



SAN ANTONIO HOUSING AUTHORITY

PERSONNEL PROCEDURES

HANDBOOK

March 5, 2009

**SAHA ADMINISTRATIVE PROCEDURES
PERSONNEL**

Table of Contents

CHAPTER I- INTRODUCTION	8
1.1.1 Purpose	8
1.1.2 Policy	8
1.1.3 Responsibilities	8
1.1.4 Comparability	8
1.1.5 Applicability	9
1.1.6 Dissemination	9
CHAPTER II – EMPLOYMENT	10
EQUAL EMPLOYMENT	10
RECRUITMENT & SELECTION PROCESS	11
2.2.1 Initiating Hiring Process	11
2.2.2 Recruitment	11
2.2.3 Selection Process	12
2.2.4 Offers of Employment	12
2.2.5 Housing Authority Residents	13
2.2.6 Re-Employment	13
PROCESSING NEW EMPLOYEES	14
IDENTIFICATION OF EMPLOYEES	15
CATEGORIES OF EMPLOYMENT	16
2.5.1 Regular Full-Time	16
2.5.2 Provisional	16
2.5.3 Part-Time	16
2.5.4 Temporary	17
2.5.5 Grant-Funded	17
2.5.6 Security Officers	17
EMPLOYEE’S PERSONNEL FILE	18
PROMOTIONS, DEMOTIONS AND TRANSFERS	19
2.7.1 Promotions	19
2.7.2 Demotion	19
2.7.3 Lateral Transfers	19
INJURY/ILLNESS ADMINISTRATION	20
2.8.1 Occupational Injury	20

2.8.2 Injury/Illness Leave General Provisions	20
2.8.3 Fitness-for-Duty Report	21
NEPOTISM	22
CONFLICTS OF INTEREST/OUTSIDE INTERESTS	23
2.10.1 Conflict of Interest	23
2.10.2 Outside Activities:	23
2.10.3 Outside Employment	24
HATCH ACT	25
EXITING EMPLOYEES	26
2.12.1 Final Pay and Processing	26
2.12.2 Unemployment Compensation	26
2.12.3 Reduction in Force (RIF)	27
CHAPTER III – COMPENSATION	29
SALARY ADMINISTRATION	29
3.1.1 Assigning Salary Rates	29
3.1.2 President and CEO	29
3.1.3 Pay Day/Pay Cycle	29
3.1.4 On-Call Pay for Non-Exempt Maintenance Employees	29
3.1.5 Overtime Pay for Non-Exempt	32
3.1.6 Work Performed on SAHA Holidays	32
3.1.7 Time and Attendance Records	32
3.1.8 Mandatory Deductions from Paychecks	32
3.1.9 Voluntary Employee Pay Deductions	33
3.1.10 Wage Garnishments	33
3.1.11 Working Out of Classification	33
3.1.12 Overpayments	34
3.1.13 Separation Pay	34
Fair Labor Standards Act (FLSA)	35
3.2.1. Full Compliance	35
3.2.2 Child Labor	35
NEW POSITIONS	36
3.3.1 Approvals Needed	36
3.3.2 Forward to Human Resources	36
3.3.3 Final Approval	36
POSITION DESCRIPTIONS/CLASSIFICATION	37
3.4.1 Job Description	37
3.4.2 Job Class Specifications/Classification	37
3.4.3 Responsibilities	37

3.4.4 Changes & Concerns	37
EXPENSE REIMBURSEMENT	38
CHAPTER IV – BENEFITS	39
HOLIDAYS	39
PERSONAL TIME OFF (PTO)	40
4.2.1 PTO Administration	40
4.2.2 PTO at Separation	41
4.2.3 Legacy Annual Leave	41
4.2.4 Legacy Sick Leave	41
4.2.5 Fitness for Duty Report	42
INSURANCE	43
4.3.1 Medical Insurance	43
4.3.2 Dental Insurance	43
4.3.3 Vision Insurance	44
4.3.4 Life Insurance	44
4.3.5 Short Term Disability (STD) Insurance	44
4.3.6 Long Term Disability (LTD) Insurance	44
4.3.7 Fitness-for-Duty Report	45
FLEXIBLE SPENDING ACCOUNTS	46
PENSION PLAN	47
FAMILY AND MEDICAL LEAVE ACT (FMLA)	48
4.6.1 FMLA Leave	48
4.6.2 Benefits Continuation	49
4.6.3 Payment of Health Plan Premium	49
4.6.4 COBRA Provisions	49
4.6.5 FMLA Administration	49
4.6.6 Intermittent Leave	50
4.6.7 Medical Certification	50
4.6.8 Returning To Work	50
4.6.9 Exhausting FMLA Leave	51
4.6.10 Key Employees	51
4.6.11 Periodic Status Report	51
4.6.12 Fitness-for-Duty Report	51
4.6.13 Employee Evaluations after FMLA	53
WORKER’S COMPENSATION INSURANCE	54
EMPLOYEE ASSISTANCE PROGRAM	55
FUNERAL LEAVE	56
JURY DUTY	57

MILITARY LEAVE	58
4.11.1 Requesting Leave	58
4.11.2 Military Training	58
4.11.3 Active Duty	58
4.11.4 Health Insurance	59
4.11.5 Reinstatement	59
ADMINISTRATIVE LEAVE	60
AUTHORIZED LEAVE WITHOUT PAY (LWOP)	61
DEFERRED COMPENSATION	62
DUES, MEMBERSHIPS AND FEES	63
TRAINING, SEMINARS AND COURSES	64
ALTERNATIVE WORK SCHEDULE/FLEX TIME	65
4.17.1 Implementation	65
4.17.2 SAHA Central Office Schedule	65
4.17.3 9/80 Workweek	65
4.17.4 Flex Time	65
4.17.5 Selection of Work Schedule	66
4.17.6 Holidays	66
4.17.7 Exempt Employees	66
4.17.8 Participation	66
4.17.9 FLSA	66
TRAVEL PROCEDURES	67
4.18.1 SAHA Travel	67
4.18.2 Responsibilities	67
4.18.3 Requests for Travel Authorization	68
4.18.4 Authorized Travel Expense	68
4.18.5 Expenses Incurred Within Jurisdiction of Housing Authority	69
4.18.6 Travel Advances	69
4.18.7 Reimbursement and Accounting for Travel Allowance	70
4.18.8 Procedures	70
CHAPTER V-EMPLOYEE CONDUCT	71
GENERAL CONDUCT	71
CUSTOMER RELATIONS	72
5.2.1 Interaction With Residents	72
5.2.2 Relationships between Employees and Residents	72
ENTRY INTO APARTMENTS	73
5.3.1 Entering Apartments	73
5.3.2 Entry To Service Notices	73

