ("FLSA"), all employees of the Board are classified as either "Exempt" or "Non-exempt" depending on their job duties as shown below.

Exempt Employees: Exempt employees are those that meet specific conditions under the FLSA, the primary of which is to hold a certain position. Normally, exempt employees are those in high-level roles, such as executives, professionals, administrators and others, who receive a salary. "Exempt" under the FLSA means exempted from the minimum wage and overtime sections of the FLSA.

A. General Manager
B. Chief Financial Officer
C. Assistant CFO

D. Store Manager
E. Assistant Store Manager
G. Full Time Sales Associate

Nonexempt Employees: Nonexempt employees are those that are not exempt from the minimum wage and overtime sections of the FLSA. These employees must be paid at least the minimum wage per hour and qualify to receive additional payments for overtime.

A. Part Time Sales Associate
B. Warehouse Personnel
C. Seasonal/Temporary Associate

In addition, all employees are classified as Regular Full-time Employees, Regular Part-time Employees or Temporary or Contract Workers. These classifications are important in determining eligibility for various benefits, as well as how you will be compensated. Employees fall into one of the following categories:

- **REGULAR FULL-TIME EMPLOYEE** - Regular Full-Time employees are those who are not temporary employees, consultants, or independent contractors and who are regularly scheduled to work the full-time schedule which is 40 hours per week. Regular Full-time Employees are eligible for all Board benefit programs, subject to the terms, conditions, and limitations of each benefit program.
- **REGULAR PART-TIME EMPLOYEE** - Regular Part Time Employees are those who are not temporary employees, consultants, or independent contractors and who are regularly scheduled to work 30 hours or less each week. Regular Part-Time employees are only eligible for benefits as required by state or federal law.
- **TEMPORARY OR CONTRACT WORKERS** - On occasion, temporary or contract workers may be hired for work of a limited temporal duration usually no longer than 3 months. Individuals in these classifications are not eligible for benefits.

Independent contractors and consultants are not considered employees of the Board and are not eligible to receive benefits and are subject to the specific terms of a written agreement with the Board.

Craven County ABC Board Employee Handbook

2.8 Access to Personnel Files

The Board keeps personnel files on all employees. The personnel files include the job applications and related hiring documents, performance documentation, and other employment records. Personnel files are the property of the Board, are strictly confidential and are retained in locked files to maintain a private and secure environment. By appointment and in the presence of a designated individual, employees can review the contents of their personnel file.

2.8 Outside Inquiries

The Board does not release to outsiders any information concerning employees, except that which is required by law or is authorized by the employee. The Board will deny access to personnel information to creditors, collection agencies and other outside sources, except where the employee has given written consent or as otherwise required by law.

2.8 Personnel Data Changes

It is the responsibility of each employee to promptly notify us of any changes in personnel data, including contact information, name changes, beneficiaries and marital status. Personal mailing addresses, telephone numbers, number and names of dependents, individuals to be contacted in the event of an emergency, and other such information should be accurate and current at all times. At any point personnel data changes, notify the Board Office.

Craven County ABC Board

Employee Handbook

SECTION 3: EMPLOYEE PERFORMANCE

3.0 Performance Evaluation Program

We encourage employees and supervisors to discuss job performance and goals on an informal, day-to-day basis. In addition, each employee will have an annual formal performance evaluation. The overall purpose of the Performance Evaluation Program is to establish and maintain an equitable system of evaluating employee performance based on job-related criteria, with goals of improved performance and greater accountability for results. In addition, we want to provide an environment where employees and supervisors are encouraged to communicate regularly with regard to work expectations, responsibilities and accountability and give an opportunity for each employee to discuss any questions or concerns with their manager or supervisor.

The Performance Evaluation Review is designed with the following Board Standards in mind:

Previous Performance Review Goals Met/Not Met
CCABC Board Set Operational Controls
Sales Initiative/Associate Development
Communications Skills with Management, Colleagues, and Customers
Accomplishments and Advancements
Objectives & Development Goals before Next Performance Review

The Performance Evaluation Program is designed with the following objectives in mind:

Communication: To create and maintain an atmosphere for open and frank communications between supervisors and employees concerning job performance and expectation; to ensure that feedback is provided on a regular, on-going basis between supervisors and employees; and to ensure that all employees have the opportunity to discuss and understand organizational goals and expectations of the individual employees, the various departments and the store guidelines as a whole.

Performance Improvement: To regularly discuss the job performance of store employees based on job-related criteria; to identify during that discussion both accomplishments and areas for performance improvement for each employee; to discuss specific plans for those areas in which performance improvements need to be made.

Career Development: To provide information which can be used jointly by supervisors and employees to determine appropriate training needs and resources. To discuss and identify how employees can prepare for potential advancement opportunities where appropriate.

Personnel Actions: To provide background information and documentation for determining personnel decisions such as promotions, performance increases, reductions-in-force, demotions, transfers, granting of regular status, termination and other personnel actions.

Rewards: To establish a system whereby employees receive recognition when it is earned, and where appropriate, to use the performance evaluation program as the basis for financial reward of those employees whose accomplishments merit such rewards. Employees may, from time to time, receive increases in their pay or bonuses, at the Board's sole and exclusive discretion. However, the Board does not guarantee any increase in pay or bonus to any employee regardless of the results of their performance evaluation.

Craven County ABC Board

Employee Handbook

3.1 Job Descriptions

The Board maintains job descriptions on the various positions within the organization. A job description includes the following sections: job information; job summary (gives a general overview of the job's purpose); essential duties and responsibilities; supervisory responsibilities; qualifications (includes education and/or experience, language skills, mathematical skills, reasoning ability, and any certification required); physical demands; and work environment.

Job descriptions are used to help new employees understand their jobs and responsibilities. Job descriptions are also used to identify the requirements of a job, set up the hiring criteria, set standards for employee performance evaluations, and establish a basis for making reasonable accommodations for individuals with disabilities.

The Board periodically reviews and updates the job descriptions to reflect current requirements of the various positions. It is not always possible for job descriptions to cover every task or duty that employees might be assigned, so it is possible that employees may be assigned additional responsibilities as necessary in order to address the needs of the Board. Contact the Board Office if you have questions about your job description.

Employment Position Descriptions:

General Manager (GM): Duties and responsibilities as outlined in the operations manual from the NC Alcoholic Beverage Control Commission (Commission). Sections 5.0 thru 5.14.

- Supervise day to day operations.
- Direct management of department heads and store management.
- Provide direction, coordination and evaluation of each department.
- Ensure all employees are properly trained in all aspects of Board operations and personnel matters.
- Set Board meeting agenda to comply with Open Meeting Laws.
- Serve as the board secretary during Board meetings.
- Plan for future growth and fiscal stability of the Board.
- Insure all financial and regulatory obligations are met in a timely manner.
- Implement the salary and benefits plan recommended by the Board.
- Supervise preparation of the annual budget.
- Participate in conferences, workshops, and meetings.
- Conduct and review performance evaluations.
- Perform other duties as assigned by the Board.

Craven County ABC Board

Employee Handbook

3.1 Job Descriptions cont.

Finance Officer (CFO): Duties and responsibilities as outlined in the operations manual from the Commission. Section 6.1 thru 6.17

Keep the accounts of the Board in accordance with generally accepted principles of governmental accounting and the rules and regulations of the Commission.

Disburse all funds of the Board in strict compliance with applicable laws, the budget, pre-audit obligations, and disbursements as required by law.

Maintain all records concerning debts and other obligations of the Board, determine the amount of money that will be required for debt service or the payment of other obligations during each fiscal year, and maintain all such funds.

Prepare the budget.

As often as may be requested by the Board or the GM, prepare and file with the Board a statement of the Board's financial condition.

Perform such other duties as may be assigned by law, by the GM, the Board, or by rules and regulations of the Commission.

Assistant Finance Officer (AFO): Responsible for timely accurate processing of accounts payable, including invoices, purchase orders, credit memos and payment transactions.

Process biweekly Payroll accurately.

Maintain and verify employees working hours on a biweekly basis and generate employee's payroll accordingly.

Submit tax deposits.

Have working knowledge of Microsoft Office and Excel, BOSS System.

Maintain various reports for the GM and CFO.

Conduct HR functions, maintain employment records

Communicate with store managers as needed.

Purchase and manage supplies for stores and office.

Perform various general office duties.

The assistant finance officer shall perform such duties as may be assigned by law by the CFO, the GM, the Board, or by rules and regulations of the Commission.

