



WEST PALM BEACH
**DOWNTOWN
DEVELOPMENT
AUTHORITY**

EMPLOYEE HANDBOOK

WEST PALM BEACH DOWNTOWN DEVELOPMENT AUTHORITY
is an Equal Opportunity Employer

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Welcome Letter from the Executive Director

Dear DDA Employee,

We are pleased to welcome you as a valued member of our team. Whether you are joining us for the first time or have been a part of our team for many years, this handbook is designed to provide guidance, resources, and clarity about our policies, benefits, and workplace culture.

The DDA is dedicated to fostering a vibrant downtown that benefits residents, businesses, and visitors through the strategic development of economic, social, and cultural opportunities. Your skills and experience have been carefully considered, and we believe you will make meaningful contributions to our mission.

The DDA is committed to offering a professional environment that provides competitive compensation, comprehensive benefits, and opportunities for personal and professional growth. We value the diversity of our workforce, and we recognize that each employee plays a vital role in our collective success.

We set high standards of performance and professionalism. It is our expectation that you consistently meet and strive to exceed these standards in the execution of your responsibilities. Our ongoing priority is the improvement and maintenance of Downtown West Palm Beach, achieved through delivering exceptional information, services, and support to residents, visitors, and business owners.

We also believe communication is key to our success. That's why we have an **open-door policy**—if you ever have an idea, a question, or even a concern, we want to hear it. Your voice matters, and your input helps us grow stronger as an organization. Through transparency and dialogue, we are able to continuously improve our practices, resolve concerns, and promote mutual understanding of the rationale behind organizational decisions.

Our collective success is built on the dedication and creativity of every team member. Please take time to review this handbook and use it as a helpful resource during your time here. We're excited to have you with us as we continue building a stronger, more vibrant community together.

A handwritten signature in black ink that reads "Teneka James-Feaman". The script is fluid and cursive, with the first name "Teneka" being more prominent.

Teneka James-Feaman, M.B.A, Executive Director

About the West Palm Beach Downtown Development

Employees of the West Palm Beach Downtown Development Authority (hereinafter “DDA”) are a part of a dynamic organization with a tradition for improving the quality of life in West Palm Beach through our service to the downtown community. This Employee Handbook is intended to familiarize employees with the history and purpose of the DDA, and to acquaint them with the employment policies and working conditions of our organization. To respond to the changing needs of the downtown community and our employees, we reserve the right to modify these policies and working conditions as we deem necessary. These policies are considered as guidelines and are not intended to create any contractual rights or obligations for the DDA and its employees.

The DDA is actively involved in planning, marketing, serving and developing the DDA District. It has taken leadership roles in the studies and implementation of Mobility, the Downtown Master Plan, the Downtown Area Wide Development of Regional Impact Statement, the Clematis Streetscape Program, Kravis Center for the Performing Arts, the A.W. Dreyfoos School of the Arts, City Center Project, City Commons Project, and the formation of the Downtown Neighborhood Association. The DDA also presents and co-sponsors many cultural and entertainment events in the district. The Board of Directors, appointed by the West Palm Beach City Mayor and approved by the City Commission, ultimately establishes policy and approves the work program for the organization.

Mission Statement

Our mission is “to promote and enhance a vibrant Downtown West Palm Beach for all.”

The DDA is funded through an ad valorem tax on all property within the Downtown Development Authority District and receives additional funding through an Interlocal Agreement with the City of West Palm Beach’s Community Redevelopment Agency. Principal services currently provided by the DDA are the downtown business community and residential advocacy, central planning, consensus building, marketing, promotions, placemaking programs, ambassador and maintenance programs.

Additionally, the West Palm Beach Arts & Entertainment (A&E) District is the nonprofit affiliate of the DDA which is a centralized collection of inspiring arts and entertainment venues; art and history museums; galleries; libraries; performing arts companies; and art education institutions. With more than 20 distinct and distinguished cultural destinations, the A&E District enhances the appeal of West Palm Beach as a destination.

About This Handbook

The purpose of the Employee Handbook is to establish a system of written policy guidelines and to be used in the normal course of business of the Downtown Development Authority. The Handbook is applicable to all DDA employees.

The following are its objectives:

- **Enhance Communication:** Improve the effectiveness of communication among DDA employees.
- **Strengthen Operations:** Support administrative functions by providing a consistent approach to DDA-related issues.
- **Promote Collaboration:** Offer clear interdepartmental guidelines to ensure coordinated efforts across units.
- **Ensure Consistency:** Establish uniform standards for the distribution and application of policy guidelines.
- **Support Onboarding & Training:** Serve as a comprehensive training and informational resource for personnel.

Importantly, the provisions of this Handbook are not to be construed as establishing a contract of employment. Rather, they are guidelines only and may be changed at any time. Furthermore, while many of the benefits available through the DDA are described in this Handbook, the DDA may change, alter, modify or amend or discontinue any benefit, as it deems appropriate.

At-Will Employment

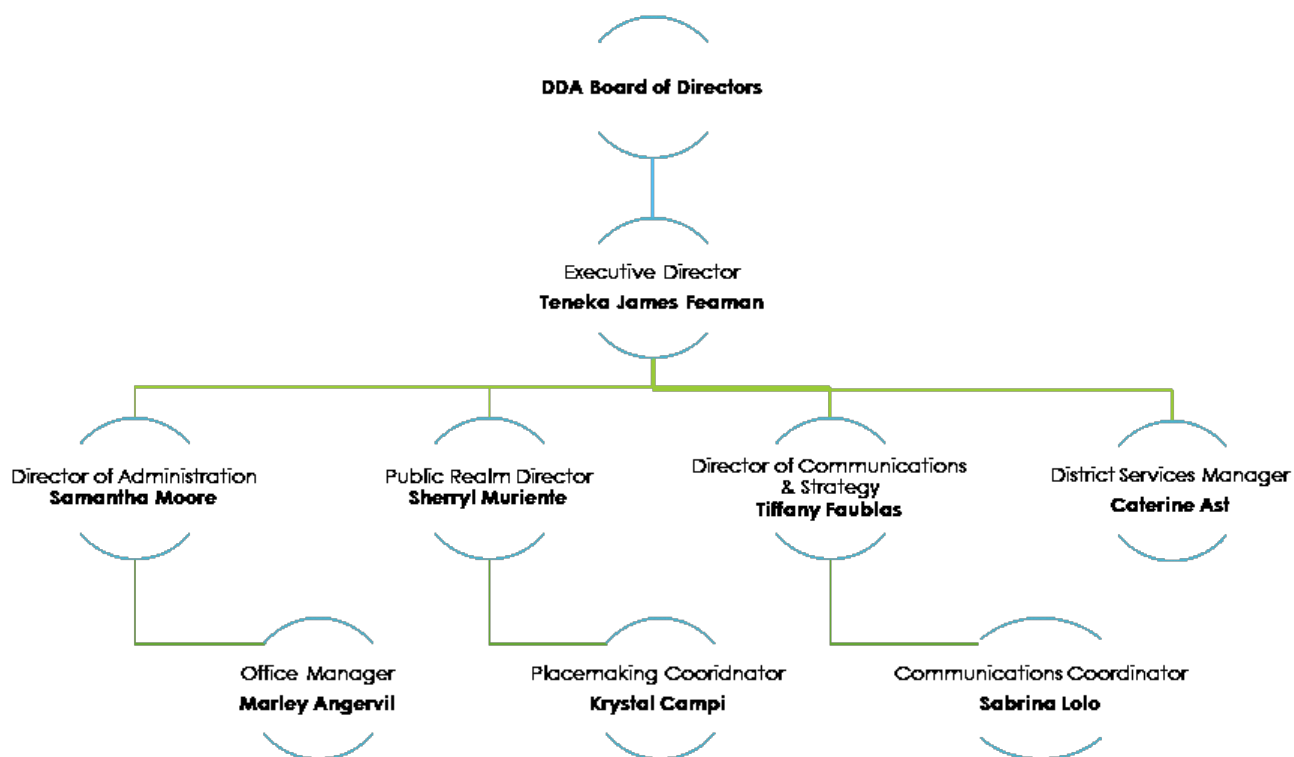
Employment remains at will, meaning employment may be terminated by the employee or the DDA for any reason without notice, cause, or any specific disciplinary procedures. None of the DDA policies set forth in this Handbook, in employee applications or any other document provided to employees before or during the scope of employment changes their status as an at-will employee. None of these documents, alone or together create an express or implied contract or otherwise similarly, no representative of the DDA, other than the Board of Directors or their designee is authorized to modify this at-will policy for any employee or enter into any agreement, verbal or written, which changes the at-will relationship. No statements made prior to or during employment shall imply that termination or dismissal must only be "for cause."

Employees are required to familiarize themselves with the contents of this Handbook as it is their responsibility to comply with the policies contained in this Handbook and any revisions made to it. Upon receipt of the Handbook, please sign the attached "Employee Acknowledgement of Receipt" and return it to the Director of Administration.

DDA Organizational Structure

A Board of Directors, appointed by the West Palm Beach City Mayor and approved by the City Commission, establishes policy and approves the work program for the organization. The Board of Directors is responsible for hiring an Executive Director of the DDA. The Board works closely with the Executive Director, who is a full-time professional employee of the DDA, and who in turn directs and supervises the DDA staff. The Executive Director, or their appointed designee, is responsible for hiring all other staff positions.

The chart below reflects the reporting relationships of the DDA organizational structure as of this publication. It is subject to change at the Executive Director or their appointed designee's discretion.



Employee Responsibility

Each managerial and supervisory employee is responsible for:

1. Ensuring that all work performed under his or her authority conforms to the policies, procedures and standards as set forth in the Handbook
2. Informing each employee under his or her authority of changes and additions to this Handbook which may apply to that employee's job
3. Training new employees under his or her authority in the use of this Handbook and the policies set forth herein, as they may pertain to an employee's job

Each employee is responsible for:

1. Familiarity with the contents of this Handbook and compliance with the policies, procedures, and standards set forth herein as they may apply to the performance of his or her job
2. Submission of suggestions to improve, update or clarify the provision of this Handbook so that it continues to meet the needs of the DDA and its employees

Employment Classification

Introductory Period

All employees are subject to an introductory period of 90 days from their first day of employment. During this period, the employer determines whether the employee has the skills and other qualifications needed to succeed. The employee uses the period to evaluate whether they are a good match for the position and the organization. Upon completion of the introductory period, a performance evaluation will be completed. The performance evaluation is completed by immediate supervisor and shared with the Executive Director and Director of Administration. The introductory period may be extended at the discretion of the Executive Director.

Employment Status

To determine eligibility for benefits and overtime status and to ensure compliance with federal and state laws and regulations, DDA classifies its employees as shown below. DDA may review or change employee classifications at any time.