5.3.3 Entry By Police Officer	73
5.3.4 Access by Third Parties	74
SEXUAL HARASSMENT/HARASSMENT	75
5.4.1 Definition of Harassment	75
5.4.2 Employee Responsibility	76
5.4.3 Investigating Harassment	76
VIOLENCE IN THE WORKPLACE	77
5.5.1 Prohibited Conduct	77
DRUG/ALCOHOL FREE WORKPLACE	78
5.6.1 Alcohol, Drugs & Controlled Substances Prohibited	78
5.6.2 Substance Abuse Testing	78
5.6.3 CDL Drug Testing	79
5.6.4 Tobacco Use Prohibited in the Workplace	80
CONFIDENTIALITY	81
FRAUD PREVENTION PROGRAM	82
5.8.1 Fraud and Related Criminal Activities	82
5.8.2 Other Irregularities	83
5.8.3 Investigation Responsibilities	83
5.8.4 Authorization for Investigating Suspected Fraud	83
5.8.5 Reporting Suspected Fraud	83
5.8.6 Termination	84
5.8.7 Administration	84
USE OF SAHA PROPERTY	85
5.9.1 SAHA Vehicles	85
5.9.2 SAHA Vehicle Insurance	85
5.9.3 SAHA Drivers	85
5.9.4 Tickets, Accidents	86
5.9.5 Limited Personal Use of SAHA Office Equipment	86
5.9.6 Computer Facilities	86
5.9.7 SAHA Telephones	88
5.9.8 SAHA Charge, Gas or Purchasing Cards	89
UNIFORMS AND APPEARANCE	90
5.10.1 Uniformed employees	90
5.10.2 Non-uniformed Employees	90
5.10.3 Shoes	90
5.10.4 Casual Day Dress Code	90
5.10.5 Prohibited Dress	90
SAFETY	92

5.11.1 Office Space/SAHA Buildings	92
5.11.2 Reporting Safety Issues	92
5.11.3 Personal Protective Equipment	93
5.11.4 Housekeeping	94
5.11.5 Parking Areas	94
5.11.6 Access to Building and Restricted Areas	94
5.11.7 Property and Equipment Care	95
5.11.8 Fire Prevention	95
5.11.9 Tobacco	95
5.11.10 Severe Weather and Emergency Conditions	95
5.11.11 Effect of SAHA's Decision to Close	96
TIME AND ATTENDANCE	97
5.12.1 General Provisions Regarding Attendance	97
5.12.2 Excessive Absences	98
5.12.3 Time and Attendance Reports	98
UNACCEPTABLE CONDUCT	99
5.13.1 Unacceptable Conduct	99
5.13.2 Lobbying Restrictions	101
DISCIPLINARY ACTIONS	102
5.14.1 Types of Disciplinary Actions	102
5.14.2 Progressive Disciplinary Process	102
5.14.3 Separation of Employment	102
5.14.4 Group I-Rules and Regulations	103
5.14.5 Group II- Rules and Regulations	104
5.14.6 Group III -Rules and Regulations	106
5.14.7 Implementation	107
COMPLAINTS, GRIEVANCES & APPEALS	108
5.15.1 Purpose	108
5.15.2 Definitions	108
5.15.3 Responsibilities	108
5.15.4 Guidelines	109
5.15.5 Procedures	110
CHAPTER VI-EMPLOYEE DEVELOPMENT	112
PERFORMANCE MANAGEMENT	112
6.1.1 Performance Reviews	112
6.1.2 Transferred Employees	112
6.1.3 Performance Improvement Plan (PIP)	112
TUITION REIMBURSEMENT	113

6.2.1 Purpose	113
6.2.2 Eligibility	113
6.2.3 Administration	114
6.2.4 Courses	115
6.2.5 Reimbursement	115
6.2.6 Other Applications	116
AWARDS PROGRAMS	117
TRAINING	118

PROCEDURE NUMBER: 1.1
TITLE: INTRODUCTION
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 001

INTRODUCTION

1.1.1 Purpose

These Personnel Procedures have been implemented by the President and CEO, consistent with the authority granted and in support of the policies adopted by the Board of Commissioners. These procedures are designed to inform SAHA employees about their responsibilities at SAHA, and to promote and increase productivity, efficiency and responsiveness within the Housing Authority. Nothing in these procedures should be construed as creating a contract of employment between the employee and SAHA. Nothing in these procedures shall limit, change or modify the employment at-will policy permitting an employee or SAHA to end the employment relationship for any or no reason at any time. SAHA, by and through its President and CEO, reserves the right to change these procedures, from time to time, as it deems appropriate.

1.1.2 Policy

The Housing Authority of the City of San Antonio (“SAHA”) is committed to building and maintaining affordable housing for the citizens in our community and endeavors to serve its clients and all citizens with the highest level of professionalism, compassion and respect.

1.1.3 Responsibilities

These Personnel Procedures apply to all SAHA departments and employees of the affiliates of SAHA. The President and CEO of SAHA has designated the Human Resources Department as the administrator of these procedures. In the event any employee has any question relating to these Personnel procedures, the Director of Human Resources or designee should be contacted.

1.1.4 Comparability

In accordance with Section 307, Part II, of the Annual Contributions Contract (ACC) between the Housing Authority and the U.S. Department of Housing and Urban Development (HUD), SAHA shall maintain compensation and benefit practices that are comparable to organizations with which the Housing Authority competes for its labor force and which are comparable to industry standards. Organizations that are suitable

for comparison include, but are not limited to, other Public Housing Agencies, other public sector employers, non-profit organizations and private sector organizations.