Craven County ABC Board

Employee Handbook

3.1 Job Descriptions cont.

Store Manager:

- Serve all customers in a friendly responsible manner.
- Be knowledgeable of and fully understand and enforce NC laws concerning the sale of spirituous liquor.
- Ensure store operations are carried out in compliance with Federal, State, and local laws and all Commission and Board rules.
- Assure all employees are properly trained in all aspects of store operations and provide adequate supervision to all personnel.
- Oversee marketing strategy to facilitate the store objectives and goals.
- Outreach to LBD customers planning for future growth in sales.
- Monitor daily sales, cash receipts, and deposit reports.
- Make recommendations for store improvements to GM.
- Perform other duties and work as assigned by GM.

Assistant Store Manager:

- Assume all duties in absence of store manager.
- Serve all customers in a friendly responsible manner.
- Be knowledgeable of and fully understand and enforce NC laws concerning the sale of spirituous liquor.
- Ensure store operations are carried out in compliance with Federal, State, and local laws and all Commission and Board rules.
- Assure that all employees are properly trained in all aspects of store operations and provide adequate supervision to all personnel.
- Assist with marketing strategy to facilitate the store objectives and goals.
- Outreach to LBD customers planning for future growth in sales.
- Monitor daily sales, cash receipts, and deposit reports.
- Make recommendations for store improvements to the store manager.
- Perform other duties and work as assigned by the store manager.

Senior Sales Associate:

- Serve all customers in a friendly responsible manner and assist the store manager in the operation of the store.
- Accurately prepare all paperwork and perform daily routines in the absence of the store manager.
- Supervise and assist sales associates in the accomplishment of responsibilities.
- Be able to understand and enforce NC laws concerning the sale of spirituous liquor.
- Have a basic understanding of products sold, marketing and sales techniques.
- Exhibit good public communications abilities.
- Operate point of sale register and accurately account for funds.
- Maintain store and cash handling security.
- Perform cleaning and minor maintenance associated with maintaining store appearance and safety.
- Be able to lift 50 pounds (unassisted), stock shelving, and set up marketing displays, etc.
- Perform any and all other duties and work as assigned by the store manager or assistant.

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3.1 Job Descriptions cont.

Sales Associate:

- Serve all customers in a friendly responsible manner and assist the store manager in the operation of the store.
- Accurately prepare all paperwork and perform daily routines in the absence of the store manager.
- Be able to understand and enforce NC laws concerning the sale of spirituous liquor.
- Have a complete understanding of products sold, marketing and sales techniques.
- Exhibit good public communications abilities.
- Operate point of sale register and accurately account for funds.
- Maintain store and cash handling security.
- Perform cleaning and minor maintenance associated with maintaining store appearance and safety.
- Be able to lift 50 pounds (unassisted), stock shelving, and set up marketing displays, etc.
- Perform any and all other duties and work assigned by the store manager, assistant manager, and/or senior sales associate.

Warehouse Personnel:

- Serve all customers in a friendly responsible manner.
- Assist the General Manager in the operation of the warehouse. Accurately prepare all product for storage or transfer.
- Be able to understand and enforce NC laws concerning the sale and transfer of spirituous liquor.
- Maintain safety and security at all times.
- Have a basic understanding of products sold.
- Exhibit good public communications abilities.
- May be required to safely operate a single axle truck, a handcart, and/or electric pallet jack.
- Perform cleaning and minor maintenance associated with maintaining warehouse and office appearance and safety.
- Be able to lift 50 pounds (unassisted), stock shelving, and set up marketing displays, etc.
- Perform any and all other duties and work as assigned by the general manager, the chief financial officer, a store manager, assistant manager, and/or senior sales associates.

3.2 Salary Administration

The Board has a salary administration program in order to ensure consistent pay practices, compliance with federal and state laws, and competitive salaries within our labor market. On an annual basis, the Board reviews the salary structure to determine if adjustments to the structure are warranted.

We are committed to paying equitable wages that are based on the requirements and responsibilities of each job. We also try to pay wages that are comparable to the wages paid to employees in similar jobs in other organizations in the area. When determining if an individual will receive a pay increase, several factors are taken into consideration such as performance and date of last salary increase.

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SECTION 4: EMPLOYMENT BENEFITS

Benefits are a large part of your total compensation package and play a significant part in your personal and family financial planning. The Board is proud to offer a comprehensive and competitive benefits package to eligible employees. Some benefits are employer paid while others require a contribution by the employee. All of the Board's benefits are reviewed periodically to modify and improve them as necessary to keep them current. The availability of any particular type of insurance or coverage is subject to change. Notice of changes will be given as soon as practical.

Dependent Coverage is optional and available with some of the benefits offered by the Board. Since the definition of "dependent" may vary slightly from plan to plan, please refer to the plan documents or contact Board Office. Insurance coverage for domestic partners is not included as part of the Employee Benefits program.

The benefit programs available to eligible employees include:

Section 4.0	Vacation Benefits
Section 4.1	Holidays
Section 4.2	Sick Leave Benefits
Section 4.4	NC401 (k) Savings Plan
Section 4.3	Health Reimbursement Arrangement Account
Section 4.3	Health Insurance, Vision Care Benefits, Dental Insurance
Section 4.3	Bereavement Leave
Section 4.3	Jury Duty Leave
Section 4.4	Local Governmental Employees' Retirement System
Section 4.4	NC401 (k) Savings Plan
Section 6.7	Family and Medical Leave
Section 6.9	Military Leave

Life Insurance and Supplemental Life Insurance and Long-Term Disability and other benefits information are available at the Board Office.

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4.0 Vacation Benefits

Vacations are intended as meaningful breaks in your work. Vacations allow every employee to renew his/her physical and mental capabilities and to remain a fully productive employee.

Full-time Regular employees are eligible for Vacation benefits according to the following schedule:

Years of Service	Annual Leave Days
After 1 year	5 days of paid vacation
Less than 2 years	10 days (.833 day/month)
2 but less than 3 years	12 days (1.0 day/month)
3 but less than 5 years	14 days (1.17 days/month)
5 but less than 15 years	16 days (1.33 days/month)
15 years or more	18 days (1.5 days/month)

Vacation leave is credited to employees who are in pay status for one-half or more of the regularly scheduled workdays and holidays of that month. An employee is in pay status when working, on paid leave, or on worker's compensation leave.

Vacation leave may be accumulated without any applicable maximum until December 31 of each year. However, if the employee separates from service, payment for accumulated leave shall not exceed 18 days, assuming the employee provides the Board with a written notice of his/her resignation at least two weeks prior to the resignation date. Employees who resign without giving a two-week notice or who are discharged for any reason forfeit any accrued or carried over vacation.

An employee must submit a written request for vacation leave to their supervisor at least two weeks prior. If your request is approved at this level, it will be forwarded to the General Manager's office. The General Manager will limit the number of employees on vacation at any one time and will consider requests for vacation on a first-come basis. Full week requests will receive higher priority than partial week requests and will be approved further in advance. Because of increased retail activity, store employees will not be granted vacation during the period from day after Thanksgiving to January 1. The dates and duration of vacations must be approved by the manager and the General Manager.

In the event of an employee's death, payment for accumulated vacation leave is made to the estate of the deceased.

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4.1 Holidays

The Board typically observes the following holidays:

- * New Year's Day (January 1)
- * Martin Luther King Day (store #3 and #5 are open)
- * Easter Monday (Monday after Easter) (store #3 and #5 are open)
- * Memorial Day (last Monday in May) (store #3 and #5 are open)
- * Independence Day (July 4)
- * Labor Day (first Monday in September) (store #3 and #5 are open)
- * Thanksgiving (fourth Thursday in November)
- * Christmas Day (Dec 25) and Day After Christmas (Dec 26), *unless it falls on a Saturday*

Regular full-time employees are eligible for Holiday pay. If the designated holiday falls on a Sunday, the following Monday will be recognized as the holiday and the Board will be closed.

In addition, stores remain closed for two work days following Christmas Eve. Christmas Day is considered a paid holiday and the day after Christmas Day is considered the employee's day off for the week. The Board reserves the right to adjust the holiday schedule as it deems necessary.

For purposes of calculating overtime, holiday hours are not included when determining hours worked during a week.

4.1 Workers' Compensation Insurance

To provide for payment of your medical expenses and for partial salary continuation in the event of a work-related injury or illness, Board employees are covered by workers' compensation insurance. The amount of benefits payable and the duration of payment depend on the nature of your work-related injury or illness. In general, however, all medical expenses incurred in connection with a work-related injury or illness are paid in full, and partial salary payments are provided subject to the provisions of the worker's compensation laws.

When an employee is injured or becomes ill as a result of their job, he/she must immediately report such injury or illness to their manager or supervisor and to the Board Office; and complete an Injury Report ASAP. This ensures that the Board can assist the employee in obtaining appropriate medical treatment. Failure to follow this procedure may result in the appropriate workers' compensation report not being filed in accordance with law, which may consequently delay or jeopardize an employee's right to benefits in connection with the work-related injury or illness.