Furthermore, it is the intent of DDA to clarify the definitions of employment classifications so that employees understand their employment status and benefits eligibility. These classifications do not guarantee employment for any specified period of time. The right to terminate the employment relationship at will at any time is retained by both the employee and DDA.

All employees are designated as either nonexempt or exempt under state and federal wage and hour laws:

Non-exempt employees are employees whose work is covered by the Fair Labor Standards Act (FLSA). They are not exempt from the law's requirements concerning minimum wage and overtime.

Exempt employees are generally executives, managers, professional, administrative, or outside sales staff who are exempt from the minimum wage and overtime provisions of the FLSA. Exempt employees hold jobs that meet the standards and criteria established under the FLSA by the U.S. Department of Labor.

DDA has established the following categories for both nonexempt and exempt employees:

Regular full-time employees are not in temporary status and are regularly scheduled to work the company's full-time schedule. Generally, they are eligible for the full benefits package, subject to the terms, conditions, and limitations of each benefit program.

Regular part-time employees are not in temporary status and are regularly scheduled to work less than the full-time schedule but at least 30 hours each week. Regular part-time employees are eligible for some of the benefits offered by the company, subject to the terms, conditions, and limitations of each benefit program.

Temporary full-time employees are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and are temporarily scheduled to work the company's full-time schedule for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status.

Temporary part-time employees are hired as interim replacements to temporarily supplement the workforce or to assist in the completion of a specific project and are temporarily scheduled to work less than the company's full-time schedule for a limited duration. Employment beyond any initially stated period does not in any way imply a change in employment status.

Workweek and Hours of Work

The work week for all the DDA employees begins on Monday at 12:01am and ends at midnight on Sunday. Office hours are 8:30 a.m. to 5:00 p.m., with a 30-minute lunch break. Individual work schedules may vary depending on the needs of each department.

Meal and Rest Breaks

Employees are entitled to a 30-minute unpaid meal break each day. Any nonexempt employee who is required to work through a meal break will be compensated for the 30-minute period. Employees are also entitled to two 15-minute rest periods each day. Meal and rest breaks will be scheduled by the department supervisor or manager.

Time Records

All nonexempt employees are required to complete accurate bi-weekly timesheets showing all time worked. These records are required by governmental regulations and are used to calculate regular, comp, and overtime compensation. At the end of each pay period you and your supervisor must sign the timesheet attesting to its correctness before forwarding it to the Director of Administration.

Overtime

When required due to the needs of the business, you may be asked to work overtime. Overtime is actual hours worked more than 40 in a single workweek. It is the policy of The DDA to permit employees who work more hours than regularly scheduled to receive compensatory (comp) time off on a pro-rata basis. All comp time earned by employees in any work week must be taken by the pay period following the end of the work week during which the comp time was earned. Paid leave, such as holiday, paid time off (PTO), bereavement time, and jury duty, does not apply toward work time. All overtime work must be approved in advance by immediate supervisor or Executive Director.

Separation From Employment

Voluntary Terminations

A voluntary termination of employment occurs when an employee submits a written notice of resignation, including intent to retire, to the Executive Director or their appointed designee, or when an employee is absent from work for three (3) consecutive workdays and fails to contact his or her immediate supervisor (job abandonment). For planning purposes, employees are requested to provide a minimum of two (2) weeks' notice of their intention to separate employment. Failure to give such notice may result in a delay of certain benefit payments to employees and/or ineligibility for rehire.

Final Pay

An employee who resigns or is discharged will be paid through the last day of work, plus any applicable annual leave time, applicable sick time, less outstanding loans, advances, or other agreements the employee may have with the organization, in compliance with state laws. Medical, dental and vision insurance coverage terminates on the last day of the month when the employee separates employment or is terminated. Information about COBRA to have benefits continuation coverage will be provided by the Director of Administration.

Return of Property

Employees must return all DDA property at the time of separation, including but not limited to uniforms, cellphones, keys, laptops, credit cards and identification cards. Failure to return some items may result in deductions from the employee's final paycheck where state law allows. An employee will be required to sign a wage deduction authorization to deduct the costs of such items from the final paycheck. In some circumstances, the DDA may pursue criminal charges for failure to return DDA property.

Eligibility for Rehire

Employees who leave the DDA in good standing with proper notice may be considered for rehire. Former employees must follow the normal application and hiring processes and must meet all minimum qualifications and requirements of the position, including any required qualifying exam. Rehired employees will not retain previous tenure when calculating longevity, leave accruals or any other benefits, unless required by law. Pay for a qualified former employee will be determined based upon the current job and the candidates' qualifications.

Employees who are involuntarily terminated by DDA for cause or who resign in lieu of termination are ineligible for rehire. In addition, employees who resign without providing adequate notice or who abandon their job will not be considered for rehire.

The Executive Director reserves the right to make the final determination of eligibility for rehire.

Employment Policies and Practices

Equal Employment Opportunity

The Downtown Development Authority provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, marital status, or any other characteristic protected by federal, state, or local laws.

This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

ADA/ADAAA Policy

It is the policy of the DDA to comply with the Americans with Disabilities Act (ADA) and the Americans with Disabilities Act Amendments Act (ADAAA) and state laws concerning the employment of persons with disabilities and to act in accordance with regulations and guidance issued by the Equal Employment Opportunity Commission (EEOC). Therefore, the DDA does not discriminate against applicants and individuals with disabilities and, when needed, provides reasonable accommodations to applicants and employees who are qualified for a job, with or without reasonable accommodations, so that they may perform the essential job duties of the position.

It is the organization's policy not to discriminate against qualified individuals with disabilities regarding application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions, and privileges of employment. The DDA provides reasonable accommodations to qualified individuals with disabilities who are employees or applicants for employment, unless to do so would cause undue hardship.

Non-Harassment/Discrimination Policy

DDA expressly prohibits any form of unlawful harassment or discrimination and is committed to providing a workplace that contributes to personal productivity in an environment that is free from harassment and discrimination based upon any grounds that is in violation of the law.

Harassment

Harassment is defined as any conduct, comments or gestures pertaining to a person or person's race, age, disability, or any other ground that is prohibited by law and is likely to cause a negative impact or humiliation to any employee. This may include but not be limited to the use of names considered by others to be inappropriate, jokes of a sensitive nature, or any unequal treatment in the work environment by fellow employees.

Sexual Harassment

Sexual harassment in any form will not be tolerated. It is defined to include but is not limited to unwelcome sexual advances, requests for sexual favors, and other verbal or physical nature when:

- Submission to the conduct is made either a stated or suggested condition of employment;
- Submission to or rejection of the conduct is used as the basis for an employment decision affecting the harassed employee; or
- Harassment interferes with an employee's work performance or creates an intimidating, hostile, or offensive work environment. Sexually suggestive or related photographs, posters, drawings, graffiti or e-mail communications are therefore prohibited.

Unlawful sexual harassment is not limited to the physical workplace itself. It can occur while employees are traveling for business or at employer-sponsored events or parties. Calls, texts, emails, and social media usage by employees can constitute unlawful workplace harassment, even if they occur away from the workplace premises or during non-work hours.

Complaint Process

If an employee faces a problem relating to their work, including being or have been harassed, discriminated against, or witness another employee being harassed in violation of this policy, the employee should report this immediately to the Executive Director or the Director of Administration, who has an obligation to investigate every complaint. If the complaint involves the Executive Director, then it will be handled by the Director of Administration, the Board Chairman, Vice Chairman and/or the DDA's attorney. The complainant will be asked to complete the Employee Complaint Form and return it to the Director of Administration. Should an employee feel that their complaint has not been addressed adequately, or management is involved in the complaint, they should immediately notify the Board of the DDA. In no event will

the DDA retaliate against or intimidate any employee for implementing the procedures of this policy. No one will be subject to retaliation and the DDA prohibits, any form of discipline reprisal, intimidation or retaliation for the good faith reports or complaints of incidents of discrimination of any kind, pursuing any discrimination claim or cooperating in related investigations. All employees are required, and have a duty, to cooperate with any investigations initiated by the DDA.

Depending upon the nature and severity of the complaint, an employee may be placed in an administrative leave status during the internal administrative investigation. The employee is to remain available and report to work when required/ordered for interview and/or actions pertaining to the pending administrative investigation and any work-related matters. The Director of Administration and Executive Director and/or DDA Board Chair will review the circumstances to decide whether the administrative leave will be categorized as paid or non-paid.

In determining whether harassment has occurred, the DDA will consider the totality of the circumstances, the nature of the harassment, and the context of the alleged incident(s). The DDA's determination as based on these factors will be communicated to the complaining employee. The DDA will investigate all complaints and will endeavor to handle these matters quickly in a confidential and professional manner to protect the parties involved.

EMPLOYEES WHO ENGAGE IN HARASSMENT OR DISCRIMINATION OF ANY KIND OR WHO KNOWINGLY FILED A FALSE COMPLAINT AGAINST ANOTHER EMPLOYEE WILL BE SUBJECT TO DISCIPLINE, UP TO AND INCLUDING TERMINATION OF THEIR EMPLOYMENT, AS DETERMINED APPROPRIATE BY THE DDA.

HIPAA Medical Privacy Policy

The DDA has adopted a policy that protects the privacy and confidentiality of protected health information (PHI) whenever it is used by organization representatives in accordance with the Health Insurance Portability and Accountability Act of 1996 (HIPAA). The private and confidential use of such information will be the responsibility of all individuals with job duties requiring access to PHI in the course of their jobs. Contact the Director of Administration for a full disclosure of the DDA's legal obligations and privacy practices related to the use and disclosure of protected health information.

Code of Ethics and Professional Conduct

The DDA Code of Ethics and Professional Conduct requires all employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the DDA, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Confidentiality

Employees of the DDA will be privy to confidential DDA information, as well as nonpublic

information entrusted to us by employees, customers and other business partners. The protection of confidential business information and trade secrets is vital to the interests and the success of the DDA, but this confidential information is subject to Florida's Sunshine Statute F.S. 119 and therefore, made available upon reasonable request.

Employees who improperly use or disclose confidential business information may be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

All records of the DDA are the property of the DDA and must not be provided in whole or in part to anyone without the approval of the Executive Director or their appointed designee. Each employee is responsible for making certain that information under their control, including electronic accessibility, is appropriately safeguarded.

Use of DDA Resources

DDA resources, including time, material, equipment and information, are provided for organizational business use. Nonetheless, occasional personal use is permissible if it does not affect job performance or cause a disruption to the workplace.

Employees and those who represent the DDA (such as 1099 independent contractors) trusted to behave responsibly and use good judgment to conserve DDA resources. Supervisors/Managers are responsible for the resources assigned to their departments and are empowered to resolve issues concerning their proper use.

DDA equipment such as computers, scanners, copiers, cell phones, and fax machines are not to be used in the conduct of an outside business or in support of any religious, political, or other outside daily activity, except for DDA-requested support to nonprofit organizations. Employees are prohibited from soliciting contributions and distributing non-work-related materials during work hours.

