

**North East Emergency Distribution
And Twice Blessed**

Employee Handbook

12 September 2013

I. Welcome

Welcome to North East Emergency Distribution and Twice Blessed!

Dear Employee:

You and North East Emergency Distribution/Twice Blessed (the Company) have made an important decision: The Company has decided you can contribute to our success, and you've decided that North East Emergency Distribution/Twice Blessed is the Company where you can pursue your interest productively and enjoyably.

We believe we've each made the right decision that will result in a mutually rewarding relationship. The minute you start working here, you become an integral part of North East Emergency Distribution/Twice Blessed and its future. Every job in our Company is important, and you will play a key role in its continued success.

As you will quickly discover, our success is based on demonstrating compassion and unsurpassed customer service to our clients and customers. How do we do it? By working very hard, thinking about their needs, and doing as much as we can to satisfy those needs. We do it by treating each other and them with respect. We do it by acting as a team.

Should you have any questions concerning this handbook, your employment or benefits, please feel free to discuss them with your Director, Vice President or manager.

Again, welcome!

II. Introduction & Description of Company

North East Emergency Distribution/Twice Blessed is an equal opportunity employer. We value and respect the dignity of each client and customer. Our mission is to provide short term relief to North East Tarrant County Families that are financially disadvantaged or in crisis. We will exercise this responsibility without prejudice and with compassion.

Employment “at will”

Unless expressly proscribed by statute or contract, your employment is "at will". All North East Emergency Distribution/Twice Blessed employees are “at will”, which means they may be terminated at any time and for any reason, with or without advance notice. Employees are also free to quit at any time. Any employment relationship other than “at will” must be set out in writing and signed by the North East Emergency Distribution/Twice Blessed’s Board President.

III. Compensation

Job Descriptions

Job descriptions, reference Annex A, are used by the Company to outline the duties and responsibilities of each position. A job description describes the job itself and not the individual who might fill the job. Job descriptions should be updated as key responsibilities and/or requirements are added or changed.

Employee Classifications

Provisions in the federal law, i.e., the Fair Labor Standards Act (FLSA), categorize all employees into exempt or non-exempt classifications with respect to compensation, eligibility for overtime payment and hours worked.

- ☐ Exempt Employee- any employee engaged in a bona fide executive, administrative, professional, or outside sales capacity. These employees are exempt from both minimum wage and overtime provisions of the Fair Labor Standards Act (FLSA).
- ☐ Non-exempt Employee- a non-exempt employee is a salaried or hourly employee who is not exempt from the minimum wage or overtime provisions of FLSA. Non-exempt employees must be paid one and one half times the normal rate for all hours worked over 40 hours in any one week.

Hourly employees at North East Emergency Distribution/Twice Blessed are full-time, part-time or temporary. The Company may on occasion hire temporary employees, who will not generally be eligible for benefits.

Full-time employees are regularly scheduled to work 40 hours on a continuous basis. Full-time employees are eligible for all standard agency benefits.

Part-time employees work fewer than 40 hours per week but at least 20 hours per week on a continuous basis. Unless specifically stated, part-time employees are eligible for all standard Company benefits except they earn half the vacation, sick and personal days off of a full-time employee.

All other employees are classified as temporary. These employees are not afforded any benefits other than wages and those specified by law.

Your Director or Manager will verify whether you are an exempt, non-exempt, full-time, part-time or temporary employee. Exempt employees are not entitled to overtime under the Fair Labor Standards Act, while non-exempt employees can qualify for this pay.

Performance Evaluations

Vice Presidents, Directors and employees are strongly encouraged to discuss job performance and goals informally any time.

Additional formal performance reviews will be conducted to provide both supervisors and employees with the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals. These formal reviews will be conducted annually in January.