Questions regarding workers' compensation insurance should be directed to Board Office.

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4.2 Sick Leave Provisions

The Board provides paid sick leave benefits to Regular Full-time employees whose legitimate illness or injury necessitates their being absent from work. Vacation time or leave without pay must be used if it is necessary for an employee to be absent due to the sickness of a family member.

Eligible employees will accrue sick leave benefits at the rate of 8 hours sick for each consecutive calendar month of active service, including the initial employment period. To be eligible to earn sick time, you must be in pay status at least one-half the scheduled working days of a month. Sick leave will be approved in increments of 30 minutes or more.

Employees who know in advance that they will be absent for health reasons are asked to give their supervisor written advance notice, including the probable start date and duration of the absence. If a sudden illness or injury makes it impossible for an employee to request sick leave before the workday begins, employees are required to call (no texts) within 24 hours or as soon as possible to their manager so that arrangements can be made to cover the scheduled shift. Extended absences of more than 2 days require a doctor's release and the Board may ask for a doctor's release for absences of 2 days or less at their discretion. To be paid for absences of more than 2 days, you must provide a doctor's written verification. Absence without notice may be grounds for termination. Furthermore, taking sick leave under false pretenses is a violation of trust that is subject to disciplinary action, up to and including termination.

Sick leave benefits will be calculated based on your base pay rate at the time of your absence. Employees on sick leave for an extended absence because of an illness or injury must apply for any other appropriate available compensation and benefits, such as workers' compensation. Sick leave benefits can be used to supplement payments such as workers' compensation or disability insurance programs provided by the Board. The combination of these disability payments and sick leave may not be more than an employee's normal weekly pay.

~~Employees absent because of their own or certain family member's serious health condition might be eligible for leave under the Family and Medical Leave Act. Please refer to the section on Family Medical Leave Policy. Employees interested in any of these programs should contact the Board Office.~~

Unused sick leave benefits will be allowed to accumulate indefinitely. Employees will lose any accumulated sick leave upon resignation or dismissal and balances are not paid out in these circumstances. For details on how sick leave balances are handled for employees who are eligible to retire at the time of resignation, please refer to the Local Governmental Employees' Retirement System booklet.

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4.3 Bereavement Leave

The Board provides bereavement leave to Regular Full-time employees who need to take time off because a family member passes away. Employees are eligible for 2 days bereavement leave for the death of a spouse, child, brother, sister, parent, parent-in-law, step-parent, or step-children. Employees receive one day for the death of a grandparent, grandchild, son-in-law or daughter-in-law.

To attend a funeral of other relatives or friends, or to have additional time off at the time of a death, you may request written vacation leave. Approval of additional time off may depend on the availability of others to cover your responsibilities in your absence.

4.3 Jury Duty

The Board recognizes that you may be called to serve as a juror from time to time. We support you as a responsible citizen to fulfill this duty.

Should you be selected for jury duty, you will receive the difference between your base pay and any compensation you receive for jury service for a maximum of three (3) weeks in a calendar year. This may be extended as approved by the General Manager based on unusual circumstances on an individual basis.

If you receive notification to serve on a jury, notify your supervisor and the Board Office immediately.

4.3 Benefits Continuation (COBRA)

The federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under the Board health plan when a “qualifying event” would normally result in the loss of eligibility. Some common qualifying events are resignation, termination of employment, or death of an employee; a reduction in an employee’s hours or a leave of absence; an employee’s divorce or legal separation; and a dependent child no longer meeting eligibility requirements.

Under COBRA, the employee or qualified beneficiary pays the full cost of coverage at the board's group rates, plus an administration fee.

When the employee has a qualifying event, the individual will receive a written notice describing rights granted under COBRA. The notice contains important information about the employees’ rights and obligations. Since important deadlines apply when considering COBRA, you will want to read the documentation carefully.

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4.4 Retirement Plans

Eligible employees of the Board have two options to participate in to provide them with an opportunity to plan and to save for later years and retirement. Some highlights are provided below.

N.C./Local Governmental Employee's Retirement System

- Automatic membership for eligible employees
- Employee and Employer pay the cost of retirement benefits
- Employees contribute 6% and the Board contributes annual amount determined by an actuary
- Tax-deferred savings advantages
- Monthly payments at retirement based on salary, age and years of credit
- Disability benefits available after 5 years
- Accrued sick leave may count as creditable service if retirement eligible

NC 401(k) Plan

- 5% Employer Contribution - No employee contribution required
- Employees can contribute flat dollar amount up to 80% of their compensation not to exceed IRS annual dollar limit
- Interactive Voice Response (IVR) service available 24 hours/day
- Participant website available to access account information and to perform transactions - www.nc401k.prudential.com
- Account can grow on a tax-deferred basis
- Wide Variety of Investments are offered through the plan or optional, free and easy-to-use asset allocation service available
- Account is always 100% vested
- Roth 401(k) feature
- Hardship Withdrawals and Loan Provisions
- At any time, you can:
 - change your contribution rate
 - establish or change how your money is invested
 - exchange investments or move money between investments
 - suspend or stop contributions

For more details, please refer to the Board Office.

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4.5 Social Security

Social Security is a federally-sponsored program that pays several kinds of benefits to employees who have made regular contributions to the program during their working years. Many people forget that the cost of Social Security coverage is shared — you pay half and your company pays half. (Your contribution to this program will show up on your pay check stub under the deduction's section as "FICA Taxes".)

For further detailed information see your local Social Security office for advice on enrollment and benefits.

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SECTION 5: PAYROLL PRACTICES

5.0 Time Sheets

Each week, store managers provide time sheets for employees to record their time so they can be properly paid and time off is accurately recorded. Employees are responsible for completing and signing each week's time sheet to verify that the hours recorded are correct. Employees who are working in more than one store during the week will need to complete and sign a timesheet at each store.

Before you work any overtime, you must always get advance approval.

Falsifying time records is a serious matter. Tampering with time records or purposefully entering false information is subject to disciplinary action, up to and including termination.

5.0 Paydays and Work Week

Employees must sign up for direct deposit with their bank so that the employee's pay is deposited directly into your bank account, unless there are extenuating circumstances

Board employees are paid bimonthly on the 15th and last day of each month. For full-time regular employees, each paycheck includes pay for all work performed through the end of the payroll period. For part-time employees, the semi-monthly paycheck will include compensation for hours worked through the work week completed prior to when payroll was processed, assuming the information was received in the office in time.

If a payday falls on a weekend or holiday, employees will be paid on the last work day before the scheduled pay day.

In the event you discover a mistake in your pay, tell the Finance Officer immediately so that the error can be corrected as quickly as possible.

The work week begins on Monday at 12:01 a.m. and runs through Sunday at 12:00 midnight.

5.0 Work Schedules

There are different work schedules at the Board depending on the location where you are assigned and whether you are a full-time or part-time employee. Store employees will be notified prior to the following work week what your schedule and work location will be. Store managers have the responsibility of scheduling employees to work so that the busier days of the week and times of the day are adequately covered. The busy times may fluctuate depending on a number of factors and managers will need to adjust schedules accordingly.

Due to the retail nature of the Board, the majority of business is done on Fridays and Saturdays. Appropriately staffing the various stores is absolutely essential in order to run a successful operation. Since such a significant portion of sales take place on Saturdays, being able to work Saturdays is a necessary job requirement and is explained to all applicants.

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SECTION 6: STANDARDS OF OPERATIONS

6.0 Safety

It is the policy of the Board to provide and maintain safe and healthy working conditions and to follow operating practices that will safeguard all employees and result in safe working conditions and efficient operation.

We expect all of our employees to be safety-conscious and to assist in keeping the work areas safe. If you are aware of a condition that exists in your area that might cause harm to you, a co-worker, or customer please report it immediately to your manager. Never take chances. Keep in mind that the safe way is the most efficient way. Help yourself and others by reporting unsafe conditions or hazards immediately to your supervisor.

All incidents, no matter how small MUST be recorded and reported to your manager or supervisor immediately. Board Incident Forms are available at all stores.

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6.1 Use of Telephones at Work

Overview

So that employees are able to perform their work in a productive, professional and efficient manner, the use of telephones (both personal cell phones and business phones) should be only used out of necessity.

Use of Board phones

Proper use of the business phone for conducting Board business is important so that it does not interfere with providing excellent customer service. For calls that come in while you are assisting customers in the store, in a courteous manner answer the call and say “Thank you for calling the Craven County ABC Liquor Store #, may I put you on hold please?” When you have completed the transaction with the current customer, answer the caller on hold by saying “Thank you for holding, how may I help you?”