To protect the interests of the DDA network and our fellow employees, DDA reserves the right to monitor or review all data and information contained on an employee's DDA-issued computer or electronic device, the use of the Internet or DDA's intranet. We will not tolerate the use of DDA resources to create, access, store, print, solicit or send any materials that are harassing, threatening, abusive, sexually explicit or otherwise offensive or inappropriate.

Conflicts of Interest

All DDA employees are required to comply with the Florida Code of Ethics for Public Officers and Employees. As such, DDA employees may not use their jobs to obtain any special privileges or private gain for themselves or others.

Employees of the DDA must avoid any relationship or activity that might impair, or even appear to impair, their ability to make objective and fair decisions when performing their jobs. We must never use DDA property or information for personal gain or personally take for ourselves any

opportunity that is discovered through our position with DDA.

Here is a non-exhaustive list of ways in which conflicts of interest could arise:

- The employee or a close family member being employed by, or acting as a consultant to, another organization or agency to perform the same duties the employee is hired to do for the DDA, supplier or contractor, regardless of the nature of the employment, while they are employed with the DDA
- Hiring or supervising family members or closely related persons
- Serving as a board member for an outside commercial company or organization
- Owning or having a substantial interest in a competitor, supplier, or contractor
- Having a personal interest, financial interest, or potential gain in any DDA transaction
- Placing DDA business with a firm owned or controlled by a DDA employee or his or her family
- Accepting gifts, discounts, favors, or services from a customer/potential customer, competitor or supplier,
- Giving gifts, discounts, favors, or services to a customer/potential customer, competitor or supplier, unless equally available to customers/potential customers, competitors or suppliers
- Engaging in outside work or activities that will interfere with the employees' primary job with the DDA or may be considered hostile or adverse to the DDA
- Accepting a retainer, commission, consulting fee, or any other fee arrangement or remuneration without full, written disclosure to the Executive Director
- Initiating, either directly or indirectly (including members of the employee's immediate family), to borrow from, lend to, invest in, or engage in any substantial financial transaction with a customer, client or supplier of the DDA.
- Using DDA facilities, equipment, labor, or supplies to conduct outside activity

Employees who need assistance in determining whether a conflict of interest exists should complete the outside employment form (if applicable) and/or contact the Director of Administration and notify the Executive Director of any potential conflicts. The employee should seek advice from the Executive Director or the Director of Administration before engaging in any activity, transaction or relationship that might give rise to a conflict of interest.

Any employee who engages in unethical conduct, as specified above or by Florida's Code of Ethics for Public Officers and Employees shall be subject to discipline, up to and including termination of employment. Employees are encouraged to seek an advisory opinion or meet with the Executive Director or appointed designee to discuss any potential ethical issues prior to engaging in conduct that may result in a violation of this oath.

Political / Philanthropic Activity

The DDA is a governmental institution that is responsible to its constituency; and the individual property owners that contribute annually by their tax payments.

Any person holding a position with the DDA shall have the same right to exercise their rights of franchise as any other citizen, as provided in the Constitution and laws of the State of Florida and in the Constitution and the laws of the United States: however, no employee shall partake in any political campaign or philanthropic activity while on duty or within any period of time during which he or she is expected to perform services for which he or she receives compensation from the DDA.

Campaign or charity material or literature may not be posted or displayed in employee work areas. Employees, as individuals, may not make telephone calls on behalf of candidates while on duty.

When off duty, employees may not identify themselves as representatives of the Downtown Development Authority (DDA) or create the impression that the DDA supports a particular candidate or charitable organization. Employees are prohibited from wearing DDA-branded clothing, name tags, or other items that display the DDA logo while campaigning or soliciting on behalf of any candidate or charity.

Employees may not use any DDA equipment (including copiers, scanner, cell phones, fax machines or e-mail) in support of any candidate, political campaign, or charity. (Refer to “Use of DDA Resources” Section)

No Solicitation/ No Distribution

In order to maintain and promote safe and efficient operations, employee discipline, and an attractive workplace, the DDA has established rules which govern solicitation, distribution of written material, and entry into the DDA work areas.

All employees are expected to comply with these DDA rules. Failure to obey these rules may result in appropriate disciplinary action and/or appropriate legal action. Anyone with questions about the application of this policy should consult the Director of Administration.

- There should be no solicitation for any reason or cause and no distribution of any literature except for DDA-related materials or materials otherwise approved by the Executive Director or their appointed designee. Permission may be granted for the selling of items to the employees in areas where the public is not present.
- No employee should distribute printed or written materials in work areas. Persons other than our employees may not distribute literature or solicit our employees at any time on DDA property.
- This policy applies to any solicitation, including lotteries, magazine clubs, sale of goods, labor or social organizations, and the like.
- Any violations of this policy should be reported to the Director of Administration.

Accurate Public Disclosures

The DDA will make certain that all disclosures made in financial reports and public documents are full, fair, accurate, timely and understandable. This obligation applies to all employees, with

any responsibility for the preparation of such reports, including drafting, reviewing and signing or certifying the information contained therein.

Employees should inform the Executive Director or their appointed designee if they learn that information in any filing or public communication was untrue or misleading at the time it was made or if subsequent information would affect a similar future filing or public communication.

Whistleblower Policy

Our belief is that we benefit when employees exercise their power to prevent mistakes or wrongdoing by asking the right questions at the right times. Therefore, we endeavor to create an open and supportive environment where employees feel comfortable raising such questions. The DDA will handle all reported instances of questionable or unethical behavior in accordance with the Whistle-blower's Act of 1986.

This Act prevents agencies from taking retaliatory action against an employee who, in good faith, reports to the appropriate agency violations of law on the part of a public employer or independent contractor as defined in 112.3187 (3)(d), Florida Statutes, that creates a substantial and specific danger to the public's health, safety and welfare. It also prevents agencies from taking retaliatory action against any person who discloses information to an appropriate agency alleging improper use of governmental offices, gross waste of funds or any other abuse or neglect of duty on the part of an agency, public officer or employee.

Violations of this Act should be reported in accordance with Section 112.3187, Florida Statutes. Any employee who has a complaint should immediately contact the Executive Director and/or Director of Administration.

Media Inquiries

To ensure that we speak with one voice and provide accurate information about the DDA, we should direct all media inquiries to the Executive Director. No one may issue a press release or any type of comment without first consulting with the Executive Director or Appointee designee, unless otherwise directed.

Social Media

To assist employees in making responsible decisions about their use of social media, we have established these guidelines for appropriate use of social media on any device and at any time. This policy applies to all employees who work for the DDA.

For purposes of this policy, social media is defined as all means of communicating or posting information or content of any sort on the Internet, including an employee's own or someone else's blog, journal or diary, personal website, social networking or affinity website, web bulletin board or a chat room, whether associated or affiliated with the DDA, as well as any other form of electronic communication.

Outside the workplace, we respect your rights to privacy and speech as they apply to online activity conducted on your personal social networks and with your personal email address. However, what you publish on such personal online sites should never be attributed to the DDA and should not appear to be endorsed by or originated from the DDA.

Employees must ensure that social media activity does not interfere with their work. Employees may engage in social media activity during work time provided it is directly related to their work and approved by their manager and does not identify or reference company clients, customers, or vendors without express permission. The company monitors employee use of company computers and the Internet, including employee blogging and social networking activity. It is recommended as best practice to use a disclaimer and make it clear that personal views are not reflective of the views of the organization. *“The views/opinions expressed on this site are my own and do not reflect the views of my employer.”* Online activities that adversely affect an employee’s job performance, the performance of fellow employees or otherwise adversely affects any constituent of the DDA or DDA’s legitimate business interests may result in disciplinary action, up to and including termination.

Carefully read these guidelines in addition to the Code of Ethics and Professional Conduct and Non-Harassment/Discrimination Policy and ensure that postings are consistent with these policies. Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject an employee to disciplinary action, up to and including termination.

Standards of Workplace Conduct

The DDA has established work rules to ensure a safe and pleasant work environment. These rules are for the protection of all employees as well as the protection of the organization.

The following list, which is non-exhaustive, outlines some of the acts and behaviors that are not acceptable. Unacceptable behavior, as described below, may make an employee subject to disciplinary action, up to and including termination:

1. Fighting or horseplay
2. Possession of alcohol or drugs on DDA premises or reporting to work under the influence of alcohol or drugs
3. Falsifying DDA records, time sheets or information on the employment application
4. Possession of firearms and weapons in the workplace
5. Tardiness or absenteeism
6. Stealing from the organization or other employees
7. Insubordination or refusal to perform assigned work
8. Willful waste or destruction of organization property
9. Interrupting another employee’s work

10. Performing unsafe acts which endanger lives or property
11. Sleeping during work hours
12. Discourtesy to the public or acts which bring embarrassment or discredit to the DDA
13. Non-performance of assigned work or unsatisfactory performance of assigned work
14. Sexual, racial or other forms of harassment
15. Engaging in activities which are considered by the Executive Director or their appointed designee to be a conflict of interest
16. Violation of safety, fire and smoking regulations
17. Downloading or transferring of DDA programs or software for personal use
18. Any other form of misconduct deemed to warrant disciplinary action and/or termination by the DDA

Arrests and/or Convictions

Any current employee, either on or off duty, must report being charged with a crime to their immediate supervisor within 72 hours of the employee becoming aware of such charge. Failure to report being charged with such a crime may result in appropriate disciplinary action, including termination of employment.

The Director of Administration and Executive Director and/or DDA Board Chair will review the nature of the crime, the facts and circumstances that can be determined through the investigation process, and decide on what, if any, action should be taken regarding the employee's employment status until the resolution of the charge. The DDA will make every effort to maintain an employees' right to privacy, however during this process, the Director of Administration will keep the immediate supervisor informed of the status of the investigation and will seek input from the appropriate supervisor in deciding about the employee's employment status.

Any current employee should notify the Director of Administration within 24 hours of the outcome of a criminal case. Failure to report a conviction may result in appropriate disciplinary action, including termination of employment.

The Director of Administration and Executive Director will consult with Legal Counsel as necessary in making determinations as to the suitability of employment of employees arrested for and/or convicted of a crime.

Depending on the severity of the offense (such as a criminal arrest pending the outcome of the court case) the employee may be placed on non-paid administrative leave.

Professional Appearance and Dress Code

Maintaining a professional, business-like appearance is very important to the success of the DDA. Regardless of an employees' interaction with public officials, members of the public, suppliers, contractors, or volunteers, employees project the reputation of the DDA. Employees are expected to demonstrate good judgment and professional taste regarding their business attire and are expected to present a neat, clean, professional and well-groomed appearance.