Performance Reviews and Merit Increases

Wage reviews are conducted annually in January for each employee. Merit increases are based on performance reviews. Merit increases, if awarded, will not exceed the Federal Cost of Living Index used for Social Security. However, an employee receiving a performance appraisal will not necessarily receive a merit increase. In the event the employee's standard of performance is unsatisfactory as determined by the responsible Director or Manager, the following may apply:

Note:

Probation: Placing an employee on probation for a limited period can be an effective way of communicating that his or her tenure with the nonprofit is contingent upon satisfactory performance. Details about the organization's policy on probation should be outlined in the employee handbook. Issues that should be addressed in these materials include:

- The circumstances under which an employee may be placed on probation (for example, following an unsatisfactory performance evaluation or the supervisor's notation of serious performance deficiencies).
- The length of time (may include a range) of the probation period.
- Information that will be included in the notice of probation received by the employee (for example, detail on specific performance deficiencies, a description of the conditions that must be met during the probationary period, and a statement about the consequences of failing to meet the conditions of probation).
- The process by which the employee's performance will be reviewed during the probationary period.

IV. Employee Benefits

North East Emergency Distribution/ Twice Blessed exempt and full-time employees are entitled to the following benefits. A number of the benefit programs -- such as Social Security, workers' compensation, state disability and unemployment insurance -- cover all employees as required by law.

Holidays

North East Emergency Distribution/ Twice Blessed observes the following paid holidays:

Good Friday.
Memorial Day.
Independence Day.
Labor Day.
Thanksgiving and the day after.
December 24 through January 1 of each year.

Holidays that fall on a weekend will be observed either on a Friday or Monday. To avoid confusion, all holidays will be announced in advance.

Due to business needs, some employees may be required to work on agency holidays. Your Director or Manager will notify you if this may apply to you.

Personal Days

North East Emergency Distribution/ Twice Blessed provides exempt and full-time employees up to 6 paid personal days a year, which can be used for any reason. Part-time employees will be eligible for personal days at half the rate of a full-time employee.

You must use personal days by December 31 of each year, as unused personal days may not be carried over to the next calendar year and you may not take the time as vacation. Employees will not be paid for accrued unused personal days upon their termination of employment.

Sick Days

Full-time employees who have completed any mandatory Introductory Period are eligible to earn sick day credits not to exceed 6 paid sick days for the employment year. Part-time employees will be eligible for sick days at half the rate of a full-time employee.

You must use sick days by December 31 of each year, as they may not be carried over to the next calendar year. You may not take the unused sick days as vacation. To be eligible for a sick day, you must call in each sick day to your supervisor no later than 15 minutes after your usual start time for work. If you do not call in, the absence will be considered unexcused and you will not be paid. Employees will not be paid for

accrued unused sick days upon their termination of employment.

All exempt employees are eligible to receive sick days at their supervisor's discretion.

North East Emergency Distribution/ Twice Blessed reserves the right to request a doctor's certificate for any sick days requested. If such a certificate is requested and you cannot produce it, the absence may be considered unexcused, and you will not be paid for it.

Vacation

Exempt and full-time employees are eligible for paid vacation. Part-time employees will be eligible for vacation accrual at half the rate of a full-time employee.

Vacation credit will be based on length of service, as noted in the following table:

<u>Length of service</u>	<u>Working days of vacation earned</u>
From 1 to 10 years	10
After 10 years	15
After 15 years	20
After 20 years	25

Vacation must be earned before it can be taken. The Employee must submit his or her vacation request a minimum of seven days in advance of the start date. You may not substitute pay for unused vacation unless you have your supervisor's written approval. Should an Company holiday occur during your vacation, you may add an additional day, either at the beginning or end of the vacation period, with your supervisor's approval.

You must use earned vacation days by December 31 of each year, as they may not be carried over to the next calendar year.

North East Emergency Distribution/ Twice Blessed reserves the right not to approve a vacation request if it will interfere with Company operations or adversely affect coverage of job and staff requirements. Whenever possible, employees' requests for vacation will be accommodated, but where scheduling conflicts arise, seniority will prevail.

Memorials

When a death occurs to a member of the immediate family an exempt, full-time and part-time employee may choose, not to exceed fifty dollars, either a flower arrangement or monetary donation to a charity of their choice.

V. Operations

North East Emergency Distribution Hours

The operating hours of all North East Emergency Distribution offices are as follows:

Monday – Friday 10:00 AM – 3:00 PM.