1.1.5 Applicability

These procedures apply to all Housing Authority employees except where inconsistent with law.

1.1.6 Dissemination

These procedures will be disseminated to and discussed with all newly hired employees during worksite orientation at the time of employment processing. Supervisors will maintain a copy of these procedures for official office reference.

PROCEDURE NUMBER: 2.1
TITLE: EQUAL EMPLOYMENT
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 002

EQUAL EMPLOYMENT

SAHA is an equal employment opportunity employer. Employment decisions are based on business needs, conduct and merit, and not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status or political affiliation. SAHA complies with the law regarding reasonable accommodation for the handicapped and the disabled, and all other federal and state laws. SAHA will not discriminate against any qualified employee or job applicant with respect to any terms, privileges or conditions of employment because of a person's physical or mental disability.

The Human Resources Department is responsible for ensuring that equal employment opportunity notices are posted near employee gathering places as required by law. These notices summarize the rights of employees to equal opportunity in employment and list the names and addresses of the various government agencies that may be contacted in the event that any person believes he or she has been discriminated against.

PROCEDURE NUMBER: 2.2
TITLE: RECRUITMENT & SELECTION PROCESS
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 005

RECRUITMENT & SELECTION PROCESS

2.2.1 Initiating Hiring Process

All requests for position vacancy announcements shall be submitted to the Human Resources Director through the applicable supervisory channels on a Personnel Action Request (PAR) form. Directors must ensure that the position being requested is authorized in the current approved budget(s) and organizational chart, and that it is essential that the vacancy be filled based on a current needs analysis.

2.2.2 Recruitment

SAHA will post position vacancies on the SAHA desktop and, if open to the public, the position will be posted on the SAHA website until the position is filled. At a minimum, postings shall be open for not less than five working days. In the event of a lateral transfer or other special circumstance, internal placements may be authorized without posting of the position internally, following appropriate documentation and written authorization from the President and CEO or his designee.

All persons interested in being considered to fill a position vacancy must complete the SAHA Job Application, and submit it to the Human Resources Office not later than the announced closing date. A previous application by an employee for an identical position within the past six months may be re-activated by calling the Human Resources Department.

A. Applicant List

The Human Resources Office will prepare a list of persons that have applied for each announced position vacancy.

B. Applicant Screening

Individual applications will be screened and organized by a Human Resources recruiter, for the minimum qualifications required for the position. The Human Resources Department will provide all qualified applicants to the hiring manager for review. Following review of the applications, the hiring manager, in consultation with the Human Resources Supervisor, will make his/her recommendations for those applicants to be interviewed, and the Human Resources Office will then schedule the interviews.

C. Interviews

Human Resources will be responsible for scheduling and coordinating applicant interviews. Before interviews are conducted, the Human Resources Department will inform supervisors and other interviewing personnel of appropriate and inappropriate interview questions and techniques so the agency will comply with all applicable equal employment opportunity laws and regulations. In addition, the hiring manager or his/her designee will participate in the interview process.

2.2.3 Selection Process

The proper and impartial selection of well-qualified personnel to fill position vacancies is important to SAHA. Selection recommendations should be made objectively with absolute impartiality, absence of bias, and in accordance with the principles of equal opportunity and affirmative action, as appropriate.

After the interview process has been completed, the hiring manager will complete a Recommendation for Selection form, and forward the form through the appropriate supervisory channels to the Human Resources Department for processing.

2.2.4 Offers of Employment

A. Employment Offer

Provided that everything is in order with regard to the employment recommendation, Human Resources will coordinate with the supervisor in preparing the offer of employment.

Replies to offers of employment will be received by the Human Resources Director. Based upon the response, the Director will either resume the recruitment process or forward the information to the Chief Operating Officer (COO) and Chief Financial Officer (CFO) for review and recommendation.

B. Background Review

All offers of employment and promotion are subject to:

- 1) a review of employment, educational and criminal records; and
- 2) final approval by the President and CEO or his/her designee.

SAHA seeks to ensure that potential employees will be successful stewards of the public trust. In that effort, the Human Resources Department is responsible for conducting prior employment, education and criminal background checks as part of the pre-employment process. More specifically:

- SAHA conducts verification of prior employment and education records as a part of the pre-employment process.
- SAHA conducts a criminal background check as part of the pre-employment process; and periodically during the course of employment.
- Employees whose work requires operation of a motor vehicle must present and maintain a valid driver's license.
- All employees who drive SAHA vehicles will consent to a periodic background check regarding their driving record.
- Employees are required to maintain a valid driver's license sufficient to meet the requirements of SAHA.

2.2.5 Housing Authority Residents

The Housing Authority will make every reasonable effort to provide employment opportunities for residents. These efforts will include accepting employment applications from residents year-round and providing for job skill training as appropriate. Advertisements for vacant positions will be posted in conspicuous locations to ensure the residents' knowledge of the openings. Applications may be completed at housing development site offices or at the Central Office.

2.2.6 Re-Employment

Preferential re-employment lists will be developed and maintained for one year for those employees who have been separated by a reduction-in-force process (Section 10.5) or who have taken personal leave or other approved leave and have not been reinstated (Section 9.12B). When a vacancy occurs, qualified persons whose names are on the list will be given preference over persons whose names are not on this list.

Individuals who separated from employment with SAHA on good terms are eligible for rehire on the same terms as other applicants for employment.

PROCEDURE NUMBER: 2.3
TITLE: PROCESSING NEW EMPLOYEES
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 001

PROCESSING NEW EMPLOYEES

The first day an employee reports to work under SAHA's payroll is the "official" anniversary date. The anniversary date is also called the employee's seniority date, and is used to compute various conditions and benefits for SAHA employees.

New employee processing will include the issuance of an employee identification number that will be used in all transactions involving the employment of that individual while at SAHA, as well as registration for benefits selection, parking privileges, delivery and acknowledgement of handbook, policies and procedures, and related matters.