Part of this impression depends on each employee's choice of dress, personal hygiene, body adornments, jewelry, and makeup. A proper business appearance is always required. All employees are expected to maintain appropriate oral and bodily hygiene. Hair (including facial hair) should be clean and neat. Accessories should not interfere with an employee's work. The excessive use of perfume or cologne is unacceptable, as are odors that are disruptive or offensive to others or may exacerbate allergies.

The following are generally not acceptable:

- Bare feet, flip flops, crocs
- Spandex, sweats, or workout attire
- Sagging pants, shorts, or short skirts (more than 2" above knee)
- Sexually provocative clothing or exposed undergarments
- Clothing with offensive slogans or pictures
- Clothing showing excessive wear and tear
- Any clothing or accessories that would present a safety hazard
- Visible tattoos that are not appropriate in content (use language from sponsorship agreement)

Supervisors may exercise reasonable discretion to determine appropriateness in employee dress and appearance. Employees who do not meet a professional standard may be sent home to change, and employees will not be paid for that time off.

It is an employees' responsibility to dress appropriately for their position and job duties. An employee unsure of what is appropriate should check with their immediate supervisor.

Reasonable accommodations may be given to an employee's special dress or grooming needs that are the result of religion, ethnicity, race, or disability. Additionally, we may place specific restrictions on the dress and appearance of some employees for safety and/or business reasons. Any violation of this policy may result in disciplinary action, up to and including termination.

The standard dress code may be waived or modified at the discretion of the Executive Director and/or appointed designee for special events, community engagement activities, or other designated occasions. Employees will be notified in advance of any updates or temporary changes to the dress code for these activities.

Disciplinary Action Policy

The following disciplinary actions are applied to ensure fairness to all employees in the enforcement of work rules and to correct disruptive behavior. Normal steps in the disciplinary process are outlined below. Based upon the seriousness of the offense and the employee's work record, the Executive Director or their appointed designee may choose any of the following disciplinary actions:

1. **Action Planning/Coaching Session:** The employee's immediate supervisor will speak to the employee regarding work rules and any disruptive behavior.
2. **Verbal Warning:** The immediate supervisor and a witness (Director of Administration or Executive Director) will issue a verbal warning to the employee and will prepare a summary of the conversation which may be referred to if further disciplinary action is required.
3. **Written Warning:** The Executive Director or their appointed designee will issue a written warning which will be given to the employee to acknowledge by signing the warning and a copy will be placed in the employee's personnel file.
4. **Suspension:** The Executive Director or their appointed designee will suspend the employee without pay for a specific period and will issue a second (2nd) warning which shall accompany any suspension. (Record of Disciplinary Action will be placed in the employee file.)
5. **Termination:** The Executive Director or their appointed designee will terminate the employee after review by at least one (1) DDA Board Member.

Every situation is evaluated independently. The DDA may bypass one (1) or more steps in this process or terminate an employee without prior corrective action where circumstances may warrant.

Grievance Procedure

We encourage employees to discuss organization-related problems and disagreements with the Executive Director or their appointed designee. The DDA provides a formal problem-solving procedure to pursue work problems.

1. Discuss the problem with the Director of Administration, within ten (10) working days of the incident, problem, or disagreement.
2. If the employee is not satisfied with the Director of Administration or their appointed designee's response they will, within five (5) working days of the Director of Administration or their appointed designee's (Step 1) answer, ask the Director of Administration or their appointed designee to make an appointment for them to discuss their problem with the DDA Board Chair. The DDA Board Chair will respond to an employee complaint within three (3) working days. (Grievance Policy Form on file with Director of Administration)

Employee Records

The DDA maintains a personnel file for each employee. Personnel records will be kept current and maintained by the Director of Administration. A personnel file and its contents are considered a public document and are therefore open to the public for inspection. However, some information, such as a Social Security number, is confidential and will not be disclosed. Further, Chapter 119.07 of the Florida Statute provides certain employees with an exemption from public disclosure of home addresses, telephone numbers and picture identification.

Employee File Review

Any employee who desires to inspect their own official personnel file, or any member of the public who desires to inspect a personnel record, should make the request to the Director of Administration. Review of the file must be in the presence of the Director of Administration, and the employee will not be allowed to remove the file from the office (Refer to the Public Records Act, Chapter 119 of the Florida Statutes)

CHANGES IN EMPLOYEE DATA

It is the responsibility of each employee to promptly notify the DDA of any changes in their personnel data by submitting the Employee Change Form which may be found in the SharePoint HR documents folder. Personal mailing addresses, telephone numbers, names and ages of dependents, individuals to be contacted in the event of emergency, educational accomplishments, and other such status reports should always be accurate and current.

Compensation: Employee Pay

Wage and Salary Policy

The Downtown Development Authority (DDA) is committed to maintaining competitive compensation within the labor market to attract, retain, and recognize highly skilled and high-performing employees. To support this objective, the DDA periodically engages professional HR consultants to review pay ranges and compensation practices. This ensures that our compensation structure reflects both internal job alignment and external market competitiveness.

In conducting these reviews, the DDA considers a variety of market data sources, including but not limited to:

1. The City of West Palm Beach
2. The Town of Palm Beach
3. Comparable place management organizations across the state of Florida
4. International Downtown Association (IDA) staffing and compensation survey data

Pay Administration

Employees will be paid bi-monthly and will receive a paycheck on the 15th and the last day of the month.

Mandatory Direct Deposit

Employees have the option to forward their paycheck directly to a checking or savings account in a bank of their choice; however paychecks can only be received via direct deposit. See the Director of Administration to complete a Direct Deposit Form.

Job Descriptions

The Executive Director or their appointed designee will provide employees with a job description for their position. The purpose of the job description is to provide employees with a clear understanding of the tasks, duties, and responsibilities which they are expected to perform. All employees may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Performance Evaluation

Formal performance evaluations and discussions are mandatory for employees after completion of an introductory period and on an annual basis. This is an opportunity to discuss an employee's job and any successes, concerns or comments associated with their employment with the DDA. Supervisors are encouraged to maintain consistent communication regarding performance and are expected to conduct quarterly check-in meetings with employees. The performance evaluation will be documented on the Comprehensive Performance Evaluation form, which will be signed by both the employee, immediate supervisor and the Executive Director and a copy will be provided to the employee. The original copy will be retained in the employee's personnel file.

Salary Increase

Based upon a review of the employee's last performance appraisal and performance since that appraisal, the Executive Director or their appointed designee may recommend a salary increase. Some of the criteria which the employee may be evaluated include:

1. The quality of work
2. The quantity of work
3. Job knowledge
4. Ability to work independently
5. Ability to learn new tasks
6. Dependability
7. Demonstration of a cooperative attitude
8. Achievement of goals and objectives

Promotions

If an employee is promoted to a higher position, compensation terms will be discussed. The compensation may be in the form of a pay increase or other compensation agreed upon. If the compensation is in the form of a pay increase this will be based upon the length of time since their last pay increase, their current pay, job performance and new level of job responsibility.

Employee Expense Reimbursements

It is the policy of the Downtown Development Authority to reimburse employees for all authorized, preapproved expenses (e.g., corporate, travel, conferences and all necessary and reasonable travel expenses incurred in connection with approved travel on behalf of the DDA). Original receipts are required for reimbursement.

The following items will **not** be reimbursed:

- Airline upgrades
- Personal entertainment
- Alcoholic beverages
- Room service
- Additional costs for travel, lodging, meals or other travel expenses for spouses or other family members or friends
- Other expenses not directly related to the business travel as determined by the Executive Director or their appointed designee

Employees who utilize their personal vehicle to travel for business reasons more than their normal commute will be reimbursed at the State of Florida stated standard mileage rates for business travel.

Employees who utilize their personal cars for company business are required to have auto insurance coverage as required by the State of Florida.

Travel Expense Reimbursement

Employees seeking reimbursement for travel expenses should incur the lowest reasonable travel expenses. Reimbursement shall be per diem as permitted by Chapter 112, Florida Statutes, in the amounts as follows:

- Eighty Dollars (\$80.00) per diem; or
- if the actual expenses exceed Eighty Dollars (\$80.00), then reimbursement shall be pursuant to the amount permitted for subsistence under Chapter 112, Florida Statutes, plus actual expenses for lodging at a single-occupancy rate to be substantiated by receipts

Travel reimbursement is only valid when the trip does not include pre-paid food options such as conferences where meals are provided. The Travel Request Form must be submitted and approved by the Executive Director or their appointed designee prior to travel or any associated refundable expenses are incurred.

Emergency Cancellation of Booked Travel

If an employee is required to cancel travel arrangements due to a bona fide emergency*, the employee shall:

1. Notify the Executive Director, or their appointed designee, immediately in writing of the emergency including a full description of the emergency;

2. Obtain written approval from the Executive Director, or their appointed designee, to cancel the travel arrangements; and
3. Take all necessary steps to cancel and obtain a full refund for any pre-paid expenses for the travel arrangements.

**The determination of what constitutes a bona fide emergency shall be at the sole discretion of the Executive Director, or their appointed designee. If the Executive Director, or their appointed designee, determines that a bona fide emergency does not exist and the travel expenses/reservations cannot be cancelled and/or a full refund obtained, then the employee shall conduct the travel as previously contemplated or be liable to reimburse the DDA for all non-refundable expenses/reservations incurred due to the non-emergency.*

Exceptions

An employee may request an exception to this travel expense policy. Such requests must be in writing and approved by the Executive Director, or their appointed designee, prior to incurring the expense.

Corporate Credit Card Program

The DDA issues credit cards to individuals who frequently purchase goods and services (including registrations to conferences and conventions, travel expenses, supplies, etc. The employee must be an Exempt/full-time employee and personally take receipt of the card by signing the back of the card. The cardholder is responsible and accountable for all transactions that occur on his/her card. Refer to the Credit Card Program procedures for proper methods for making and paying for purchases. The cardholder must ensure that all transactions are exempt from taxes to the best of their ability.

The credit card shall not be used for any personal use, and any such use will require immediate reimbursement and will result in disciplinary action up to and including termination and/or criminal charges. Misuses of the card will result in cancellation of the card and withdrawal of corporate credit card privileges. If the card is used for an employee's personal expenses, the employer reserves the right to recover these monies from the employee cardholder. Cardholders will be required to sign a declaration authorizing the company to recover, from their salary, any amount incorrectly claimed.

If a credit card is lost or stolen, the cardholder must immediately notify the charge card company and the Director of Administration of the loss, verbally and in writing.

Compensation: Employee Benefits

Benefits Eligibility

Full-time employees are eligible for DDA employee benefits on first of the month following 30 days of employment. The DDA provides comprehensive benefits which include, but are not limited to health, dental and life insurance, short term disability, long term disability, a deferred pension plan and statutory benefits that include Unemployment Compensation Insurance and

Workers' Compensation.