Total hrs = 25

Twice Blessed Hours

Monday, Tuesday, Wednesday & Thursday 10:00 AM – 5:00 PM

Friday 10:00 AM till 3:00 PM

Saturday 11:00 AM -- 4:00 PM

Total hrs = 38

Pay Period and Payroll

All employees of North East Emergency Distribution, including Twice Blessed employees, will be paid on a semi-monthly schedule on the 15th and last day of the month. The pay period for the 15th will be from the 28th through the 12th, and the pay period for the last day of the month will be the 13th through the 27th.

Hours of Work

Fluctuations in work hours may occur and is expected on an occasional basis. The work schedule is determined by each supervisor and the needs of the agency. Advance permission from the supervisor must be received in order to deviate from an assigned schedule.

Recording Time

Non-exempt employees will record hours worked on pay period time sheets. Time sheets will record hours worked, holidays, vacation time, sick leave, etc. Hours need to be recorded to the nearest quarter hour. Time sheets need to be signed by the employee, dated and turned in to the immediate supervisor at the end of each pay period. The supervisor will sign each time sheet thereby validating its accuracy. Exempt employees do not need to record hours worked, but need to submit hours absent to their respective Vice President. The Vice President will sign the form, if approved, and submit to the Treasurer for payroll.

Absenteeism and Punctuality

Employees are expected to notify the supervisor when he/she will be absent or late for work and the reason for same, no later than within thirty minutes of starting time. Excessive tardiness or absenteeism will be subject to disciplinary action.

VI. Acknowledgement of receipt and understanding

I acknowledge that I have received the North East Emergency Distribution/ Twice Blessed Employee Handbook and that I have read and understand the policies.

I understand that this Handbook represents only current policies and benefits, and that it does not create a contract of employment. North East Emergency Distribution/ Twice Blessed retains the right to change these policies and benefits, as it deems advisable.

Unless expressly proscribed by statute or contract, my employment is “at will.” I understand that I have the right to terminate my employment at any time, with or without cause or notice, and that the Company has the same right. I further understand that my status as an “at will” employee may not be changed except in writing and signed by the President of the Company.

I understand that the information I come into contact with during my employment is proprietary to the Company and accordingly, I agree to keep it confidential, which means I will not use it other than in the performance of my duties or disclose it to any person or entity outside the Company. I understand that I must comply with all of the provisions of the Handbook to have access to and use Company resources. I also understand that if I do not comply with all provisions of the Handbook, my access to Company resources may be revoked, and I may be subject to disciplinary action up to and including discharge.

I further understand that I am obligated to familiarize myself with the Company’s safety, health, and emergency procedures as outlined in this Handbook or in other documents.

Signature

Date

Please Print Your Name

Return Signed copy to Vice President, Director or Manager

Annex A:

North East Emergency Distribution Office Manager, Exempt, Reports to Respective VP

1. Responsible for the timely opening & closing of the North East Emergency Distribution office.
2. Greets all clients and makes them feel welcome.
3. Focuses on immediate solutions to specific problems.
4. Reviews all client intake forms for completeness & correctness. Determines eligibility and decides on the extent of assistance that the client will receive on this visit. Makes referrals when possible.
5. Exercises caution, avoids making promises they may not be able to keep.
6. Supervises the Volunteer Coordinators and Community Service Personnel.
7. Strictly observe professional ethics regarding privacy of the Clients.
8. Responsible for managing and not overspending the monthly budget assigned by their respective VP.
9. Accountable for the administration of the TXU funds, supplemental, utility, rent funds and other resources that may be distributed by the North East Emergency Distribution Centers.
10. Assures that all accounting procedures and reports respective to these resources are completed daily.
11. Insures that any funds (cash or check) received at the Center Office are placed in a secure location until they can be turned over to the Treasurer. The transaction must be recorded in the cash receipt book in duplicate. One copy is for the Treasurer one for the respective Center Office.
12. Prepares and provides the Treasurer a written “petty cash” report at the end of each month.
13. All reports and “Client Documentation” shall be completed and posted to the data base at the end of each month.
14. Manager shall be responsible to see that Center is kept organized and clean. (Help may be solicited from Volunteers and Community Service Personnel).
15. The Manager assures that the Center is in compliance with all Health Department Standards.
16. Responsible for all records and files that are pertinent to the operation of the office, that they are legible, complete, correct and filed daily.
17. Responsible for orientation and training of new Volunteers and Community Service Personnel.
18. Identify potential volunteers that may be interested in posting data to the

- computer, conducting client interviews or performing other tasks that would help share the work load and serve more clients.
19. Establish a friendly working relationship with volunteers, making them feel welcome and appreciated.