Guidelines for personal phone calls and cell phones while at work

Excessive personal calls during the workday, regardless of the phone used, interfere with employee productivity and safety while being distracting to both customers and other employees. Please adhere to the following guidelines:

- A reasonable standard is to limit personal calls during work time to brief and occasional calls.
- Employees are asked to make or return any other personal calls (or text messages) on non-work time.
- Personal cell phones should be placed on silent/vibrate and be kept in your stowage area provided in the store office or your vehicle.
- Other features of the cell phone (personal games, internet etc.) should never be used while at work.
- Employees should ensure that friends and family members are aware of the Board’s policy.
- Flexibility will be provided in emergency situations or circumstances that require immediate attention.
- Cell phone usage is prohibited while vehicles owned by the Board are in use, employees are not allowed cell phones on the sales floor.

Discipline

Employees in repeated violation of this policy are subject to disciplinary action up to and including termination.

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6.2 Smoking

The Board prohibits use of all tobacco products and electronic smoking devices inside and outside of all ABC Stores, the warehouse and office space. This policy applies to vehicles owned by the Board and applies equally to all employees, as well as to our customers and visitors.

For the employees who do smoke, it is expected that they:

1. not let smoking interfere with your job responsibilities at any time,
2. only smoke during a rest break or during a meal break away from Board property.

Discipline

Employees who repeatedly disregard the guidelines of this policy are subject to discipline up to and including termination.

6.2 Break and Meal Periods

When possible, employees are encouraged to take a 10-minute rest break on site during every 4 hours of continuous work when approved by Manager or supervisor. Employees working shifts of 8 hours or more can take a 30-minute paid meal break during a time designated and approved by the manager; but must be available should the need arise. Additionally, the individual is encouraged to eat during slower periods of the shift and never eat or drink at the cash register or where customers can see him/her.

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6.3 Compensatory Time Off and Overtime Policy

It is the policy of the Board to allocate and schedule work such that employees can accomplish their job responsibilities in a standard work week, which is 40 hours. At times, however, operational and business demands require that employees be scheduled to work beyond the hours in a standard work week. Overtime must be approved in advance by the General Manager. Employees who are classified as non-exempt are covered by the Fair Labor Standards Act (FLSA), as amended, and must be compensated for hours worked over 40 in a standard work week either through granting overtime pay or compensatory time off. It is the policy of the Board to grant eligible employees compensatory time off in lieu of overtime pay consistent with provisions for governmental entities as outlined in the Fair Labor Standards Act.

Exempt employees are expected to work as much of each workday as is necessary to complete their job responsibilities. No overtime or additional compensation is provided to exempt employees.

Each work week, Monday through Sunday, must stand on its own. Giving time off in one week for time worked in another week does not eliminate the requirements for overtime compensation. A reasonable attempt should be made to adjust an individual's schedule for extra hours worked early in the week.

The Board calculates hours worked in excess of 40 hours at 1 1/2 times the amount of time reported. For instance, an employee working 42 hours in a work week would be paid for 40 hours and be given 3 hours compensatory time; if the time was approved by the General Manager. To request the use of compensatory time for 4 or more hours in a day, employees will need to complete a Leave Request form and get the necessary approval. Every effort will be made to accommodate these requests as long as the use of the compensatory time does not unduly disrupt the operations of the Board.

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6.4 Emergency Closings

Due to the nature of our business at the Board, we will make every effort to remain open during inclement weather. Employees are encouraged and expected to make necessary arrangements to ensure that they are able to fulfill their responsibilities during inclement weather. Should the Board decide to close or close early, a phone call or text will be sent to each store manager, who will then contact each employee of their schedule. Employees must make sure their manager/supervisor has current contact information so they can contact the employee to relay changes or updates in the schedule during inclement weather. If the Board is open and you are unable to report to work, accrued vacation time will be used. In the event vacation time is not available, scheduled time will be considered unpaid leave

6.4 Visitors in the Workplace

To avoid distractions and disturbances in the workplace and to provide for the safety and security of all employees at the Board, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps maintain safety standards, protects against theft, ensures security of equipment, safeguards employee welfare and avoids potential interruptions in productivity.

Within the Board stores, only employees or authorized visitors are allowed in the warehouse/backroom/offices. In the warehouse, only warehouse employees are allowed on the warehouse floor unless accompanied by an appropriate person, i.e. a warehouse or office employee. Both retail and mixed beverage customers should conduct Board business in the appropriate areas and not be allowed in other parts of the facility.

If an unauthorized individual is observed on Board property, ask for their purpose and notify the manager/assistant manager/supervisor at the store or the Board Office. If one is not present, please ask the unauthorized individual to identify themselves and then ask them to leave the area.

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6.5 Communication Systems

The Board is committed to ensuring that its employees utilize its various electronic communication systems in an appropriate manner. These systems include, but are not limited to e-mail, internet, fax, voice mail, etc., and the following rules apply:

All electronic communication systems shall be used primarily for Board business. Personal communications must be held to a minimum and at no cost to the Board.

The transmission of sexually explicit images, messages, and cartoons as well as the use of ethnic slurs, racial epithets, threats, profane language, or anything that may be construed as harassment are absolutely prohibited.

Users should be aware that all communication software/systems are owned by the Board and the Board reserves the right to inspect files at any time to ensure that the systems are being appropriately used in accordance with this policy.

Users should not permit non-employees (other than approved vendors or trainers) access to any electronic communication system.

Failure to follow these rules subjects the employee to disciplinary action, up to and including termination.

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6.6 Reporting On-The-Job Injuries

Should you be injured on the job, you must report the incident to your manager or supervisor, and Board Office Staff immediately so that you receive prompt medical attention. An Injury Report must be completed as soon as possible. Any injury should be reported and documented. A slight cut could develop into a major injury through infection if not properly treated. In addition, failure to promptly report an on-the-job injury could also result in a loss or delay of workers' compensation coverage.

If you are injured on the job and require medical treatment, if at all possible, you will be sent to a location approved by our Workers Compensation carrier. It is necessary that all initial and follow-up visits for medical treatment resulting from work-related injuries be with the approved provider to ensure that related fees, if covered by workers' compensation insurance, are paid for by the Board's workers' compensation insurance carrier. Emergency situations would be considered an exception to these guidelines.

6.6 Medical Leave (Non FMLA)

A Non-FMLA medical leave is available to full-time, regular employees with over 90 days of service who either: 1) are not eligible for leave under the Family & Medical Leave Act policy, or 2) have exhausted their FMLA leave. The amount of leave (both FMLA & non-FMLA medical leave) is not to exceed 26 weeks in a "rolling backward" leave year, defined as the 12-month period measured backward from the date an employee uses any leave.

The Board will require medical documentation specifying the medical condition necessitating the leave, as well as the expected date of return to work. The Board also reserves the right to require medical documentation prior to an employee returning from such leave. If you are granted a leave, you must use all accumulated vacation time and paid sick days as part of the leave. Once paid leave is exhausted, the remainder of leave will be without pay. Your benefit accruals, such as vacation and will continue during an approved paid medical leave. At the point the approved leave becomes unpaid, benefit accruals will stop and you will be responsible for insurance premiums.

The Board cannot guarantee you reinstatement to your former position upon returning from a non-FMLA medical leave; however, every effort will be made to place you in your former job or in whatever job that is available for which you are qualified. If you do not return at the end of your approved leave, or if you accept other employment during the leave, you will be terminated.

Please contact Board Office if you have any questions regarding a Non-FMLA Medical Leave or if you wish to apply for such leave.