Health and Dental Coverage	Employer's Contribution	Employee's Contribution
Employee Only	100%	0%
Dependents	0%	100%

Health Insurance

DDA full-time employees including the Executive Director, unless specified in an Employment Contract, are eligible for Major Medical Group Coverage as health insurance. This plan will be renegotiated as market conditions and employee use dictates.

Dental Insurance

Active full-time employees of the DDA are eligible for group dental benefits. This plan provides for necessary treatment as required to establish and maintain the full-time employee's good oral health.

Life Insurance

Active full-time employees of the DDA are eligible for group life and AD&D insurance coverage. The employee is automatically covered for \$50,000 for life insurance and \$50,000 for AD&D Insurance upon enrollment.

Short Term Disability

Active full-time employees of the DDA are eligible for Short Term Disability insurance. The "Elimination Period" (waiting period) for all active full-time employees for an injury or sickness is seven (7) days. If an employee is totally disabled and hospital confined due to an injury resulting in a covered disability, benefits are payable from the first day of that confinement. The maximum weekly benefit is 60% of a person's basic weekly earnings, payable weekly to the insured as reduced by other income benefits, not to exceed \$1,000. In no event shall weekly benefits plus other income sources exceed 100%. Maximum benefit duration for all active full-time employees is thirteen (13) weeks after sick leave and annual leave has been exhausted.

Long Term Disability Insurance

Active full-time employees of the DDA are eligible for Small Group Long Term Disability insurance. This coverage will begin after the Short-Term Disability has ended and the employee meets the criteria of "disabled" under the Long-Term Disability Insurance coverage. The maximum monthly benefit for disability earnings is \$5,000. The monthly benefit percentage is 60% of a person's basic weekly earnings, reduced by any income received or is eligible to receive while disabled. This policy also covers an eligible survivor, if living at the time of the employee's death, otherwise the employee's living child(ren) under the age of 25.

Deferred Compensation Pension Plan

An employee's future financial security is largely dependent upon decisions that are made today. To have adequate retirement income, money must be set aside during their working career to provide for their future income needs. To assist in meeting these needs, the DDA has established a 414H Qualified Pension Plan, which employees are eligible to participate in upon their employment with the organization.

The DDA contributes 10% of an employee's annual pay to the pension plan. Employees contribute a mandatory 5% of their annual pay. These payments are in addition to required Social Security payments. Employee contributions are available upon retirement, death, disability or termination. Employer contributions will be available once the employee has become vested. Employees will become vested once they have been employed with the DDA for three years.

Specific details of the plan will be provided to employees in a Summary Plan Description. A copy of the plan is available for review from the Director of Administration.

Beyond Med

Active full-time employees of the DDA are eligible for beyond med benefits. Beyond Med is a licensed discount plan organization that provides savings on healthcare services. Beyond Med benefits are covered by the DDA 100% for active full-time employees, spouses, and dependents.

Effective September 1, 2025

Supplemental Benefits

The DDA offers all eligible employees the opportunity to participate in a number of optional "employee-pay-all" supplemental insurance plans, and to have the premium payments for these plans through payroll deductions. Supplemental benefits include vision care insurance, supplemental hospitalization insurance, cancer insurance, intensive care insurance, accident insurance and disability insurance. Some insurance plans require medical underwriting, and enrollment is subject to approval by the supplemental insurance carrier. There may be a number of options within a type of supplemental insurance, allowing employees to choose between several different types of coverage for different premium payments.

Annual Leave

Annual Leave is time off for employee's personal use. For purposes of this policy, leave may be requested in four (4) or eight (8) hour increments.

Full-time employees who have completed the ninety-day probationary period and whose normal work week is forty (40) hours or more shall be entitled to annual leave with pay. Temporary, seasonal and contract employees are not entitled to annual leave.

- The amount of annual leave is dependent on the time the employee has been continuously employed by the DDA as shown below:
- Employed for less than one (1) year 40 hours of annual leave
- Employed for less than five (5) years 80 hours of annual leave
- Employed for less than ten (10) years 144 hours of annual leave
- Employed for ten (10) or more years 160 hours of annual leave

Annual leave will be available January 1st of each year. Leave must be utilized by January 31st of the subsequent year. Any leave remaining after January 31st will be forfeited. Employees who are terminated may be paid for accumulated unused annual leave time upon separation from the DDA, except in cases of theft, fraud, embezzlement, or destruction of property. This is at the discretion of the Executive Director.

An employee may take no more than three (3) consecutive weeks (120 hours) of annual leave without the written approval of their immediate supervisor and the Director of Administration.

The Executive Director, or their appointed designee, is responsible for approving leave requests. Employees should give at least two (2) weeks' notice for leaves of 40 hours or more and one (1) week notice for leaves of 40 hours or less prior to scheduling annual leave in order to allow the Executive Director, or their appointed designee, time to plan the work that must be done in an employee's absence. Employees may take unpaid leave with the written permission of the Executive Director, or their appointed designee.

Holidays

Employees are paid eight (8) hours of holiday pay for each DDA-observed holiday. Holiday pay for regular part-time employees shall be computed according to the ratio that their work week relates to full-time employment but shall not exceed eight (8) hours per holiday. Employees with alternative work schedules will only be paid for eight (8) hours of holiday pay. Additional hours of annual leave or additional worked hours will be needed to balance the pay period. Employees must be in an active pay status the day before and the day after a holiday to receive pay for that holiday. An employee on Leave without Pay, absent without Official Leave or Time Not Worked will not be paid holiday pay.

Holidays that fall on Saturday will normally be observed on the preceding Friday, and holidays that fall on Sunday will normally be observed on the following Monday. The Executive Director, or their appointed designee, may provide a discretionary early release for staff who are actively working prior to a holiday. The DDA observes the following holidays.

- New Year's Day January 1st
- Martin Luther King Day 3rd Monday in January
- President's Day 3rd Monday in February
- Mental Health Day Floating day to be used in May only
- Memorial Day Last Monday in May
- Juneteenth... June 19th

Independence Day.....	July 4th
Labor Day.....	1 st Monday in September
Columbus Day.....	2 nd Monday in October
Presidential Election	1st Tuesday in November; Quadrennial
Veterans Day	November 11th
Thanksgiving Day.....	4 th Thursday in November
Thanksgiving Holiday	Friday following Thanksgiving
Christmas Day.....	December 25 th

Temporary employees will not be compensated for holidays. If a holiday falls on their scheduled day off, they will be granted an additional day off. If they are required to work on an observed holiday, they will be compensated in accordance with the policies governing annual leave.

Compensatory Time Off for Full-Time Status Employees

Regular status employees who are scheduled to work more than forty (40) hours during a workweek may receive additional time off as compensation for such overtime. To qualify for compensatory time off, the overtime work must be scheduled and approved in advance by the Executive Director, or their appointed designee, and verified by the immediate supervisor. Compensatory time off will be approved by the Executive Director, or their appointed designee, and scheduled at a time that is mutually agreeable. Part-time status employees are eligible for annual and sick leave based on actual hours worked and actual hours of paid leave used, exclusive of overtime hours, and up to the maximum specified in the standards set for DDA compensatory time.

Remote Work

Eligibility for participation is on a case-by-case basis at the sole discretion of the Executive Director or their appointed designee. Remote work is a privilege, not a right, and, if abused, can be revoked at any time at the discretion of the Executive Director or their appointed designee. Approval assumes that the employee will dedicate all working hours to DDA business in accordance with their regular schedule.

Typically, participation is extended to regular full-time employees who:

- Have completed a minimum of 12 months of continuous regular employment with the DDA.
- Maintain exceptional work performance and have no disciplinary history.
- Demonstrate the ability to work efficiently and effectively with minimal supervision.

Job responsibilities may not change due to an alternative location. Professionalism in terms of job responsibilities, work output, and customer orientation shall continue to follow the standards set by the DDA.

Remote Work Schedule

Eligible employees may request to work **one (1) day per week** remotely. Department Supervisors and their direct reports may not telework on the same day.

Employees may be required to attend in- person meetings, conferences, or events, etc. on scheduled telework days. If attendance is not possible, employees must provide advance notice to their supervisor.

Temporary remote work assignments may be requested for a short-term request, not to exceed **ten (10) consecutive working days** within a calendar year.

Employees must complete the Remote Work/Flex Schedule Request Form and obtain approval for their immediate supervisor and the Executive Director, or their appointed designee, prior to changing their work location.

It is important to note that performance standards are not lessened during remote work and supervisors remain accountable for ensuring work objectives are achieved. Remote workers are expected to commence working at their scheduled start time and finish at their scheduled end time, while taking lunch at the scheduled times.

Remote work is voluntary, barring any emergency circumstances, and does not change the terms and conditions of employment.

Remote may be discontinued at any time, at management's discretion. Every effort will be made to provide reasonable notice regarding the discontinuation of a remote work assignment.

The DDA will provide Workers' Compensation and liability protection as obligated by state statutes for the employee while in the course of employment within the agreed upon location and defined work schedule. The DDA assumes no responsibility for any activity, damages, or injury which is not directly associated or resulting from the official job duties for which the organization has no ability to exercise control. The DDA assumes no responsibility for the employee's personal property.

In addition, the following must be adhered to:

- A designated workspace should be a private home, apartment, or hotel room (not a lobby or public area). Other locations are not permitted as an alternative work area. The designated workspace should be maintained by the employee in clean, professional, and safe condition.
- The designated area must have internet speeds of 50 Mbps or greater, and immediate access to the mobile phone listed on the employees DDA contact form.
- Employees are expected to be available and communicative during scheduled work hours (EST).
- Work-related calls or virtual meetings should be conducted in a silent room with webcam. Virtual meetings should have a consistent background without other parties

being visible or background noises.

- Employee's should be available and response to emails, phone calls, and teams messages during scheduled work hours.
- Calendars must reflect lunch times and any other times an employee will not be reachable.
- Any change in the approved job assignment, location or defined work schedule must be reviewed and approved in advance.
- As liability may extend to accidents which could occur in the alternative work location, the DDA retains the right to make on-site inspections of this work area, at a mutually agreed upon time, to ensure that safe work conditions exist.
- The DDA recommends exercising caution with laptops including microphones and cameras and suggests covering webcams when not in use. The DDA is not responsible for personal liability or damages resulting from uncovered webcams.
- Employee expenses not specifically covered in this policy will be dealt with on a case-by-case basis between the employee and the Executive Director, or their appointed designee.
- Employees who work at home must manage dependent care and personal responsibilities in a way that allows them to successfully meet job responsibilities.

The employee should immediately notify their immediate supervisor if the employee is unable to perform work at the alternative worksite due to circumstances beyond his or her control, such as power outage or loss of internet access. Employees may be asked to return to the DDA Office.