Retail Director Exempt. Reports to the Retail VP

Responsibilities

1. Responsible for the daily & timely opening & closing of the Twice Blessed Retail Store. As a minimum be in store thirty minutes prior to opening and remain until cash register is balanced at the close of each business day.
2. Provide customer service by greeting and assisting customers, and responding to their inquiries and complaints.
3. Monitor sales activities to ensure that customers receive satisfactory service.
4. Assign staff to specific tasks.
5. Enforce safety, health, and security rules.
6. When necessary, perform work activities of subordinates, such as cleaning and organizing shelves and displays and selling merchandise.
7. Collaborate with their respective VP to establish and implement policies, goals, and procedures that will increase sales and productivity in their retail store.
8. Supervise and train the Volunteer Coordinators and Community Service Personnel in all operating procedures.
9. Accountable for the daily opening, closing and reconciling of the cash register. Open daily with \$150.00 in cash drawer and close out the cash drawer at the end of the day by balancing recorded sales vs. receipts.
10. Responsible for keeping the center organized, secure and clean.
11. Establish a friendly working relationship with volunteers and Community Service Personnel, making them feel welcome and appreciated.
12. A friendly, helpful attitude toward Twice Blessed Clients must also be observed by all.
13. Informally and periodically discuss goals and job performance with each paid employee.

Retail Assistant Director, Specific Responsibilities. Reports to Retail Director

1. Training and evaluating of paid employees.
2. Establish mutually agreeable goals with each paid employee.
3. Conduct formal performance appraisals with each paid employee in January of each year.

4. Assure sales are in compliance with approved budget. Plan, prepare & post work schedules to assure adequate floor coverage.
5. Assure that all paid employees record their time worked on a weekly time sheet. Assistant Director is responsible for reviewing these time sheets at the conclusion of each week to insure they are accurate and complete.
6. Keeps historical records of non-exempt paid employee time sheets for a minimum of seven years.
7. Supervise the receipt of products to assure that the condition of each product is satisfactory, that each item functions as designed and that it's assigned a fair retail value for pricing.
8. Plan and coordinate advertising campaigns and sales promotions, and prepare merchandise displays and advertising copy.
9. Assure merchandise turn-over by marking down damaged or slow moving items to make way for more saleable items.
10. Comply with all provisions of the Community Supervision Correctional Department Guidelines for CSR Volunteers

Retail Manager, (If applicable) Specific Responsibilities. Reports to Retail Director

1. Keep daily, weekly, monthly and yearly sales records.
2. Review sales records to prepare monthly sales performance reports for the Board.
3. Work with VP to prepare annual and monthly sales and expense budgets.
4. Reconcile daily cash and charged receipts. Report variances and turn in any cash overages or donations to the Treasurer daily.
5. Records the gross sales, tax collected, and amount of non taxable sales, the grand total, any variances, and the bank deposits in the record book at the end of each day.
6. When processing each sale, the cash register tape is made in duplicate. One is given to the customer. The other is kept as a record. If a mistake is made a detailed notation of the error should be made on the receipt and given to the Treasurer.
7. The cash register tapes should be ready to give to Treasurer at the end of each day.
8. Bank receipts, as well as a duplicate deposit slip, are given to the Treasurer daily.
9. Responsible for scheduling of Community Service Personnel and keeping accurate records of the time they have served. This record must be sent to probation officers at the end of each month.

Retail Assistant, (If applicable) Reports to Retail Manager

1. Provide customer service by greeting and assisting customers.
2. Assist with the examination of products received to assess the condition of each

- product or item, that it functions as designed, and to determine its retail value.
3. Assist with the Examination of merchandise to ensure that it is correctly priced, sorted and displayed.
 4. Assist with the mark downs of damaged or slow moving merchandise to make way for more saleable items.
 5. Responsible for general housekeeping i.e. dusting and keeping merchandise on shelves and racks orderly.
 6. Perform other tasks as assigned by their supervisor.