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6.7 Family and Medical Leave

Purpose: *At the present time (July 2020) the Board employs less than 50 employees and is not required to be in compliance with the Family and Medical Leave Act of 1993. However, the Board recognizes the need for time away from work to participate in early childrearing and the care of oneself and/or family members who have serious health conditions. To assist employees in better balancing those needs with workplace demands, the Board will work with employees to allow reasonable time off for: birth, adoption, or placement of a child into foster care; the care of a spouse, child or parent with a serious health condition; or because of an employee's own serious health condition.*

Definitions: ~~"Spouse" means a husband or wife. "Child" means biological, adopted, or foster child, a stepchild, legal ward, or a child being raised by the employee. The child must be either under 18 years of age, or 18 and older and incapable of self care because of a mental or physical disability. "Parent" means biological parent, or a non biological parent who had primary responsibility for raising the employee. This term does not include "parents-in-law." "Serious Health Condition" is a condition which requires inpatient care at a hospital, hospice, or residential medical care facility, including any period of incapacity or any subsequent treatment in connection with such inpatient care; or a condition which requires continuing treatment by a licensed health care provider. Employees with questions about what medical conditions are covered under this FMLA policy are encouraged to consult with the CCABC Board.~~

Eligibility: ~~Employees are eligible for a family or medical leave of absence in accordance with the Family and Medical Leave Act (FMLA) if they meet the following criteria: have worked with the company for at least 12 months and have worked at least 1,250 hours in the 12-month period immediately preceding the start of leave.~~

Amount of Leave: ~~Eligible employees may take up to 12 weeks of FMLA leave during a "rolling backward" leave year, defined as the 12-month period measured backward from the date an employee uses any leave under this policy. In addition, full-time, regular employees who have exhausted their FMLA leave may be eligible for an additional 14 weeks of medical leave under the company's non-FMLA medical leave/personal policy. FMLA leave may be taken on a reduced or intermittent basis for situations involving a serious health condition, but employees may be temporarily reassigned during the leave period to a position with the same pay and benefits that better accommodates a reduced or intermittent schedule.~~

Paid or Unpaid: ~~FMLA leave is unpaid except for the following: employees (i) may opt to use any accrued vacation leave for any unpaid FMLA leave; (ii) must take any accrued sick leave for any unpaid FMLA leave involving their own illness; or (iii) may be receiving workers' compensation benefits for a condition that also qualifies for FMLA leave under this policy. Any paid leave that qualifies under this policy will be designated FMLA leave and will run concurrently with it.~~

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6.7 Family and Medical Leave cont.

Benefits: ~~The Company will continue the employee's group health coverage during FMLA leave under the same conditions and at the same level as if the employee is actively employed. The employee will not accrue employment benefits such as vacation pay, sick pay, pension, etc. after 30 days on leave, but benefits accrued by the employee up to the day on which the FMLA leave begins will not be lost.~~

Status After Leave: ~~Employees who return to work within or on the business day following the expiration of the approved leave will be returned to their job or an equivalent position with the same benefits and pay. However, employees on leave will have no greater right to reinstatement than if they had been actively employed. If the need for leave was due to the employee's own serious health condition, the company will require that the employee provide medical certification that they are able to return to work.~~

Other Provisions: ~~Employees may not engage in gainful employment during any approved leave. Violation of this policy will result in termination of employment.~~

Notification Procedures/More Details: ~~Employees must provide 30 days' notice for foreseeable FMLA events, or notice as soon as practicable for unforeseeable events. The CCABC Board will require medical certification of the employee's own serious health condition, or that of their spouse, child or parent. Additional certification may also be required. To apply for the leave, or for more details about this policy, contact the CCABC Board Office.~~

Qualifying Exigency Leave

~~A covered employer must grant an eligible employee up to **12 workweeks** of unpaid, job-protected leave during any 12-month period for qualifying exigencies that arise when the employee's spouse, son, daughter, or parent is on covered active duty or has been notified of an impending call or order to covered active duty.~~

~~Covered active duty means:~~

- ~~• for members of the **Regular** Armed Forces, duty during deployment of the member with the Armed Forces to a foreign country; or~~
- ~~• for members of the **Reserve** components of the Armed Forces (members of the National Guard and Reserves), duty during deployment of the member with the Armed Forces to a foreign country under a call or order to active duty in support of a contingency operation.~~

~~Deployment to a foreign country includes deployment to international waters.~~

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6.7 Family and Medical Leave cont.

~~Qualifying exigencies for which an employee may take FMLA leave include making alternative child care arrangements for a child of the deployed military member, attending certain military ceremonies and briefings, or making financial or legal arrangements to address the military member's absence. See "The Employee's Guide to Military Family Leave" and Fact Sheet 28M, The Military Family Leave Provisions under the FMLA, for more information on the FMLA military family leave entitlements.~~

Military Caregiver Leave

~~A covered employer must grant an eligible employee up to a total of 26 workweeks of unpaid, job-protected leave during a "single 12-month period" to care for a covered service member with a serious injury or illness. The employee must be the spouse, son, daughter, parent, or next of kin of the covered service member.~~

~~A covered service member is either:~~

- ~~• a **current** member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is in outpatient status, or is on the temporary disability retired list, for a serious injury or illness, or~~
- ~~• a **veteran** of the Armed Forces (including the National Guard or Reserves) discharged within the five-year period before the family member first takes military caregiver leave to care for the veteran and who is undergoing medical treatment, recuperation, or therapy for qualifying serious injury or illness. A veteran who was dishonorably discharged does not meet the FMLA definition of a covered service member.~~

~~For a current service member, a serious injury or illness is one that may render the service member medically unfit to perform his or her military duties. For a veteran, a serious injury or illness is one that rendered the veteran medically unfit to perform his or her military duties, or an injury or illness that qualifies the veteran for certain benefits from the Department of Veterans Affairs or that substantially impairs the veteran's ability to work. For veterans, it includes injuries or illness that were incurred or aggravated during military service but that did not manifest until after the veteran left active duty.~~

~~See Fact Sheets 28M (a), Military Caregiver Leave for a current Service member under the FMLA and 28M (b), Military Caregiver Leave for Veterans under the FMLA, for additional information on these provisions, including the definition of a serious injury or illness for a covered service member, and certification requirements.~~

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6.8 Personal Leave

A situation may arise in which it becomes necessary for you to be absent from work for an extended period of time. A personal leave of absence without pay may be granted for good cause and shall not exceed a maximum of 30 days and a written request to your manager is required. However, an extension of your leave may be granted upon Board approval of an advanced written request.

A personal leave should be requested in writing to the manager with a copy to the Board Office no later than 30 days prior to the effective date of your leave, except in emergency situations. Approval is based upon the merits of each case.

Insurance premiums must be paid in full by you during a personal leave if you wish to continue your insurance coverage for this period of time. This may be arranged through the Board Office.

If you do not return at the end of your approved leave, or if you accept other employment during your leave, you will be terminated from employment. The Board cannot guarantee reinstatement to your former position when you return from your leave of absence. However, when you are able to return to work every effort will be made to place you in your former job or in whatever job that is available for which you are qualified, without loss of service credits.

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6.9 Military Leave

The Board will grant a military leave of absence if you are absent from work because you are serving in the U.S. uniformed services in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA). You must provide your manager and Board Office with advance notice of upcoming military service, unless military necessity prevents advance notice or it is otherwise impossible or unreasonable.

You will not be paid for military leave. However, you may use any available accrued vacation or compensatory time to help pay for the leave.

Continuation of health insurance benefits is available as required by USERRA based on the length of the leave and subject to the terms, conditions and limitations of the applicable plans for which you are otherwise eligible.

Your benefits, such as vacation, sick leave, or holiday benefits, will not accrue during an unpaid military leave. When you return from leave, the benefits will start accruing again.

If you are on military leave for up to 30 days, you must return to work on the first regularly scheduled work period after your service ends (allowing for reasonable travel time). If you are on military leave for more than 30 days, you must apply for reinstatement in accordance with USERRA and applicable state laws.

When you return from military leave (depending on the length of your military service in accordance with USERRA), you will be placed either in the position you would have attained if you had stayed continuously employed or in a comparable position. For the purpose of determining benefits that are based on length of service, you will be treated as if you had been continuously employed.

If you have questions about military leave, contact the Board Office for more information.

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SECTION 7: EMPLOYEE CONDUCT

7.0 Employee Conduct and Work Rules

Rules are not created to restrict the rights of any individual, but to protect the many privileges enjoyed by all the employees of the Board. The rules outlined in this policy are not all-inclusive and, like all Board guidelines, are subject to change based on business needs. The following list describes conduct which is not permitted at the Board and will lead to corrective action up to and including termination.

- Falsification of employment application, time records, or other company documents.
- Insubordination — refusal to work or perform a reasonable assignment.
- Abusive, threatening, profane, coercive or harassing language/conduct to or in the presence of a supervisor, co-worker(s), customers, or visitors.
- Indecent, lewd, immoral, criminal or offensive sexually suggestive behavior.
- Taking, selling, distributing or having possession of drugs/narcotics or alcoholic beverages (other than in the normal course of Board business) while on Board business or on Board property at any time. Being under the influence of such substances while in the performance of one's duties.
- Deliberate damage/abuse/destruction of Board property or customer's property, or the property of another employee (i.e., equipment, tools, and materials).
- Unauthorized removal/handling of alcoholic beverages, Board property or information, government property or property of employees.
- Fighting on Board property or while on Board business.
- Gambling on Board property or while on Board business.
- Horseplay, pranks or other disruptive behavior on Board property or during Board business at any time.
- Willful violation of Board policies and procedures or disregard of safety rules.
- Failure to wear required safety equipment in areas where designated.
- Negligence in the performance of duties resulting in, for example; damaged product/equipment, low productivity, personal injury or injury to others, or the concealment of defective work.
- The use of Board equipment, material or time for personal work without permission.
- Misuse of Board funds, intentionally short changing or otherwise defrauding customers.
- Accepting gifts in exchange for favors or influence.
- Violation of laws pertaining to alcoholic beverages, including laws prohibiting sale of alcoholic beverages to minors

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7.0 Employee Conduct and Work Rules cont.