Equipment

- Any hardware or software purchased by DDA remains the property of the organization and must be returned should the alternative work arrangement be terminated.
- Software owned by DDA may not be duplicated except as formally authorized by policy.
- Employees using DDA software must adhere to the manufacturer's licensing agreements.
- Restricted access materials (such as payroll, personnel files, etc.) may not be taken out of the office, copied, or compromised in any way. Employees working at alternate sites must take all precautions necessary to secure sensitive information and prevent unauthorized access.
- DDA equipment located at an alternative work location may not be used for personal activities.
- Any problems found on/with DDA equipment are to be reported immediately to the Director of Administration or Office Manager, including but not limited to theft, malfunction, phishing attempts, and damage. Theft claims must be filed timely and appropriately with local law enforcement.
- All computer equipment and devices used to connect to DDA's network must display reasonable physical security measures. Users are expected to secure their DDA-connected devices when they are physically at their machines as well as when they step away.

- For the security of DDA data, employees must follow procedures for uploading content to the server.

Flex Schedule

The DDA believes that its employees should maintain a proper work-life balance. To assist in this, the DDA may actively support flextime where it is reasonable and practical to do so and where operational needs will not be adversely affected.

It is the responsibility of the immediate supervisor to verify and ensure performance of employees with flex-time schedules. Flex-time schedules need to be placed in a central location so that all employees stay aware of who is covering various functions. Flextime is a privilege, not a right, and if abused, can be taken away at the discretion of the Executive Director, or their appointed designee.

Employees must complete the Remote Work/Flex Schedule Request Form and obtain approval for their immediate supervisor and the Executive Director, or their appointed designee, prior to changing their work schedule.

Professional Development

The DDA supports employees furthering their education. The DDA will assist employees who desire to take courses and/or pursue certifications as long as the skills attained apply to the goals and objectives of the DDA.

Employees who wish to take classes, courses, and/or pursue certifications must get approval from their immediate supervisor prior to the date of the course. Upon completion of the course the employee will be reimbursed fifty percent up to \$1,000 per fiscal year. Reimbursement will be made upon proof that the course was completed, the employee passed and proof of payment for the course.

Effective April 1, 2024

Social Security

The DDA equally shares the cost of the Federal Social Security Program with the employee. Each year the federal government establishes a maximum taxable wage base and contribution percentage which determines an employee's contribution level and the DDA's contribution level.

Worker's Compensation

The DDA pays the entire cost of Worker's Compensation. Benefits are payable for accidental injury received while working for the DDA (on-the-job injury). Applicable state and federal laws govern benefits. Disability income benefits are integrated with the DDA sick leave policy.

Payroll, Timekeeping and Leaves of Absence

Work Schedules

The normal workweek for employees is forty (40) hours, Monday through Friday. The standard office hours are 8:30am to 5:00pm; however, employees may request to vary their work schedule to ensure adherence to their part-time or full-time work schedule. Employee requests will be reviewed and approved or denied by the Executive Director or their appointed designee (See Remote Work and Flex Schedule Policy).

The workweek for all the DDA employees begins on Monday at 12:01am and ends at midnight on Sunday.

Absenteeism and Tardiness

Absenteeism and tardiness have a negative effect on productivity and morale. It is important that employees be at work and on time to accomplish the tasks required by the DDA.

If employees are going to be late more than fifteen (15) minutes past their scheduled starting time or absent from work due to an emergency, they must notify their immediate supervisor as far in advance of their work shift as possible. Absence or tardiness and/or failure to notify the Director of Administration may impact on an employee's work record, future pay and promotions, and may be cause for disciplinary action, up to and including termination.

- Not reporting to work and not calling to report the absence is a "no-call/no-show" and is a serious matter addressed with disciplinary action. A no-call/no-show lasting three (3) days may be considered job abandonment and may be deemed an employee's voluntary resignation of employment. If an employee is absent more than three (3) or more consecutive days without previously scheduling time off with their immediate supervisor, the employee must provide medical documentation to their immediate supervisor immediately upon returning to work. However, employees may also be requested to provide medical documentation and/or evidence of a medical appointment to confirm the reason for the requested absence of any length of time.

The DDA will record absences and/or lateness, and attendance records may be considered when assessing performance, evaluating requests for promotions, transfers, leaves of absence, and approved time off, as well as scheduling layoffs, etc. In addition, excessive absences and tardiness, either excused or unexcused, may result in disciplinary action, including termination of employment with DDA.

Prior to an employee being disciplined or terminated for excessive absenteeism or tardiness, each absence will be reviewed carefully taking into consideration extenuating circumstances and the employee's record. Examples of factors the organization may consider in evaluating attendance issues could include:

- Employee's explanation for absence or tardiness, including any documentation provided

- Total number of days absent or tardy
- Habitual one-day absence or tardiness
- Patterns of absence or tardiness
- Medically related absence or tardiness

Leaves Of Absence

The Downtown Development Authority (DDA) provides leave benefits to attract and retain employees. These policies set forth guidelines and procedures to fairly and consistently administer the various types of employee absences from work.

The Executive Director, or their appointed designee, is specifically authorized to approve or disapprove leave requests based on the employee's work requirements, leave history or failure to meet conditions for eligibility. Failure to report to work without approved leave, returning to work on a scheduled return day, excessive use of leave or use of leave for a non-legitimate reason may result in disciplinary action up to and including termination.

Immediate Family Defined

For purposes of determining eligibility under DDA leaves of absences, an immediate family member is defined as a spouse, registered domestic partner (defined as a person with whom the employee shares a residence and within the context of a committed relationship), registered domestic partner's parent, registered domestic partner's child, natural, adopted, foster or step-child, parent, step-parent, parent-in-law, brother, sister, step-brother or step-sister, grandparent, step-grandparent, grandchild, grandparent of spouse or registered domestic partner's grandparents, daughter-in-law, son-in-law, father-in-law, mother-in-law, any person for whom the employee is a legal guardian, and a sole dependent residing in the same household if such sole dependent is an allowable dependent pursuant to the Internal Revenue Service.

Sick Leave

The DDA recognizes that there are times when employees will be unable to work due to illness or injury to avoid risking their health and safety and that of their colleagues. Sick leave may be used to cover absence due to an employee's own illness, the illness of a family member, or for personal medical appointments. Sick leave may also be used to care for the employee's spouse, the children or parents of the employee or the employee's spouse, or any person for whom the employee or their spouse has caretaker responsibility, when the employee's presence is necessary. The DDA expects employees to stay home and/or seek medical attention during these times and has provided this sick leave program to assist employees financially. Accordingly, newly hired employees are eligible to receive (1) one day of sick leave for each full month of employment, beginning from their date of hire with the DDA. As of January 1st, of each year, employees will receive twelve (12) days of sick leave per year. Unused sick leave may be carried over from one calendar year to the next, however payment in lieu of sick leave is not allowed even upon termination except in the case of new employees who resign between month six (6) and twelve (12) of employment.

Due to the potential abuse of this benefit, both the employee and the DDA have certain responsibilities to ensure that the hours are available when they need it:

- Sick Leave will be charged only in four (4) or eight (8) hour increments.
- Employees are not entitled to use their sick leave benefit until completion of three (3) months of continuous employment with the DDA.
- Medical documentation is required if the employee is absent in excess of three (3) consecutive days without previously scheduling time off with their immediate supervisor. However, employees may also be requested to provide medical documentation and/or evidence of a medical appointment to confirm the reason for the requested absence of any length of time.

Sick leave will not be approved for absences due to illness or injury received while working for an employer other than the DDA. Sick leave will not be paid in addition to workers' compensation (if employees are injured while working for the DDA) to the extent that sick leave and worker's compensation will not exceed their normal base rate of pay.

If an employee is unable to report to work due to illness or injury, they must notify the Executive Director or Director of Administration at the earliest opportunity prior to the start of their work shift. If employees must leave work due to accident or illness, notify the Director of Administration. Failure to return to work upon the expiration of sick leave may result in disciplinary action, up to and including termination of employment from the DDA.

Furthermore, the DDA reserves the right to send an employee home and require the use of accrued sick leave in circumstances where management, acting in good faith, determines that the employee's health poses an immediate risk to the health and safety of other employees, clients, or to the efficient operation of the office.

Family and Medical Leave

The Family and Medical Leave Act (FMLA) is a federal law requiring employers to provide eligible employees of public agencies up to twelve (12) weeks of unpaid job-protected leave each year for any of the following reasons:

- For the birth and care of the newborn child of an employee
- For placement with the employee of a child for adoption or foster care
- To care for an immediate family member (i.e., spouse, child, or parent) with a serious health condition
- To take medical leave when the employee is unable to work because of a serious health condition

Employees are required to have worked for the DDA for a total of twelve (12) months and at least

1,250 hours during the preceding twelve (12) month period. The DDA has a right to thirty (30) days advance notice from the employee where practical.

Personal Leave of Absence

A personal leave of absence may be requested to obtain unpaid time for temporary disability, educational development, or other personal reasons. Requests must be in writing to the Executive Director or their appointed designee, stating the reason for the leave and the period in which they think they will be absent. Requests will be approved or denied at the discretion of the Executive Director or their appointed designee, based upon an evaluation of the need for leave, the employee's work performance and the needs of the DDA.

Upon return from leave, the DDA will attempt to reinstate employees in the same or comparable job; however, we cannot guarantee re-employment. Employees should notify the Executive Director, or their appointed designee, of at least thirty (30) days in advance of the employee's return to allow time to identify a suitable position.

Bereavement Leave

Bereavement leave is a paid absence taken at the time of the death of an immediate family member so that the employee may attend to family business, attend the funeral, or care for the emotional needs of self or family. An employee may be granted a maximum of five (5) consecutive days leave with pay due to the death in his/her immediate family. Verification of the death of and relationship to the deceased may be required by requesting a death certificate, funeral program or obituary from the newspaper. Failure to provide proper documentation may result in a deduction from the employee's annual leave, if applicable.

Domestic Violence Leave

Domestic Violence Leave without pay is available to an employee who has been employed by the DDA for three (3) months or more. Pursuant to Florida Statutes Section 741.313, an employee is allowed to take up to three (3) working days off in any twelve (12) month period if the employee or a family or household member of an employee is the victim of domestic violence, provided that the employee uses the leave from work to:

1. Seek an injunction for protection against domestic violence or an injunction for protection in cases of repeat violence, dating violence, or sexual violence
2. Obtain medical care or mental health counseling, or both, for the employee or a family or household member to address physical or psychological injuries resulting from the act of domestic violence
3. Obtain services from a victim services organization, including, but not limited to, a domestic violence shelter or program or a rape crisis center as a result of the act of domestic violence
4. Make their home secure from the perpetrator of the domestic violence or to seek new housing to escape the perpetrator

5. Seek legal assistance in addressing issues arising from the act of domestic violence or to attend and prepare for court-related proceedings arising from the act of domestic violence

Except in cases of imminent danger to the health or safety of the employee, or to the health or safety of a family or household member, an employee seeking leave from work under this section must provide their immediate supervisor appropriate advance written or verbal notice of the leave, along with sufficient documentation of the act of domestic violence. Such notice and documentation shall immediately be relayed to the Director of Administration.