PROCEDURE NUMBER: 2.4
TITLE: IDENTIFICATION OF EMPLOYEES
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 001

IDENTIFICATION OF EMPLOYEES

To maintain a reasonable degree of security and provide positive identification, every employee is issued and is required to wear the identification card issued by SAHA in the conduct of official SAHA business.

- A. Issuance. SAHA’s Human Resources Department has the responsibility for issuing and replacing all identification cards and for maintaining related records.
- B. Use. The identification card must be attached to an outer garment in full display while engaged in all job-related activities, regardless of time and location of occurrence. In the event the employee arrives at SAHA without the necessary identification card, the employee must check in with the front desk receptionist for a “Visitor” badge to be worn at all times during the work day.
- C. Accountability. This card remains the property of SAHA. Identification cards must not, under any circumstance, be altered, mutilated or loaned to others. Employees will be responsible for ensuring they have SAHA identification at all times while on SAHA property.
- D. Disposition. The Human Resources Director will retrieve and destroy identification cards returned by departing employees, and has the authority to delay release of final paychecks until identification cards are either turned in or satisfactorily accounted for by the employee.

PROCEDURE NUMBER: 2.5
TITLE: CATEGORIES OF EMPLOYMENT
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 001

CATEGORIES OF EMPLOYMENT

Employment with the Housing Authority shall be in one of the following categories:

2.5.1 Regular Full-Time

Regular full-time employment shall be for those employees hired to fill full-time positions budgeted in regular employment status. Regular, full-time employees normally work the Housing Authority’s standard forty (40) hour work-week or alternate workweek as authorized by the department supervisor. Regular full-time employees shall be entitled to employee benefits as provided in these procedures but which are subject to change.

2.5.2 Provisional

The six (6) months of service immediately following an employee's initial hire or promotion shall be provisional service. In the case of an initial hire, an employee whose conduct or job performance is determined to be unsatisfactory during or at the end of the provisional period shall be separated immediately. A promoted employee whose job performance is rated unsatisfactory at the end of the provisional service period may be either separated from service or demoted without prejudice. An employee who is demoted under this provision may be reassigned to the same job classification held immediately preceding the promotion, provided there is a vacancy, or to a similar or lower classification for which qualified. In case of promotion prior to completion of the initial provisional employment period, the employee is eligible for regular employment status upon completion of six consecutive months of satisfactory service.

2.5.3 Part-Time

Part-time employment shall be for those employees hired to fill positions where the needs of the Housing Authority do not warrant a full-time employee. Part-time employees typically work thirty-two (32) hours or less during a work week. Compensation shall be computed at hourly rates. . Part time employees are not eligible for benefits, pension, PTO, or holidays.

2.5.4 Temporary

Temporary employment consists of hiring individuals on an as-needed basis to perform work of a special or seasonal nature or which has been created due to temporary shortage of staff. When the work assignment is completed, the incumbent shall be separated unless employment is extended by approval of the President and CEO. Compensation shall be computed at the hourly rate(s) of the assigned grade(s) and employee benefits are limited to those mandated by law (e.g., unemployment insurance, workers' compensation). Temporary employees are not paid for jury duty, days off or for holidays, Temporary employees may work a full-time or part-time schedule.

2.5.5 Grant-Funded

Employees whose salaries are funded through federal, state, or other grants (“grant employees”) are considered temporary as their employment is contingent on the continued availability of funds. These employees will be paid on a basis that is consistent with the provisions of the grant and applicable state and federal law. Grant funded employees may receive benefits, such as health insurance, to the extent that such benefits are provided for under the grant.

2.5.6 Security Officers

Security Officers may be San Antonio Police Department officers and other law enforcement personnel who are hired on part-time basis to perform security-type work at Central Office, housing developments and other sites as may be needed. The hours of work are on an as-needed basis. Employee benefits are limited to those mandated by law (e.g., unemployment insurance, workers' compensation).

PROCEDURE NUMBER: 2.6
TITLE: EMPLOYEE'S PERSONNEL FILE
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 001

EMPLOYEE'S PERSONNEL FILE

A. Employee personnel files are to be kept up-to-date with regard to pay, deductions, benefits and other related matters. If employees have a change in any of the items listed below, they must notify the Human Resources Department or their manager or supervisor as soon as possible. The items are:

- (1) Legal name
- (2) Home address
- (3) Home telephone number
- (4) Person to call in case of emergency
- (5) Number of dependents
- (6) Marital status
- (7) Change of beneficiary
- (8) Driving record, driving restrictions, or status of driver's license, if driving is part of the job description or requirement
- (9) Military or draft status
- (10) Exemptions on W-4 tax form
- (11) Training Certificates
- (12) Professional License

B. Upon experiencing a family status change, the employee must notify Human Resources within 31 days for benefit modifications, if necessary.

C. All medical records related to an employee, if any, will be kept in a separate confidential file from the employee's personnel records. SAHA maintains this information in confidence as required by law.

PROCEDURE NUMBER: 2.7
TITLE: PROMOTIONS, DEMOTIONS AND TRANSFERS
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 001

PROMOTIONS, DEMOTIONS AND TRANSFERS

2.7.1 Promotions

At a minimum, employees promoted to a higher classification shall receive an increase in base salary equal to or greater than five (5%) percent, as determined by the greater of (1) the minimum of the salary range of the grade of the new position, or (2) the next step in the grade of the new position that exceeds the level of compensation of the employee immediately before the promotion.

2.7.2 Demotion

In the event of a demotion due to unsatisfactory performance, pay shall be based on a ratio in effect under the previous grade. For example: wages at 90% of midpoint in original grade will move to 90% of midpoint in the lower grade.

Employees voluntarily applying for and selected for lower grade jobs will retain the same ratio in effect in the previous higher job grade. In the event that SAHA reassigns an employee to a position at a lower grade level for business reasons not related to performance, salary will be maintained at the previous level with the employee eligible to proceed to a higher step at the next annual evaluation until reaching the maximum of the range of the new position.

2.7.3 Lateral Transfers

Lateral transfers must be requested through the front line supervisor and must be approved by the Department Director. Once approved, the request must be submitted on a Personnel Action Request Form (PAR) for processing.