- Possession of weapons, explosives, or other illegal items while on Board business or Board property.
- Obtaining or attempting to obtain authorization of any kind/for any reason under false pretenses.
- Unauthorized leaving of the workplace during scheduled work time.
- Stopping work before regular quitting time or leaving assigned work areas without permission; sleeping, or leaving site or abuse of meal or break periods.
- Speeding, improper parking, or reckless driving of vehicles on Board property or while on Board business.
- Posting unauthorized notices, defacing walls, or tampering with bulletin boards.
- Violation of established, posted, no solicitation/distribution policy and procedure.
- Failure to report a personal injury to your manager and Board Office on the day it occurs or as soon as practically possible.
- Disregard of established availability for work guidelines, or failure to provide proper notice or to obtain authorization/documentation as appropriate for absences.
- Eating or drinking in prohibited areas.
- Smoking in any facility or any common use vehicle owned or leased by the Board.
- Excessive absenteeism or tardiness.
- Engaging in incompatible employment or in employment that presents a conflict of interest.
- Loitering on Board property in work areas during non-work time.

Please refer to the Progressive Discipline Policy in this handbook for information on how Corrective Action procedures are handled.

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7.1 Sexual and Other Unlawful Harassment

The Board is committed to providing a work environment free of discrimination and harassment. The Board strongly disapproves of, and will not tolerate, unlawful harassment, including sexual harassment. This policy applies to conduct occurring in the workplace and/or in other settings where employees may be in connection with their work, such as meetings, trips or business-related events. All persons are expected to refrain from engaging in conduct which may be construed as unlawful harassment or sexual harassment. Likewise, each person is expected to take the necessary steps to prevent and eliminate its occurrence.

This policy prohibits unlawful harassment in any form, including sexual harassment, harassment related to race, color, age, ethnicity, religion, disability, sexual orientation, and any legally protected characteristic.

Sexual harassment includes unwelcome sexual advances, requests for sexual acts or favors, or other verbal or physical conduct of a sexual nature when (i) submission or rejection of such conduct is a term or condition of employment or is a basis for employment decisions, or (ii) such conduct has the purpose or effect of unreasonably interfering with an individual's working conditions or performance by creating an intimidating, hostile, humiliating or offensive work environment.

While in some cases individuals may make comments, jokes or personal advances without intending harm, such action can be unwanted, threatening and perceived as harassment. Stopping harassment in its many forms requires an increased awareness by everyone of the impact that such actions may have on others. Following is a partial list of unwelcome behavior that is considered harassment:

- Verbal conduct such as racial or ethnic epithets, derogatory jokes or comments, slurs, sexual innuendo, sexually suggestive "kidding or teasing," jokes about gender-specific traits, unwanted sexual overtures or comments, inquiries or discussions concerning one's sexual experiences, comments on an individual's body;
- Visual conduct such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures;
- Physical conduct such as unwanted touching, hugging, kissing, or intentional brushing up against the body of another employee;
- Threats or demands to submit to sexual requests as a condition of continued employment or to avoid a loss of benefits, or offers of benefits in return for sexual favors; and
- Retaliation for having reported or threatened to report harassment.

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7.1 Sexual and Other Unlawful Harassment cont.

Whenever possible, any person who is experiencing unwelcome conduct of the type generally described above should inform the person engaging in the conduct that it is unwelcome and request that it stop. The complainant may choose to pursue this option alone, or may ask a supervisor or Board Office representative to be present or serve as an intermediary.

In any case, a person who believes that he/she has been harassed by a co-worker, supervisor, customer, vendor or other business visitor, or who has witnessed such harassment, is strongly encouraged to report the facts of the incident or incidents in accordance with the procedure set forth below. The Board can only resolve matters brought to its attention; accordingly, the Board encourages all persons to come forward with information about allegations of unlawful harassment. Retaliation for making a complaint or cooperating in an investigation of alleged harassment is strictly prohibited.

PROCEDURE FOR REPORTING HARASSMENT

Reports of harassment should be directed to any supervisor, or manager or Office representative as soon as possible after an incident. The report should include details of the incident or incidents, names of the individuals involved, and names of any witnesses. To ensure an appropriate investigation and response, supervisors shall discuss all harassment complaints only with Board Office representative.

Upon notification of a complaint, a prompt, thorough and objective investigation will be conducted under the direction of Board Office representative. All information will be handled with the highest degree of confidentiality possible under the circumstances and with due regard for the rights and wishes of all parties.

If the investigation produces evidence that Board policy was violated, appropriate action will be taken to correct and remedy the problem. Such actions may include, for example, counseling, training, written or verbal warnings, transfer, and termination of employment. The results of the investigation will be disclosed to the person making the report and the person alleged to have violated board policy. In the case of harassment by a customer, vendor or other non-employee of the Board, possible remedial action may include letters of objection discussing the issue and requesting that the conduct cease, or refusal to continue the business relationship.

Every Board employee is expected to support and carry out this policy. Any manager or supervisor observing or knowing of a harassing situation shall take immediate action to stop it. Supervisory and Board Office personnel who receive reports of harassment shall seriously consider all such complaints and take immediate steps to implement this policy in accordance with its provisions.

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7.2 Attendance and Punctuality

We expect employees of the Board to be reliable and punctual. You should report for work on time and as scheduled. If you cannot come to work or you will be late for any reason, you must notify your supervisor as soon as possible. Likewise, if it should become necessary for you to leave early during the workday, notify your supervisor as soon as possible.

Unplanned and excessive absences can disrupt work, burdens other employees, and affect productivity. If you have a poor attendance record or excessive lateness, you may be subject to disciplinary action, demotion, transfer, and up to and including termination of employment.

An employee with extended absent due to illness or injury are required to furnish a physician's statement verifying the nature of the illness or injury and indicating that he or she is physically capable of returning to work.

Even though lateness or absence may be for a valid reason, an extra inconvenience is placed on other employees that could result in reducing the quality of our service and their work. After consultation continued absenteeism or tardiness that is excessive in the judgment of the Board is grounds for disciplinary action, up to and including termination.

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7.3 Personal Appearance & Dress Code

Personal appearance means how you dress, how neat you are, and your personal cleanliness standards. All Board employees interact with the general public or in a business setting, so it is of utmost importance that we present a professional image. Employees' personal appearance can influence what customers and visitors think about the Board and it can affect the morale of your co-workers, as well.

During business hours or whenever you represent the Board, you should be clean, well groomed, and wear appropriate clothes. This is particularly important if your job involves dealing with customers or visitors in person.

Each store employee is required to wear both a crew shirt and name tag that is provided by the Board. It is the employee's responsibility to ensure the crew shirt is clean and pressed. Should you need a replacement, please let your manager know.

If your manager finds that your personal appearance is inappropriate, you will be asked to leave work and return properly dressed and groomed. If you are asked to leave, you will not be paid for the time you are away from work. See your manager if you are not sure about the correct standards for your job.

Repeated violation of this policy may result in disciplinary action up to and including termination.

The following examples should help you understand the Board's personal appearance guidelines, as well as attire that is appropriate and inappropriate:

Personal Appearance Guidelines

- Shoes must provide safe, secure footing, and offer protection against hazards. No open toed shoes. Neutral colors, i.e. black or brown.
- Mustaches and beards must be clean, well-trimmed, and neat.
- Hairstyles are expected to be in good taste.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive. Lip, eyebrow or nose rings are not professionally acceptable.
- Visible excessive tattoos, similar body art or body piercings must be covered during business hours.

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7.3 Personal Appearance & Dress Code cont.

Appropriate Attire

- Clean and neat black or brown support shoes.
- Pressed and clean khaki or black pants/slacks, no jeans (*exception on “Stock Truck” days*)
- Crew Shirts neat, pressed and clean with minimal adornments (pins, ribbons, etc.)
- Undershirts (long or short sleeved) must be black or neutral color – no imprinted shirts/sleeves

Inappropriate Attire

- Flip flops or similar open toe shoes
- Baggy, tight, or unkempt/wrinkled pants/slacks
- Any jeans or denim (*exception on “Stock Truck” days*)
- Spandex or other form-fitting outfits
- Undershirts that have any kind of writing or advertising on them
- Mini-skirts or short skirts
- Any kind of hat (with the exception of warehouse employees)
- Shorts (with the exception of warehouse employees)

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7.4 Print/TV/Social Media

The Board believes in the importance of open exchange and learning. Any comment requests/story lines from Print or TV Media must be first authorized by the Board. Have the representative contact the Board Office.