An employee seeking Domestic Violence Leave must exhaust all annual leave, compensatory time, and sick leave, if applicable, that is available to the employee. If all available leave is exhausted, an employee qualifying under this section will receive up to three (3) days of unpaid leave.

Jury/Witness Duty Leave

Jury/Witness Duty leave with pay will be granted to an employee to respond to a summons to serve on a jury or as a witness. Upon receipt of a summons, the employee must provide a copy to his or her immediate supervisor. A copy of the proof of attendance form must also be provided after serving. Employees will be required to present the Executive Director, or their appointed designee, with a statement from the court, which states the time that they served the jury or as a witness.

Military Leave

The DDA supports the purpose of a ready military reserve of citizens. Accordingly, an employee may take up to two (2) weeks per year for the following reasons:

- To respond to a call to active duty in support of an ongoing national emergency
- Training
- Periods of active military service
- Funeral honors duty
- Attending examination to determine fitness to perform such service.

Employees will receive their regular base pay minus the amount received from the armed service for the period of such leave.

Employees must notify the Executive Director, or their appointed designee, of at least thirty (30) days in advance of their military leave, if applicable. Leave will be granted with job protection and benefits.

Leave Donation Pool

Employees may have a medical emergency, resulting in a need for additional time off in excess of their available paid sick leave. To address this need, all eligible employees will be allowed to

donate sick leave from their unused balance to the leave donation pool or receive donated sick leave from the donation leave pool in accordance with the policy outlined below:

- The donation of sick leave is strictly voluntary
- Employees may donate sick leave to a pool for use by eligible recipients
- Recipient identity will not be disclosed to donating employees
- The donation of sick leave is on an hourly basis, without regard to the dollar value of the donated or used leave
- The minimum number of sick leave hours that an eligible employee may donate is 4 hours
- The maximum number of sick leave hours an eligible employee may donate in one calendar year is 120 hours or no more than 50 percent of the employee's current balance
- Employees cannot borrow against future sick leave to donate
- Employees who are currently on approved leave of absence cannot donate sick leave
- Employees must be employed with DDA for a minimum of one (1) year to be eligible to donate and/or receive donated sick leave

Under this policy, a medical emergency is defined as a medical condition of an employee or an immediate family member that will require the prolonged/extended absence of the employee from duty and will result in a substantial loss of income to the employee due to the exhaustion of all paid leave available.

Employees who would like to request donated sick leave are required to complete a Donation of Sick Leave Request Form and submit it to the Director of Administration. Requests for donations of sick leave must be approved by the Executive Director or their appointed designee, the employee's immediate supervisor, if applicable and the Director of Administration.

If the recipient employee has an available sick leave balance, this time will be used prior to any donated sick leave; donated sick leave may only be used for time off related to the approved request. Employees who receive donated sick leave may receive no more than 480 hours (12 weeks) within a rolling 12-month period.

Any changes to previously requested or approved leave (*all leave types mentioned above*) must be submitted in writing to your immediate supervisor before the change is effective.

Workplace Health, Safety & Security

Mandatory Training

To ensure the health, safety, and security of the DDA, all employees are required to complete the following training on an annual basis:

- Ethics
- Harassment
- Active Shooter

- Safety

Reporting an Injury, Illness, or Incident

It is the responsibility of the employee to complete a Risk Management Form for each employee safety and health infraction that occurs or that the employee witnesses. Failure to report such an infraction may result in employee disciplinary action, up to and including termination.

Reporting an Injury/Illness

Employees must notify their immediate supervisor and the Director of Administration that they have had a work-related injury, even if they do not want medical treatment at the time. All accidents and incidents must be reported immediately, if not within 24 hours of the injury and/or illness.

Supervisors must thoroughly complete the Risk Management Form. If no treatment is required, the employee can report back to work. However, if the employee's injury and/or illness is serious (life-threatening), call 911 immediately so that the employee is taken to the nearest emergency room.

Drug and Alcohol-Free Workplace

In compliance with the Drug-Free Workplace Act of 1988, the DDA has a commitment to provide a safe, quality-oriented, and productive work environment. Alcohol and drug abuse pose a threat to the health and safety of employees and to the security of the organization's equipment and facilities. For these reasons, the DDA is committed to the elimination of drug and alcohol use and abuse in the workplace.

Employee Assistance

The DDA will assist and support employees who voluntarily seek help with drug or alcohol problems before becoming subject to discipline or termination under this or other DDA policies. Such employees will be allowed to use paid time off, be placed on leaves of absence, referred to by treatment providers and otherwise accommodated as required by law. Employees may be required to document that they are successfully following prescribed treatment and to take and pass follow-up tests if they have violated this policy previously.

Employees should report to work fit for duty and free of any adverse effects of illegal drugs or alcohol. This policy does not prohibit employees from the lawful use and possession of prescribed medications; however, employees are also prohibited from misusing legally prescribed or over the counter (OTC) drugs. Employees must consult with their doctors about the medications' effect on their fitness for duty and ability to work safely, and they must promptly disclose any work restrictions to their immediate supervisor.

Work Rules

Whenever employees are working, are present on DDA premises or are conducting DDA-related

work offsite, they are prohibited from:

- Using, possessing, buying, selling, manufacturing, or dispensing an illegal drug (to include possession of drug paraphernalia)
- Being under the influence of alcohol or an illegal drug as defined in this policy
- Possessing or consuming alcohol unless approved by the Executive Director or their appointed designee (See “Exceptions” below).

DDA will also not allow employees to perform their duties while taking prescribed drugs that are adversely affecting their ability to perform their job duties safely and effectively. Employees taking prescribed medication must carry it in a container labeled by a licensed pharmacist or be prepared to produce the container if asked.

Any illegal drugs or drug paraphernalia will be turned over to an appropriate law enforcement agency and may result in criminal prosecution.

Required Testing

Employees are subject to testing in the event of an accident or based on (but not limited to) observations by at least two witnesses of apparent workplace use, possession, or impairment. The Director of Administration, or their appointed designee, should be consulted before sending an employee for testing.

When reasonable suspicion testing is warranted, Executive Director, their appointed designee, and/or the Director of Administration will meet with the employee to explain the observations and the requirement to undergo a drug and/or alcohol test within two (2) hours. Refusal by an employee to be tested will be treated as a positive drug test result and will result in immediate termination of employment.

Under no circumstances will the employee be allowed to drive themselves to the testing facility. The Executive Director, their appointed designee, and/or Director of Administration must arrange for transportation for the employee.

Post-accident

Employees are subject to testing when they cause or contribute to accidents that seriously damage DDA machinery, equipment, or property or that result in an injury to themselves or another employee requiring offsite medical attention. A circumstance that constitutes probable belief will be presumed to arise in any instance involving a work-related accident or injury in which an employee who was operating a motorized vehicle is found to be responsible for causing the accident. In any of these instances, the investigation and subsequent testing must take place within two (2) hours following the accident, if not sooner.

Consequences

Employees who test positive, or otherwise violate this policy, may be subject to discipline, up to and including termination.

Employees will be paid for time spent on alcohol or drug testing and then suspended pending the results of the drug or alcohol test. After the results of the test are received, the Director of Administration will contact the employee to discuss the findings. Should the results prove to be negative, the employee will receive back pay for the times/days of suspension.

Exceptions

Exceptions may be made for alcohol consumption at work-related social events, trainings and meetings if approved by the Executive Director or their appointed designee.

However, employees are ultimately responsible for their choices and behavior regarding the consumption of alcohol when it is approved at work-related social events, trainings and meetings. Employees should be aware that they may be held individually or collectively liable for incidents caused by the uncontrolled or illegal use of alcohol. Accordingly, employees are always expected to act appropriately and professionally and to comply with all DDA policies, including the DDA Code of Ethics and Professional Conduct.

Smoke-Free Workplace

The DDA recognizes the hazards caused by exposure to environmental tobacco smoke, as well as the life-threatening diseases linked to the use of all forms of tobacco, it is our policy to provide a healthy tobacco-free environment for all employees and visitors.

The DDA's smoking policy applies to all smoking products, including but not limited to cigarettes, cigars and pipes, chewing tobacco, as well as products such as "electronic cigarettes" that are inhaled and emit a vapor, mist or gas.

The policy prohibits smoking and the use of tobacco products by employees and the public within the office building and DDA-owned vehicles.

Smoking is allowed in designated smoking areas. Breaks for the purpose of using tobacco or similar products must be kept to a minimum. Litter should be properly disposed of in the receptacles provided.

Emergency Closings

At times, emergencies such as severe weather, fires, power failures, national security, states of emergency, acts of God can disrupt DDA operations. In extreme cases, these circumstances may require the closing of the office. When operations are officially closed due to emergency conditions, the DDA will follow the reasonable guidelines for being closed and reopening when the emergency has concluded.

The DDA will follow the direction of the City of West Palm Beach Emergency Operations Director for emergency closings (unless related to an emergency of the building where DDA maintains its offices). The Executive Director, or their appointed designee, will advise DDA when employees

are released for the emergency. Employees will be informed when the DDA will be open for business as usual following severe or inclement weather unless there is a public announcement to the contrary.

Prior to normal starting time when it is announced that the offices will be closed due to an emergency, all employees who are scheduled to work will be paid regularly for such time off. If the offices are open, all employees are expected to make reasonable efforts to get to work. Employees unable to arrive for work due to extenuating circumstances will be charged eight (8) hours of annual leave. All employees who are unable to report to work are required to call the Director of Administration and report their absence at least 30 minutes prior to the start of their workday.

On days when conditions worsen as the day progresses, the DDA may decide to close the office early. Employees will be expected to remain at work until the designated closing time, unless they receive permission from their immediate supervisor, the Director of Administration, the Executive Director, or their appointed designee to do otherwise.

Workplace Violence

The DDA does not tolerate any type of workplace violence committed by or against employees. Employees are prohibited from making threats or engaging in violent activities. This non-exhaustive list of behaviors provides examples of conduct that is prohibited:

- Causing physical injury to another person
- Making threatening or intimidating remarks
- Displaying aggressive or hostile behavior that creates a reasonable fear of injury to another person or subjects another individual to emotional distress
- Intentionally damaging employer property or property of another employee
- Possessing firearms, weapons, and other dangerous or hazardous devices or substances while on DDA property or while conducting DDA business without proper authorization
- Committing acts motivated by, or related to, sexual harassment or domestic violence

All threats of (or actual) violence, both direct and indirect, should be reported as soon as possible to an immediate supervisor, Director of Administration, Executive Director, their appointed designee or any other member of management. This includes threats by employees, as well as threats by clients, vendors, solicitors, or other members of the public. When reporting a threat of violence, employees should be as specific and detailed as possible.