Transfers for other than SAHA initiated business needs must be approved by the President and CEO.

PROCEDURE NUMBER: 2.8
TITLE: INJURY/ILLNESS ADMINISTRATION
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 003

INJURY/ILLNESS ADMINISTRATION

2.8.1 Occupational Injury

The first seven days of an absence due to an occupational injury is charged to PTO. In the event an injured employee has no accrued PTO, he/she will be placed in leave without pay status during this period. Beginning on the eighth day of continuous disability, qualified employees may be placed on workers' compensation leave status. However, an employee shall not accrue PTO while on workers' compensation leave status.

Absences from work due to occupational injury or disease must be authorized by a physician in writing. Absences due to non-occupational injuries or disease do not qualify for workers' compensation leave status. Similarly, absences due to occupational injuries denied by the workers' compensation insurance carrier do not qualify for workers' compensation leave status.

2.8.2 Injury/Illness Leave General Provisions

- A. All injuries/illnesses must be reported to the Human Resources Department within 24 hours in accordance with Housing Authority accident reporting procedures.
- B. An injured employee must be examined by a workers' compensation-approved physician and submit to post accident drug and/or alcohol screening. A physician's certification of illness or injury must be submitted to Human Resources on any form from the physician containing the required information for determining the employee's work status, including diagnosis, plan of treatment and prognosis for return to work (if disabled). Failure or refusal to comply with this provision or to reach a satisfactory resolution of the issue including drug/alcohol screening, within twenty-four hours following report of injury shall result in a recommendation for immediate termination of employment.
- C. All employees returning from workers' compensation leave must report to the Human Resources department with a Fitness for Duty form. When light duty, consistent with physician's orders, is available, the employee shall return to work in the light duty capacity.

- D. Employment may be terminated should an employee fail to return to work upon the recommendation of his/her workers' compensation-approved treating physician. Any further benefits under the Workers' Compensation Act would be determined by the workers' compensation insurance carrier.
- E. Supervisors will refer the employee to the Human Resources Department before allowing the employee to return to work.
- F. Temporary and Part-Time Employees. In the event a temporary or part-time employee is injured while engaged in the actual performance of his/her duties and is temporarily incapacitated as a result of such injury, resulting in time off from work, the time off will be authorized leave without pay. The employee will receive and keep workers' compensation in accordance with the Texas Workers' Compensation Act.

2.8.3 Fitness-for-Duty Report

Employees reporting for work following completion of a period of leave due to illness or injury must present to the Director of Human Resources a certification from the health care provider that he/she is able to resume work, i.e., is fit for duty. Provisions of the Americans with Disabilities Act will be complied with, if applicable.

An employee who meets all requirements will be restored to full-time employment by a Personnel Action Request that will be effective the day following date requirements were met. An employee not returning to work once having met all requirements will be subject to termination under the automatic resignation provision.

PROCEDURE NUMBER: 2.9
TITLE: NEPOTISM
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 004

NEPOTISM

SAHA complies with the Texas Government Code, Chapter 573, which governs nepotism in political subdivisions. Applicants and employees who are or become related to another SAHA employee within the third degree of consanguinity must disclose such to Human Resources in writing. If family members are employed by SAHA, one may not supervise the other or work in the same department. If the employees are unable to develop a workable solution, the President and CEO of SAHA will decide which employee may be transferred or terminated in such situations.

Family members within the third degree of consanguinity include the employee's spouse, child, parent, parent-in-law, grandparent, grandparent-in-law, granddaughter, grandson, daughter-in-law, son-in-law, step-parent, niece, nephew, domestic partner (a person with whom the employee's life is interdependent and with whom the employee shares a mutual residence), brother, sister, brother-in-law, sister-in-law, daughter or son of the employee's spouse or domestic partner and any relative living in the household of the employee or domestic partner.

Additionally, if any employee is related to a member of the Board of Commissioners, this relationship must be immediately disclosed to the Director of Human Resources.

PROCEDURE NUMBER: 2.10
TITLE: CONFLICTS OF INTEREST/OUTSIDE INTERESTS
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 004

CONFLICTS OF INTEREST/OUTSIDE INTERESTS

2.10.1 Conflict of Interest

No SAHA employee shall knowingly have any interest, directly or indirectly, in any property included or planned to be included in any development of SAHA (or its affiliates), nor shall an employee knowingly have any interest, directly or indirectly, in any contract or proposed contract for materials or services to be used by SAHA. No employee may have ownership or interest of any kind in property that receives federal housing funds. This includes property subject to a Section 8 HAP contract.

If such interest or ownership was acquired prior to employment, or if knowledge of such interest or ownership is subsequent to employment, the employee shall disclose the same in writing to the Director of Human Resources immediately for a conflict of interest determination through use of the SAHA Disclosure Form. If there is a conflict of interest or if any conflict could result from the ownership disclosed, the employee will be offered the option to relinquish the ownership of the property or resign the position with SAHA.

It is also considered a conflict of interest for an employee to benefit financially from employment with SAHA by engaging in activities with, or providing SAHA business information to, third parties.

For more information about potential conflicts, check the City of San Antonio Ethics code, <http://www.sanantonio.gov/atty/Ethics/codetext.htm>, or ask your Human Resources Department.

2.10.2 Outside Activities:

All employees desiring to participate or already participating in outside activities that may be a conflict of interest or may be perceived to be a conflict of interest must disclose such activity to the Director of Human Resources in writing through the use of the SAHA Disclosure Form. If there is a conflict of interest or if any conflict could result from any of the activity disclosed, the employee will be offered the option to resign the outside activity or the position with SAHA.

2.10.3 Outside Employment

In order to ensure that a SAHA employee is not engaged in outside employment that may be a conflict of interest or may be perceived to be a conflict of interest, no employee shall be employed in any gainful employment other than SAHA, without written approval from the Director of Human Resources through the use of the SAHA Disclosure Form. This approval must be obtained prior to the employee engaging in outside employment.

