



LVTC

Employee Handbook Code of Conduct

WELCOME

This handbook has been prepared to inform employees of the policies and procedures of this company and to establish the company's expectations. It is not all-inclusive or intended to provide strict interpretations of our policies; rather, it offers an overview of the work environment. This handbook is not a contract, expressed or implied, guaranteeing employment for any length of time and is not intended to induce an employee to accept employment with the company.

WORKPLACE COMMITMENTS

Non-Harassment Policy/ Non-Discrimination Policy

This company prohibits discrimination or harassment based on race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and is free from discriminatory practices, including, without limitation, harassment. Consistent with its workplace policy of equal employment opportunity, the company prohibits and will not tolerate harassment on the basis of race, color, religion, creed, sex, national origin, age, disability, marital status, veteran status or any other status protected by applicable law. Violations of this policy will not be tolerated.

Discrimination includes, but is not limited to: making any employment decision or employment-related action on the basis of race, color, religion, creed, age, sex, disability, national origin, marital or veteran status, or any other status protected by applicable law.

Harassment is generally defined as unwelcome verbal or nonverbal conduct, based upon a person's protected characteristic, that denigrates or shows hostility or aversion toward the person because of the characteristic, and which affects the person's employment opportunities or benefits, has the purpose or effect of unreasonably interfering with the person's work performance, or has the purpose or effect of creating an intimidating, hostile or offensive working environment. Harassing conduct includes, but is not limited to: epithets; slurs or negative stereotyping; threatening, intimidating or hostile acts; or denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group based on their protected characteristic.

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal, visual or physical conduct of a sexual nature. Examples of sexual harassment include: unwelcome or unsolicited sexual advances; displaying sexually suggestive material; unwelcome sexual flirtations, advances or propositions; suggestive comments; verbal abuse of a sexual nature; sexually-oriented jokes; crude or vulgar language or gestures; graphic or verbal commentaries about an individual's body; display or distribution of obscene materials; physical contact such as patting, pinching or brushing against someone's body; or physical assault of a sexual nature.

COMPLAINT PROCEDURE:

Any company employee who feels that he or she has been harassed or discriminated against, or has witnessed or become aware of discrimination or harassment in violation of these policies, should bring the matter to the immediate attention of his or her supervisor. If this presents a conflict, the matter can be reported to the general manager or president of the company. The company will promptly investigate all allegations of discrimination and harassment, and take action as appropriate based on the outcome of the investigation. An investigation and its results will be treated as confidential to the extent feasible, and permitted by law, and the company will take appropriate action based on the outcome of the investigation.

Smoke- Free / Drug-Free / Alcohol-Free Environment

Smoking is prohibited on all work sites. Employees are prohibited from unlawfully consuming, distributing, possessing, selling, or using controlled substances while on duty. In addition, employees may not be under the influence of any controlled substance, such as drugs or alcohol, while at work, on company premises or engaged in company business. Anyone violating this policy may be subject to disciplinary action, up to and including termination.

COMPANY POLICIES AND PROCEDURES

Code of Professional Conduct

This company expects its employees to adhere to a standard of professional conduct and integrity. This ensures that the work environment is safe, comfortable and productive. Employees should be respectful, courteous, and mindful of others' feelings and needs. General cooperation between coworkers and supervisors is expected. Individuals who act in an unprofessional manner may be subject to disciplinary action.

Dress Code

An employee's personal appearance and hygiene is a reflection on the company's character. Employees are expected to dress appropriately for their individual work responsibilities and position. Wearing the provided company uniform while on duty is mandatory at all times and employees are expected to maintain and keep their uniform clean at all times.

Payday

There are two pay periods each month: 1st to 15th of the month and 16th to the end of the month. Paychecks are distributed twice a month and will be received within 7 days of the end of each period. Employees must submit their timesheets on or before the last day of each pay period. Late submissions will result in delay of payment until the end of the following pay period. Advances on paychecks are not permitted.

Notify a supervisor if the paycheck appears to be inaccurate or if it has been misplaced. The company reserves the right to charge a replacement fee for any lost paychecks. Information regarding final paychecks can be found under the termination section of this handbook. Any change in name, address, telephone number, marital status or number of exemptions claimed by an employee must be reported to the immediate supervisor.

Company Property

Company property, such as equipment, vehicles, telephones, computers, and software, is not for private use. These devices are to be used strictly for company business, and are not permitted off grounds unless authorized. Company property must be used in the manner for which it was intended. Upon termination, employees are required to surrender any company property they possess.

Company computers, Internet and e-mails are a privileged resource, and must be used only to complete essential job-related functions. Employees are not permitted to download any "pirated" software, files or programs and must receive permission from a supervisor before installing any new software on a company computer.

Files or programs stored on company computers may not be copied for personal use. Employees are reminded that they should have no expectation of privacy in their use of company computers or other electronic equipment.

Social Media Policy

Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board or a chat room, whether or not associated or affiliated with the company, as well as any other form of electronic communication. The same principles and guidelines found in the company's policies apply to employees' activities online.

Ultimately, you are solely responsible for what you post online. Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects customers, suppliers, people who work on behalf of the company or the company's legitimate business interests may result in disciplinary action up to and including termination.