The DDA encourages employees to bring their disputes or differences with other employees to the attention of their immediate supervisor or the Director of Administration before the situation escalates into potential violence. We are eager to assist in the resolution of employee disputes and will not discipline employees for raising such concerns.

Active Shooter Situation

The DDA places the highest priority on the preservation of the lives of our employees and constituents, therefore in the event of an active shooter situation, where an armed individual enters the workplace, and randomly begins shooting people, the DDA's prescribed course of action for employees is to "Leave, Hide Out or Take Action".

- a. Leave – If there is an accessible escape path, attempt to evacuate the premises
- b. Hide Out – If evacuating is not possible, find a place to hide where the active shooter is less likely to find you
- c. Take Action – As a last resort, and only when one's life is in imminent danger, attempt to disrupt and/or incapacitate the active shooter

Communicable Diseases in the Workplace

Employees are expected to reduce or prevent the spread of communicable disease in the workplace by engaging in the following actions to protect themselves, co-workers and individuals. Employees:

- Should stay home if they have or suspect that they have a communicable disease. The employee may return to work only after being free from symptoms for 24 hours or as recommended by a licensed medical professional.
- Should practice proper hygiene in the workplace by covering their mouth and nose when coughing or sneezing and washing their hands often.

The DDA will cooperate with County and State Health Departments in the event of a communicable disease event occurring. All closing procedures will conform to the regulations for communicable disease control as set forth by the County and/or State.

If conditions mandate that the DDA close, employees should take laptops home to continue working whenever possible. Please refer to the Emergency Closings section of this manual for further detail.

Technology and Communication

The DDA encourages constant communication between all levels of staff throughout the organization. We employ various methods of communication to develop a sense of community including "Open Door" communication processes which provide employees with easy access and opportunities to express suggestions and concerns to any level of management. Accordingly, if employees have communicated a suggestion or concern directly to their immediate supervisor and they are not satisfied with the result, they should feel free to escalate the situation directly to the Executive Director, or their appointed designee.

The DDA operates as a team, and effective communication among employees, The Executive Director, and the Board is essential to successful teamwork. By working together to uphold the goals outlined below, we can foster collaboration and ensure the DDA is well-managed and

efficiently operated.

Board Communication

To ensure consistent messaging and effective coordination, all communication between staff and the Board of Directors is managed through the Executive Director. This approach helps maintain transparency and alignment within the organization.

1. The Executive Director, or their appointed designee, should always be kept fully informed of department operations/activities. Communication can be made either verbally or in written form.
2. The Executive Director, or their appointed designee, should be notified of all emergency situations at the time they occur or shortly afterwards, either at the office, by email or by cell phone.
3. The Executive Director, or their appointed designee, expects that management memorandums/work directives/information requests from his/her office be acted upon and disposed of in an efficient and timely manner. Promptness is very important.
4. The Executive Director, or their appointed designee, should be kept informed before initiating work on special projects.
5. In his/her absence, all communication efforts for the Executive Director's benefit should also be extended to or their appointed designee.

The Executive Director, or their appointed designee, must be consulted to have items placed on the DDA Board agenda for DDA Board consideration. The time schedule must be met with proper and efficient agenda preparation and employees will be responsible for meeting these deadlines.

Regularly scheduled staff meetings will be held at the DDA Office at the direction of the Executive Director, or their appointed designee. The purpose of these meetings is to:

- make each other aware of major actions and functions respective departments are undertaking, or contemplating
- become involved in educational training exercises and varied learning experiences pertinent to departmental operations as well as a total scope of the DDA services
- review and prepare for upcoming Board Meetings
- communicate feelings regarding DDA operations/management

Employees' presence at these staff meetings is mandatory. If a staff member is excused from participation for whatever reason, i.e., sick, annual, conferences, meetings, etc. they are responsible for reviewing staff meeting notes and following up with another staff member for additional details.

Electronic Communication and Internet Use

Electronic communication is a fast and easy way to transfer messages throughout the organization; however proper protocol must be established to avoid misuse. The following guidelines have been established for using the Internet, e-mail and other messaging systems in

an appropriate, ethical and professional manner:

- Internet, DDA-provided equipment (e.g., laptops, and computers) and services may not be used for transmitting, retrieving, or storing any communications of a defamatory, discriminatory, harassing, or pornographic nature.
- The following actions are forbidden: using disparaging, abusive, profane or offensive language; creating, viewing or displaying materials that might adversely or negatively reflect upon the organization or be contrary to the DDA's best interests; and engaging in any illegal activities, including piracy, cracking, extortion, blackmail, copyright infringement, and unauthorized access of any computers and DDA-provided equipment such as laptops.
- Employees may not copy, retrieve, modify or forward copyrighted materials, except with permission or as a single copy for reference only.
- Employees must not use the system in a way that disrupts its use by others. Employees must not send or receive large files that could be saved/transferred via thumb drives. Employees are prohibited from sending or receiving files that are not related to work.
- Employees should not open suspicious e-mail, pop-ups, or downloads. Contact the Director of Administration with any questions or concerns to reduce the release of viruses or malware.
- Internal and external e-mails are considered business records and may be subject to discovery in the event of litigation. Be aware of this possibility when sending e-mail within and outside the organization.

Email Etiquette

Please remember that all correspondence from the DDA reflects the agency. Therefore, please check spelling and grammatical errors before sending, and make sure the information is complete. It is helpful to abide by the following basic guidelines:

- When an email is addressed to a specific individual, the sender is expecting a reply from that individual or the others on that same address line. However, not everyone needs to reply.
- If an individual is copied on the email, they are being made aware of what is happening in the conversation but are not required to reply.
- When replying to any email, please "Reply All" so that everyone is kept in the loop of the conversations, actions being taken, or appointments being set, if applicable.
- Of course, use judgement as some exceptions may apply.

Right to Monitor

All DDA-provided technology and DDA-related work records belong to the organization and not to the employee. DDA routinely monitors use of DDA-provided technology. Inappropriate or illegal use or communications may be subject to disciplinary action up to and including termination of employment.

Prohibited Internet Use

Employees are prohibited from accessing the internet from a DDA-provided computer or through DDA internet access for the engaging in any of the following:

- Receipt and dissemination of sexually explicit, hate-oriented, threatening, or illegal information, including discriminatory and offensive jokes or cartoons;
- Gambling;
- Unauthorized creation, downloading, viewing, storage, copying, or transmission of sexually explicit or sexually oriented material;
- Promotion or endorsement of outside business ventures or profit-making ventures (e.g., personnel may not operate a business or pursue non-DDA employment activities with DDA's computers or Internet resources.) This includes any compensation, outside employment;
- Engagement in matters directed toward the success or failure of a political or religious party, candidate for partisan political office, or partisan political group, or activity in support of religious or political fundraising;
- Engagement in any direct or indirect lobbying;
- Activity that interferes with legitimate access to government, commercial, or other networks or systems;
- Unauthorized destruction or corruption of governmental, commercial, or other data or resources;
- Unauthorized sharing of government or commercial information or software not authorized for disclosure or used by others or in a manner that is not authorized, to include peer-to-peer, cloud drive for file sharing outside of DDA, unless authorized;
- Use that could generate or result in an additional charge or expense to the DDA;
- Downloading of streaming video or audio files for amusement or entertainment purposes;
- Fundraising efforts or political activities;
- Use of DDA e-mail addresses in a manner that may give the false impression that an individual's otherwise personal communication is authorized by the DDA, including use of an individual's title or DDA's name when using a social networking site, blog, wiki, video or other file sharing site, or other Website or Web service for personal reasons.

When in doubt, please consult with your immediate supervisor or the Director of Administration for clarification.

Mobile /Cellular Telephone Stipend

Full-time employees of the DDA may be required to use their personal mobile/cellular telephone in order to satisfactorily perform their duties. Accordingly, if job related mobile/cellular phone use qualifies as "extensive", as determined by the Executive Director, or their appointed designee, an employee may receive a monthly stipend of Twenty-Five Dollars (\$25.00), Fifty Dollars (\$50.00), or One Hundred Dollars (\$100.00) per month (depending on required usage) to defray the cost of such mobile/cellular phone use (minus applicable payroll taxes*).

****Any employee who receives a mobile/cellular telephone stipend shall be required to retain and***

maintain telephone call records/telephone invoices for one (1) fiscal year in accordance with Florida Department of State General Records Retention Schedule (GS1-SL).

Office Equipment and Supplies

Employees are provided with office equipment and supplies necessary to perform their work. Although the office equipment and supplies are the property of the DDA, employees are responsible for seeing that they are kept in good order. Employees may be asked to reimburse the DDA for lost or broken office equipment and supplies.

Office Passwords Policy

The DDA will assign all office passwords to employees for access to all programs relevant to each specific position. No employee shall share any password for any reason without the prior approval of the DDA Executive Director or their appointed designee. Passwords that are changed need to be updated in the password list kept in SharePoint. Any violation of this policy will be deemed an act of insubordination and may result in the immediate termination of employment.



EMPLOYEE HANDBOOK ACKNOWLEDGMENT OF RECEIPT

This Employee Handbook describes important information about The West Palm Beach Downtown Development Authority (DDA), and I understand that I should consult the Director of Administration and/or the Executive Director or their appointed designee regarding any questions not answered in this Handbook or relevant concerns that I may have. I have entered my employment relationship with DDA voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or DDA can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable federal or state law.

I understand and agree that, other than the Board of Directors or designee, no manager, supervisor, or representative of DDA has any authority to enter into any agreement for employment other than at-will; only the Board of Directors or designee has the authority to make any such agreement and then only in writing signed by the Board of Directors or designee.

This Handbook and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of my employment with DDA. By distributing this Handbook, the DDA expressly revokes any and all previous policies and procedures which are inconsistent with those contained herein.

I understand that, except for employment at-will status, any and all policies and practices may be changed at any time by DDA, and the organization reserves the right to change my hours, wages and working conditions at any time. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. Only the DDA Executive Director, or their appointed designee, of the DDA has the ability to adopt any revisions to the policies in this Handbook.

I understand and agree that nothing in this Employee Handbook creates, or is intended to create, a promise or representation of continued employment and that employment at DDA is employment at-will, which may be terminated at the will of either DDA or myself. Furthermore, I acknowledge that this Handbook is neither a contract of employment nor a legal document. I understand and agree that employment and compensation may be terminated with or without cause and with or without notice at any time by DDA or myself.

I have received the Handbook, and I understand that it is my responsibility to read and comply with the policies contained in this Handbook and any revisions made to it.

Employee Signature

Date

DDA Director of Administration

Date

EMPLOYEE COPY



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Employee Signature

Date

DDA Director of Administration

Date

TO BE PLACED IN EMPLOYEES' FILE