PROCEDURE NUMBER: 2.11
TITLE: HATCH ACT
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 004

HATCH ACT

The Hatch Act applies to SAHA employees because SAHA receives federal funds. As a result, SAHA employees may not be candidates for office in a partisan election; may not use official authority or influence to interfere with or affect the result of an election or nomination; and may not directly or indirectly coerce contributions from subordinates in support of a political party or candidate.

However, SAHA employees may, on their personal time, run for office in a non-partisan election; may campaign for and hold office in political clubs and organizations; may actively campaign for candidates for public office in partisan and non-partisan elections; and may contribute money to political organizations and attend political fundraising functions. For further information, contact the Human Resources Department.

PROCEDURE NUMBER: 2.12
TITLE: EXITING EMPLOYEES
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 001

EXITING EMPLOYEES

2.12.1 Final Pay and Processing

Employees will receive their final pay in accordance with applicable state law. Any SAHA property issued to an employee, such as telephones, uniforms, tools, computer equipment, keys, parking passes or SAHA credit card must be returned to the exiting employee’s Supervisor at the time of separation of employment. The Supervisor and employee must sign a Property Assignment List that reflects return of all assigned property to SAHA, authorizing deductions from the final paycheck for any missing items.

Exiting employees are responsible for any lost or damaged items, as allowed by law. Any outstanding amounts due SAHA for damaged or unreturned company property, employee advancements, loans, and any outstanding pay deduction authorizations will be deducted from the final paycheck.

The Human Resources Department will meet with departing employees to conduct an exit survey whenever possible. The information obtained will be utilized confidentially to improve employee morale as well as SAHA operations. Additionally, the Human Resources Department shall verify that identification card(s), parking passes, P-cards and other SAHA property has been retrieved by the Supervisor of the exiting employee and that all documentation required has been completed.

SAHA hopes and expects that employees will give at least two (2) weeks notice in the event of employee resignation.

2.12.2 Unemployment Compensation

Employees of all job classifications are covered by unemployment compensation insurance under the State's Unemployment Compensation Act. The Housing Authority pays the premium cost for this insurance. Unemployment benefits are paid to employees, if eligible, should they lose their job under honorable conditions. The objective of this program is to aid employees while they are looking for other work by providing a weekly income for a stipulated number of weeks.

2.12.3 Reduction in Force (RIF)

When a lack of funds, lack of economic viability, economic slowdown, or technological or structural changes to SAHA's operation occurs, it may be necessary for SAHA to layoff employees, i.e., conduct a Reduction-in-Force (RIF), to ensure the financial health and viability of the organization.

In the event of a RIF, the President and CEO shall: 1) determine the numbers of employees and programs/operations to be affected and 2) define and designate layoff units. Initially, an employee's competition for retention in the work force will be within the affected administrative division/housing entity and project funding authority. Implementation of these procedures shall be the responsibility of the Human Resources Director.

- A. Order of Layoffs: The order to layoff is determined by management based on the skills, knowledge, and abilities that are necessary to perform the ongoing or future work of the unit or organization. When management determines that two or more employees possess substantially equal skills, knowledge, and abilities, layoffs occur in inverse order of seniority. For the purpose of this procedure, seniority is based on a person's full-time equivalent months of service. Employment prior to a break-in-service of more than five consecutive years is not counted. When employees have the same number of full-time equivalent months, the employee with the most recent date of hire is laid off first.
- B. Notice: The Human Resources Department prepares written notices to employees affected by the layoff. The layoff notice is given to each employee in person by the department manager. Layoff notices are given to employees in accordance with any applicable federal and state layoff notice requirements. Payment of any outstanding payroll checks and related monies will be made promptly in accordance with the provisions of the Policy and Procedures Manual and applicable State laws.
- C. Employees affected by application of the ranking order as set forth are entitled to the placement and reinstatement procedures as follows:
 - 1) Placement - Attempts will be made to place employees affected by a RIF into vacant positions according to job classification and demonstrated qualifications.
 - 2) Reinstatement - The names of employees who are laid off will be placed on a reinstatement list maintained by the Human Resources Director. The right to reinstatement shall remain in force up to 24 months following the effective date of lay off.
 - a) The last employee to be laid off in the affected job classification and competitive area will be the first to be reinstated if funding is restored for the same job classification in the competitive area.

- b) An employee's reinstatement rights shall be canceled for any of the following reasons:
- i. The employee does not respond to a reinstatement notice (sent by certified mail) within ten working days after receiving it.
 - ii. The employee refuses a position in the same job classification and competitive area.
 - iii. The employee does not have a current address on file with the Human Resources Office.
 - iv. The employee has been laid off for more than 24 months.

PROCEDURE NUMBER: 3.1
TITLE: SALARY ADMINISTRATION
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 003

SALARY ADMINISTRATION

3.1.1 Assigning Salary Rates

Employees, except the President and CEO, who are appointed to positions in the regular workforce, shall be assigned a salary rate according to the applicable salary schedule for the position. Salaries for new employees will be dictated by qualifications. Normally, a new employee will be assigned a salary below the midpoint of the applicable grade. Assignments above the midpoint of the grade require approval of the President and CEO.

3.1.2 President and CEO

The Board of Commissioners sets the salary for this position based on industry standards, and reviews it not less than annually to determine its competitiveness and to make any necessary adjustments. Effective January 1, 1992, the Housing Authority may make contributions to the Deferred Compensation Plan to the extent allowable by law.

3.1.3 Pay Day/Pay Cycle

SAHA’s payroll workweek begins on Saturday at 12:01 A.M. and ends on Friday at 12:00 Midnight.

Bi-Weekly Pay Cycle: Payday is normally bi-weekly for services performed during the previous two-week pay period for exempt employees and ending on the Friday of the previous week for non-exempt employees. The bi-weekly pay schedule is made up of twenty-six (26) pay periods per year. Changes will be made and announced in advance whenever SAHA holidays or closings interfere with the normal pay schedule.

3.1.4 On-Call Pay for Non-Exempt Maintenance Employees

When responding to service calls while on-call, non-exempt maintenance staff is guaranteed compensation of at least four (4) hours of pay or actual time worked, whichever is greater. The pay rate will be at the regular rate unless hours worked in the week exceed 40 hours, in which case the pay rate will be at one and one half times the regular hourly wage.