If an employee posts complaints or criticism, the employee must avoid using statements, photographs, video or audio that are maliciously defamatory, that are obscene, that disparage customers, that attack the Company's product, or that might constitute unlawful harassment. Examples of such conduct might include false posts meant to intentionally or maliciously harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy. Refrain from using social media while on work time, unless it is work-related as authorized by a manager.

Work Attendance

Supervisors will provide employees with their work schedule. Should an employee have any questions regarding the work schedule, the employee should contact a supervisor. The company does not tolerate absenteeism without excuse and approval. Employees are expected to arrive on time and ready for work. On time arrival is considered 5-10 minutes before the start time of any class, program, event, or other scheduled tasks. Employees who will be late to or absent from work should notify a supervisor in advance, or as soon as practicable in the event of an emergency. Chronic absenteeism and/or tardiness will result in disciplinary action, up to and including termination.

Expectations

The company expects every employee to act in a professional manner. Satisfactory performance of job duties and responsibilities is key to this expectation. Employees should attempt to achieve their job objectives, and act with diligence and consideration at all times. Poor job performance can result in disciplinary action, up to and including termination.

Insubordination

All employees must interact with mutual respect and common courtesy. Employees are expected to take instruction from supervisors or other persons of authority. Failure to comply or unreasonably delaying compliance is considered insubordination. If an employee disagrees with a supervisor, the employee should first try to mediate the situation by explaining their position.

Termination

Employment with the company is on an at-will basis and may be terminated voluntarily or involuntarily at any time. Upon termination, an employee is required: to continue to work until the last scheduled day of employment; to turn in all reports and paperwork required to be completed by the employee when due and no later than the last day of work; to return all company property. Upon termination, employees will receive their final paycheck within 30 days of the last day of employment.

CODE OF CONDUCT

1. At no time during a program may a staff person be alone with a single child where they cannot be observed by others. All staff members must space themselves in a way that other staff can see them.
2. Staff shall never leave a child unsupervised.
3. Staff shall not abuse children including: physical abuse, verbal abuse, sexual abuse (physical, verbal, digital, or other), mental abuse, neglect (withholding food, water, basic care) etc.
4. Staff must use positive techniques of guidance, including redirection, positive reinforcement and encouragement rather than competition, comparison and criticism. Staff will have age-appropriate expectations and set up guidelines and environments that minimize the need for discipline.
5. Staff will respond to children with respect and consideration and treat all children equally regardless of sex, race, religion, and culture.
6. Staff will respect children's rights to not be touched in ways that make them feel uncomfortable. Children are not to be touched on areas of their bodies that would be covered by a bathing suit.
7. Staff will refrain from intimate displays of affection towards others in the presence of children, parents and staff.
8. This company does not discriminate against an individual's lifestyle, but it does require that in the performance of their job they will abide by standards of conduct set forth.
9. Staff must appear clean, neat and appropriately attired.
10. Using, possessing, or being under the influence of alcohol, marijuana or illegal drugs during working hours is prohibited.
11. Smoking or use of Tobacco in the presence of children or parents during working hours is prohibited.
12. Profanity, inappropriate jokes, sharing intimate details of one's personal life, and any kind of harassment in the presence of children or parents is prohibited.
13. Staff must be free of physical and psychological conditions that might adversely affect children's physical or mental health. If in doubt, an expert should be consulted.
14. Staff will portray a positive role model for youth by maintaining an attitude of respect, loyalty, patience, courtesy, tact, and maturity.
15. Staff are not to transport children in their own vehicles.
16. Staff may not date program participants under the age of 18 years of age.
17. Under no circumstances should staff release children to anyone other than the authorized parent, guardian, or other adult authorized by the parent or guardian (written parent authorization).
18. Staff must not discuss, promote, or display any strong personal beliefs such as religion, politics, or any other types of divisive topics.

EMPLOYEE INITIALS _____



Acknowledgement of Receipt for Employee Handbook

(Employer Copy – Provide this copy to a supervisor)

I acknowledge that I have received a copy of the Lehigh Valley Tennis Club Inc Employee Handbook and Code of Conduct. I understand that I am responsible for reading the information contained in the Handbook and Code of Conduct.

I understand that the Handbook is intended to provide me with a general overview of the company's policies and procedures. I acknowledge that nothing in this Handbook is to be interpreted as a contract, expressed or implied, or an inducement for employment, nor does it guarantee my employment for any period of time.

I understand and accept that my employment with the company is at-will. I have the right to resign at any time with or without cause, just as the company may terminate my employment at any time with or without cause or notice, subject to applicable laws. I understand my at-will employment cannot be altered by any verbal statement or alleged verbal agreement made by company personnel. It can only be changed by a legally binding, written contract covering employment status.

I acknowledge that the company may revise, suspend, revoke, terminate, change or remove, prospectively or retroactively, any of the policies or procedures of the company, whether outlined in this Handbook or elsewhere, in whole or in part, with or without notice at any time, at the company's sole discretion.

(Printed Name of Employee)

(Signature of Employee)

(Date)



Acknowledgement of Receipt for Employee Handbook

(Employee Copy – Keep for your records)

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