Interactive or social media is a new and rapidly growing business medium for collaboration, discussion and networking.

The term social media can mean different things to different people. Generally speaking, it is an umbrella term used to describe web-based tools that rely heavily on interactivity and user-generated content. This includes tools such as web logs (blogs), wikis, discussion threads, online forums, and social networking sites such as Facebook, Twitter and LinkedIn, among many others. The principles and guidelines contained in this policy should be applied to all online activities.

We support the responsible use of this technology and offer the following guidelines for those who participate or comment on social media sites. While participating in social media, it is important that you understand and follow existing policies which apply that are not directly specific to social media. These include (but are not limited to) the Board's policies regarding Customer Relations, Business Ethics and Conduct, Conflicts of Interest, Communications Systems, and Employee Conduct and Work Rules.

- Statements posted on social media sites are in an area of public domain.
- Employees must respect proprietary and confidential information of the Board. Such information cannot be disclosed.
- Do not comment on rumors, either to deny or affirm them.
- If you question whether it is appropriate to share certain information, please discuss with your manager, the General Manager, Board Office.

Transparency

The Board respects the free speech rights of its employees, and has no interest in forcing employees to conform to specific Board approved beliefs, views or positions. But it is important to remember that you may be seen by others as representing official Board views when you participate in social media.

If you comment or blog about any aspect of the Board's business or any aspect of your position and job duties at the Board, you must clearly identify yourself as an employee of the Board in your postings, and include a disclaimer that the views you present are your own and not those of the Board.

The Board has well established means to communicate with customers, claimants, employees and the media, including via social media. Only those individuals officially designated by the Board have the authorization to speak on behalf of the Board to these audiences.

Craven County ABC Board Employee Handbook

7.4 Print/TV/Social Media

Appropriate Use

The current policies of the Board address use of resources, facilities and business conduct. The Board believes that social media sites and tools can be a valuable means of sharing information, collaborating on work problems, and increasing employee engagement and satisfaction. However, the Board also expects that employees will use sound judgment and common sense when accessing or participating in social media.

Violating the Policy

This policy applies to all employees, contractors, temporary, and part-time workers. Employees who violate the Board's Social Media Policy may be subject to corrective measures up to and including termination of employment. If an employee's manager believes that improper or excessive use of social media is resulting in performance issues or is creating a risk to the Board, the manager has the right to request an investigation and review of whether to take disciplinary action.

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7.5 Resignation

Notice of Resignation

We expect employees who resign from the Board to conduct themselves in a professional manner, which includes providing a minimum of two weeks' written notice prior to leaving. We expect all employees to work out their final weeks of employment. Vacation may not be substituted for notice time, unless approved in advance by Board Office.

Final Pay

Final paychecks will be issued in accordance with applicable state law. For example, if you elected dependent dental or medical coverage and still owe a portion of the premium, the necessary deductions will be taken from your final paycheck. If you are eligible for accrued vacation pay, reimbursement for this time will be included in the final paycheck or in accordance with applicable state law, assuming you gave a two-week notice of your resignation.

Return of Property

We require all employees to return all Board property prior to the last day of employment.

Where permitted by applicable laws, the Board may withhold from the employee's paycheck or final paycheck the cost of any items that are returned damaged or that are not returned when required.

Exit Interviews

Exit interviews may be scheduled with the manager or General Manager for outgoing employees. The purpose of the exit interviews is to review eligibility for benefit continuation and conversion, to ensure that all necessary forms are completed, to collect all Board property that may be in the employee's possession (e.g., keys, vests, policy/procedure manual), and to provide employees with an opportunity to discuss their job-related experiences. Contact the Board Office immediately after giving your notice of resignation or intent to retire to schedule an exit interview.

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7.6 Solicitation

Solicitation and distribution of literature by non-employees on Board property or premises is prohibited.

Solicitation by employees on Board property or premises during working time is prohibited. Working time is the time an employee is expected to be performing her/his job duties and does not include break periods, meal times or other periods when employees are properly not engaged in performing their work.

Distribution of literature by employees on Board property or premises in non-working areas during working time, as defined above, is prohibited.

Distribution of literature by employees on Board property or premises in working areas is also prohibited.

Solicitation of money or personal loans from other employees is prohibited.

7.6 Drug Testing

The Board maintains a strong commitment to provide a safe drug-free, alcohol-free workplace and to establish programs promoting high standards of safety and health. The intent of the drug and alcohol policy is to prevent the use and presence of drugs and alcohol in the working environment. All employees, including management, are covered by this policy including provisions for *(1) pre - employment testing, (2) for-cause testing, and (3) random testing.* All new employees will receive a complete copy of the drug and alcohol policy during the orientation process and current employees receive a complete copy of the policy when it is issued or changed. Changes or updates to the policy will be communicated to all employees prior to implementation.

Employees, as a condition of employment or continued employment, are required to abide by the drug and alcohol guidelines, including signatures acknowledging receipt and understanding as well as documents that give consent to be tested.

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7.7 Progressive Discipline

This policy describes the policy for administering fair and consistent discipline for unsatisfactory conduct at the Board

We believe it is important to make sure that all employees are treated fairly and that disciplinary actions are prompt, consistent, and impartial. The major purpose of a disciplinary action is to correct the problem, prevent it from happening again, and prepare the employee for satisfactory performance in the future.

Although your employment is based on mutual consent and both you and the Board have the right to terminate employment at will, with or without cause or advance notice, the Board may use progressive discipline at its discretion.

Disciplinary action may be any of the following four steps:

- 1) Verbal warning (written copy placed in personnel file),*
- 2) Written warning,*
- 3) Final written warning*
- 4) Termination of employment.*

The Board Office will look at how severe the problem is and how often it has happened when deciding which step to take. There may be circumstances when one or more steps are bypassed.

In very serious situations, some types of employee problems may justify either a suspension, or, in extreme situations, termination of employment, without going through the usual progressive discipline steps.

Please refer to the Employee Conduct and Work Rules policy in this manual as it lists examples of unacceptable conduct. Some examples of unsatisfactory conduct listed may result in the progressive discipline process described while others may result in immediate suspension or termination.

By using progressive discipline, we hope that most employee problems can be corrected at an early stage, benefiting both the employee and the Board.

Craven County ABC Board Employee Handbook

7.8 Problem Resolution

If at any time you feel that you have been unjustly treated in any way or you have a work-related issue that you need help with, first talk it over with your immediate supervisor. It is part of her/his job to help you. In most cases, you and your immediate supervisor should be able to work out a solution.

If a satisfactory solution or settlement is not reached at this level, or because of the nature of the problem you feel you cannot discuss it with your supervisor, you are free to go to the next level of supervision, to the General Manager, Board Office, if necessary. Unless extenuating circumstances exist, the simple courtesy of informing your supervisor of your intent to talk it over with the next level of supervision is encouraged.

If the issue is not resolved after following the steps outlined in the previous paragraph or if you have been affected by a decision you wish to appeal, you are encouraged to request a review by the Board. This request must be in writing to the attention of the General Manager or the Chairman of the Board and be received within 5 days of the decision being communicated to you.

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7.9 Life-Threatening Illnesses in the Workplace

The Board recognizes that employees with life-threatening illnesses — including but not limited to cancer, heart disease, and Acquired Immune Deficiency Syndrome (AIDS) — may wish to continue to engage in as many of their normal activities as their condition allows. These activities would include work. So long as these employees are able to meet acceptable performance standards, and medical evidence indicates that their conditions are not a direct threat to themselves or others, the Board and all its employees should be sensitive to their conditions and ensure that they are treated fairly, respectfully, and with dignity. Supervisors and other employees should be aware that continued employment for an employee who has a life-threatening illness may have a therapeutic value and contribute to the individual's remission or recovery process.

Employees with life-threatening illnesses are entitled to the same employment and medical benefits — per plan descriptions — as are other employees in the organization who have medical problems. Employees are assured of complete confidentiality when seeking counseling or medical referral assistance. As an employer, we will supply pertinent medical information only on a “need-to-know” basis in order to ensure confidentiality.

At the same time, we believe that the Board has an obligation to provide a safe working environment for all employees and customers. Every precaution will be taken to ensure that an employee's condition does not present a health and/or safety threat to other employees or customers. The Board reserves the right to require an employee to undergo a medical examination by a doctor chosen by the employer whenever there is a question of an employee's fitness to work or where there is reason to fear that an employee's condition might pose safety or health hazards for other employees.