At the discretion of the Manager, an employee may have the option of using a SAHA vehicle, or their own personal vehicle, to return to the worksite while on-call. If the employee uses their personal vehicle while on-call, they will be compensated for mileage at the established IRS rate that is currently 58.5¢ per mile. Additional on call procedures may be adopted by the department supervisor.

A. On-Call Pay

1. Work hours are recorded from the time the employee arrives at the workplace and ends when the work is completed.
2. Overtime pay is only paid for actual hours worked over 40 hours in a week. Actual hours worked are hours performing the duties of the job.

Regular Hours Worked	+	Leave Hours	+	On-Call Hours	=	Total Hours	-	On-call Hours Worked	=	Total Hours at regular Pay	+	On-call Overtime Hours	=	Total Hours
Ex. A 40	+	0	+	4	=	44	-	0	=	44	+	0	=	44
Ex. B 40	+	0	+	4	=	44	-	3	=	41	+	3	=	44
Ex. C 40	+	0	+	4	=	44	-	2	=	42	+	2	=	44
Ex. D 32	+	8	+	4	=	44	-	NA	=	44	+	NA	=	44

Example 1:

The employee works 40 hours and is on-call (+4 hours) but does not work any on-call hours. The employee receives 44 hours of regular pay. Total hours for the week equal 44.

Example 2:

The employee works 40 hours and is on-call (+4 hours) and works 3 on-call hours. The employee receives 41 hours of regular pay and 3 hours of overtime pay. Total hours for the week equal 44.

Example 3:

The employee works 40 hours and is on-call (+4 hours) and works 2 on-call hours. The employee receives 42 hours of regular pay and 2 hours of overtime pay. Total hours for the week equal 44.

Example 4:

The employee works 32 hours and is on PTO for 8 hours and is on-call (+4 hours). The employee receives 36 hours of work at regular pay and 8 hours of PTO pay. Total hours for the week equal 44 hours.

B. Reimbursement

Reimbursement for mileage is entered through the Concure workplace software, <http://concureworkplace.com>

Before you can begin entering mileage reimbursement information, you will need to provide Accounts Payable with the following information:

- 1) Name of Employee
- 2) Employee payroll ID Number
- 3) GL Account number mileage should be charged to
- 4) Email address
- 5) Name of your approving manager

Once the employee has been setup, they will be sent an email with the information below:

You have been setup in the third party software for reporting mileage expense. To get started:

- 1) Go to <https://my.concureworkplace.com>
- 2) Type your Company ID in the Company ID field. The Company ID is sanaskxe9bbh1m3q.
- 3) Type your Logon ID in the Logon ID field. This is your payroll employee ID number.
- 4) Type your password in the Password field. Your password will be provided to you when you are setup. You should change your password immediately to something that you will remember.
- 5) Click the Log On button.
- 6) When logging in for the first item, you will be guided through the New User Verification pages.
- 7) The Home page of the expense management service displays. Once you access the website, you will find all types of help features.

C. Additional Information:

You should enter your mileage from each starting location to each destination separately. (For example, Warehouse to Main Office, then Main Office to Warehouse) Also enter a brief explanation for the purpose of the trip.

At the end of the month, the report will be submitted and go to your approving manager. Accounts Payable will review approved reports during the beginning of the following month and submit for payment.

3.1.5 Overtime Pay for Non-Exempt

On occasion, business necessity may dictate mandatory overtime to include weekends. Non-exempt (hourly) employees will receive overtime pay at the rate of one and one-half (1 1/2) times their regular hourly wage for the time worked over forty (40) hours in one (1) week. If, during that week, the employee is away from the job because of a job-related injury, paid holiday, jury duty, vacation day, or paid sick time, those hours not worked are not counted for the purpose of computing eligibility for overtime pay. For non-exempt (hourly) employees on an approved flexible work arrangement, overtime hours will be computed only on those hours worked in excess of a forty (40) hour workweek.

The manager or department head must approve all overtime in advance. Failure to receive prior approval for overtime will result in disciplinary action.

3.1.6 Work Performed on SAHA Holidays

Full-time, non-exempt employees who work on a SAHA holiday are considered to have worked overtime on that day and will be paid overtime for hours worked, regardless of the number of hours worked during that same workweek.

3.1.7 Time and Attendance Records

By law, we are obligated to keep accurate records of the time worked by employees. This is done by time sheets reflecting an accurate written record of hours worked signed by employees. Your supervisor will review and approve timesheets.

Employees are responsible for accurately recording their time. No one may record hours worked on another's timecard or timesheet. Falsifying the information entered on the time sheet, inaccurately reflecting time worked or tampering with another's time record is cause for disciplinary action, up to and including separation of employment. In the event of an error in recording time, the employee must report the matter to their manager immediately.

3.1.8 Mandatory Deductions from Paychecks

SAHA is required by law to make certain deductions from a paycheck each time one is prepared. Among these deductions are federal income taxes and Social Security contributions as required by law. These deductions will be itemized on an employee's 'pay stub' prepared every pay period. The amount of the deductions will depend on earnings and on the information furnished on the employee's W-4 form regarding the number of exemptions claimed. If an employee wishes to modify this number, a new W-4 form should be requested from Human Resources Department immediately. The

employee may only modify the W-4 form in person. Verbal or written instructions are not sufficient to modify withholding allowances. Employees should verify the pay stub to ensure that it reflects the proper number of withholdings.

The W-2 form you receive annually reflects how much of your earnings were deducted for these purposes.

3.1.9 Voluntary Employee Pay Deductions

Employee payroll deductions are authorized for the following organizations and purposes:

- Indebtedness to San Antonio Housing Authority
- Court Ordered Child Support Payments
- Group Health Insurance Plans
- Group Dental Insurance
- Group Vision Insurance
- Group Life Insurance
- Optional Employee Life Insurance
- Flexible Benefits Plan (Cafeteria Plan)
- Employees Pension Plan
- Housing Authority Employees' Association
- Housing Authority Management Association
- United Way

Requests to start, change, or stop employee pay deductions must be submitted on the proper form. Deductions will be made only in the amounts specifically requested by the employee.