If you have any questions regarding Life-Threatening Illness in the workplace, please contact the Board Office.

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SECTION 8: SAMPLE FORMS

- 8.1 ICE (In Case of Emergency)**
- 8.2 Drug and Alcohol use Policy Acknowledgement**
- 8.3 Absence Request**
- 8.4 Incident Report**
- 8.5 Performance Review**

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ICE ASSOCIATE INFORMATION

ASSOCIATE NAME:

ASSOCIATE CLERK#:

STATUS:

RESTRICTIONS:

HIRE DATE:

START DATE:

DAYS AVAILABLE:

BIRTHDAY:

ICE NUMBER:

HOME PHONE#:

CELL PHONE#:

E-MAIL ADDRESS:

HOME ADDRESS:

STORE ASSIGNMENT:

CREW SHIRT SIZE/NO:

OFFICE TRAINING DATES:

Craven County ABC Board

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It is ABC Board's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on ABC Board premises and while conducting business-related activities off ABC Board premises, no employee may use, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace. Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

ABC Board is committed to providing a safe, efficient, and productive work environment for all employees. Using or being under the influence of drugs or alcohol on the job may pose serious safety and health risks. To help ensure a safe and healthful working environment, job applicants and employees may be asked to provide body substance samples (such as urine, blood, and/or breath to determine the illicit or illegal use of drugs and alcohol.

A random drug and alcohol program is in place where any employee may be called randomly during his or her working hours to take a test. Transportation to and from the facility will be provided. In addition to the drug and alcohol test at any time an employee may be required to take a breath test for alcohol use. Such testing will be administered by an ABC officer certified in mobile breath testing.

Refusal to submit to any drug or alcohol testing may result in disciplinary action, up to and including termination of employment.

The Employee Assistance Program (EAP) provides confidential counseling and referral services to employees for assistance with such problems as drug and/or alcohol abuse or addiction. It is the employee's responsibility to seek assistance from the EAP prior to reaching a point where his or her judgment, performance, or behavior has led to imminent disciplinary action. Participation in the EAP after the disciplinary process has begun may not preclude disciplinary action, up to and including termination of employment.

There is no cost for employees to consult with an EAP counselor. If further counseling is necessary, the EAP counselor will outline community and private services available. The counselor will also let employees know whether any costs associated with private services may be covered by their health insurance plan. Costs that are not covered are the responsibility of the employee.

To set an appointment with an EAP counselor contact your supervisor or Executive Director. Your request will remain confidential.

Acknowledgement of receiving the Drug and Alcohol Use Policy

I hereby acknowledge that I have received, read and understand the Craven County ABC Board Drug and Alcohol Use Policy.

Print Name

Date

Signature

Manager's Signature

Date

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STORE #

CRAVEN COUNTY ABC BOARD

Absence Request

Absence Information

Associate Name: _____

Associate Clerk #: _____

Department: _____

Manager: _____

Type of Absence Requested:

- | | | | |
|-----------------------------------|------------------------------------|--|---|
| <input type="checkbox"/> Sick | <input type="checkbox"/> Vacation | <input type="checkbox"/> Bereavement | <input type="checkbox"/> Time Off Without Pay |
| <input type="checkbox"/> Military | <input type="checkbox"/> Jury Duty | <input type="checkbox"/> Maternity/Paternity | <input type="checkbox"/> Other |

Dates of Absence: From: _____ To: _____

You must submit requests for absences, other than sick leave, two WEEKS prior to the first day you will be absent.

Employee Signature

Date

Manager Approval

- ☐ Approved
- ☐ Rejected

Comments:

Manager Signature

Date

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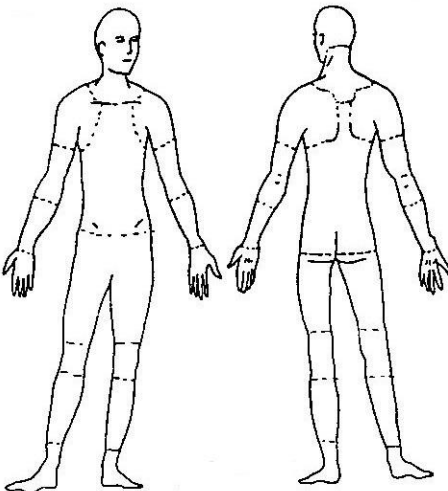
INCIDENT REPORT

Store# _____

Instructions: Complete This Form As Soon As Possible After an Incident That Results in Any Injury or Damage

This is a report of: <input type="checkbox"/> Customer Injury <input type="checkbox"/> Associate Injury <input type="checkbox"/> Damage <input type="checkbox"/> Theft/Vandalism <input type="checkbox"/> Other _____	
Date of Incident:	This Report Completed by: <input type="checkbox"/> Supervisor <input type="checkbox"/> Associate <input type="checkbox"/> ALE Officer <input type="checkbox"/> Other _____ Name:

Step 1: Injured Person (complete this part for each injured person - please print)

Name:	Gender: <input type="checkbox"/> Male <input type="checkbox"/> Female	Age:
Address:	Phone:	
	Cell:	
Part of Body Affected: (shade all that apply) 	Nature of Injury: <input type="checkbox"/> Abrasion, scrapes <input type="checkbox"/> Broken bone <input type="checkbox"/> Bruise <input type="checkbox"/> Burn (heat) <input type="checkbox"/> Burn (chemical) <input type="checkbox"/> Concussion (to the head) <input type="checkbox"/> Cut, laceration, puncture <input type="checkbox"/> Fall, tumble <input type="checkbox"/> Sprain, strain <input type="checkbox"/> Other _____ _____	Authority Notified: <input type="checkbox"/> ALE Agent <input type="checkbox"/> Local Law Enforcement <input type="checkbox"/> EMS/Ambulance <input type="checkbox"/> Security on Duty <input type="checkbox"/> Store Manager <input type="checkbox"/> General Manager <input type="checkbox"/> ABC Office Immediate Care: <input type="checkbox"/> Taken to Hospital <input type="checkbox"/> Taken To Urgent Care
In-Store Surveillance Video: <input type="checkbox"/> Video attained of incident Time and date on video: <input type="checkbox"/> Cell phone photo capture, include copy with report		

Step 2: Describe the Incident

Exact Location of the Incident:	Exact Time:
Brief Explanation of the Incident:	
Names of Personnel/Witnesses and Phone#:	
_____ Signature	

Craven County ABC Board Employee Handbook

CCABC SALES ASSOCIATE PERFORMANCE REVIEW

Employee: JANE DOE

Store: HAVELOCK STORE #3

Position Title: P/T SALES ASSOCIATE

Step Level: Step 1 REGULAR

Last Performance Review: 5/15/17

Hire Date: 5/10/17

Period Covered by Review from: 5/17-5/18

Did Employee **MEET, NOT MEET OR EXCEED** ALL Performance Areas and Employee Goals & Objectives? (Circle response)
“Not meet” or “exceed” Performance Goals & Objectives; and any verbal or written warnings during this reporting period require written comments in the appropriate area below.

1. Last Performance Review of Associate's Goals & Objectives MET/NOT MET:

Complete CCABC Product Tutorial – MET

Help to exceed CCABC Board's 2% revenue increase over last year-MET

Complete Microsoft Excel program-NOT MET

2. Controls:

Jane follows set policy standards of proper ID check for purchases to prevent credit card deception.

Associate adheres to the NCABC State and Craven County ABC Board standards control of alcohol to customers of lawful age and acceptable sobriety.

Associate greets every customer, thus reducing the potential of shoplifting opportunities.

3. Customer Service Skills:

Eagerly greets all customers as they enter the store and assist them through personal engagement.

Suggests add-on special sales items, recommends up-sell alternatives, aids in items not readily available.

Jane strives to improve product knowledge and trends, essential in an ever-changing business.

4. Communications Skills with Management, Colleagues and Customers:

Associate has demonstrated ability to communicate well with fellow Associates and Store Manager.

Works effectively with and is supportive of colleagues.

She has worked to develop a professional relationship with returning customers.

5. Other Duties as Assigned:

Associate is willing to assist the Manager and complete tasks as assigned and in a timely manner.

Jane continues to strive to maintain proper product restock from warehouse to sales floor.

Associate presents herself available to fill in as back-up support as needed.

6. Employee's Goals & Objectives for Next Performance Period:

Gain more confidence and self-assurance when assigned and completing tasks.

Increase product knowledge and sales through second review of CCABC Product Tutorial Program.

Improve sales floor tag/sign production capabilities.

Associate: _____

Date: _____

Manager: _____

Date: _____