3.1.10 Wage Garnishments

When court-ordered deductions are to be taken from a paycheck, the affected employee will be notified and court orders will be adhered to by SAHA. SAHA acts in accordance with the Consumer Credit Protection Act, which places restrictions on the total amount that may be garnished from an employee's paycheck.

3.1.11 Working Out of Classification

An employee is considered to be working out of classification when performing duties over 50% of the time beyond those described in his/her job specification. A department may identify and work an employee out of classification during the search for an incumbent or for training purposes and as outlined below.

- A. The Personnel Action Request (PAR) instituting the working out-of-classification must be approved in advance by the supervisor, the Department Director, Human Resources and the President and CEO, except in cases of emergency.

- B. Pay rate will be, at a minimum of:
- i. the minimum rate of the salary range of the working out-of-classification position
- OR
- ii. the first step of the working out-of-classification position that exceeds the employee's current level of compensation

BUT

- iii. not less than a 5% increase

- C. If an employee is due for their annual Performance Evaluation and/or COLA while in a working out-of classification status, their originating supervisor will deliver as usual and apply to current pay rate.

Upon completion of working out-of-classification status, the employee will return to their prior position and pay level that will include any applicable increases such as performance review increases and COLA.

- D. Should an employee be promoted to a position directly from working out-of – classification, the pay rate will be calculated in the following manner:
- i. employee will return to their prior pay level
 - ii. any applicable performance review increases and/or COLA, will be applied to the prior pay scale
 - iii. then Section B above will apply
 - iv. the future performance review date will now be promotion date

- E. An individual may not exceed 90 consecutive working days while working out-of-classification, without approval from department head or manager and written approval of the President and CEO.

3.1.12 Overpayments

Any overpayments to an employee shall be automatically deducted from any accrued pay when the error is detected or through a collection process if employment has since terminated.

3.1.13 Separation Pay

An employee separating from employment with SAHA shall receive all compensation due for time worked, available PTO, and any Legacy Sick or Vacation, as applicable. Deductions may be made as allowed by law for any SAHA property not appropriately returned or accounted for prior to separation.

PROCEDURE NUMBER: 3.2
TITLE: FAIR LABOR STANDARDS ACT (FLSA)
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 005

Fair Labor Standards Act (FLSA)

3.2.1. Full Compliance

It is the policy of SAHA to fully comply with the Fair Labor Standards Act. In keeping with this commitment, it is the policy of SAHA to promptly investigate and correct any improper payroll deductions or other payroll practices that do not comply with the Act.

If an employee believes that an improper payroll practice, such as an improper deduction from an exempt salary, has occurred, he or she should bring the matter to the attention of the Human Resources Department. The Human Resources Department will see that the matter is appropriately reviewed and if an improper deduction has been taken, the employee will be reimbursed for the amount of any inappropriate deduction.

3.2.2 Child Labor

Child labor is governed by provisions of the Fair Labor Standards Act (FLSA) which is designed to protect the educational opportunities of minors and prohibit their employment in jobs and under conditions that are considered detrimental to their health or well-being. Accordingly, except for trainees/students in work experience type programs, 18 years shall be the minimum age for employment consideration. The minimum age for work experience trainees/students on SAHA work sites shall be governed by guidelines of the sponsoring agency

PROCEDURE NUMBER: 3.3
TITLE: NEW POSITIONS
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 001

NEW POSITIONS

3.3.1 Approvals Needed

The President and CEO has the authority to establish positions or classes of positions within the framework of the classification plan. After approval from the President and CEO has been obtained, the CFO or his designee should review the request to determine whether sufficient funding for the position is available.

3.3.2 Forward to Human Resources

If approved, the Department Director should provide the Human Resources Department with a general outline or description of the proposed duties and responsibilities and the desired minimum qualifications. In consultation with the requesting department, the Human Resources Department will develop a complete job description, and will obtain the necessary information to properly classify the position through the Job Analysis/Job Description Process developed by the approved compensation consultant. This information, along with the current organizational chart is then forwarded to the Compensation Committee, composed of the COO, the CFO and the Director of Human Resources.

3.3.3 Final Approval

The Human Resources Director will then forward all recommendations to the COO, CFO and President and CEO for final approval.

PROCEDURE NUMBER: 3.4
TITLE: POSITION DESCRIPTIONS/CLASSIFICATION
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 001

POSITION DESCRIPTIONS/CLASSIFICATION

3.4.1 Job Description

All job descriptions are available on SAHA’s L drive, Public Library/Shared Folders/HR Compensation/Job Descriptions. Job descriptions list the essential and non-essential functions of the job, as well as responsibilities, requirements and obligations, including physical requirements and minimum educational requirements.

3.4.2 Job Class Specifications/Classification

Each position will be classified as Exempt (salaried) or non-exempt (hourly). On the basis of the Job Analysis/Job Description process, the position will be classified for placement on the Board-approved SAHA pay scale.

3.4.3 Responsibilities

The Human Resources Department shall maintain a file of all current official job class specifications, to include description, classification as exempt or non-exempt position and the placement on the pay scale.

3.4.4 Changes & Concerns

Requests for changes to the job classification require essential job functions to be documented and submitted through established supervisory channels to the Human Resources Department. The employee(s) will be instructed to complete a Job Duties Questionnaire (JDQ). An employee's job classification may not be revised by a supervisor without approval by the Department Director, the Human Resources Director and the President and CEO.

PROCEDURE NUMBER: 3.5
TITLE: EXPENSE REIMBURSEMENT
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 003

EXPENSE REIMBURSEMENT

An employee must obtain their manager's written authorization (usually by way of a requisition or purchase order) prior to incurring an expense on behalf of SAHA. To be reimbursed for any authorized expenses, an expense report, or voucher, accompanied by receipts, must be submitted and approved by employee's manager. Expense reports and vouchers must be submitted weekly, as authorized reimbursable expenses are incurred. In order for SAHA to keep accurate and current records, expense reports or vouchers older than one (1) month may not be honored.

If asked to conduct SAHA business using a personal vehicle, an employee will be reimbursed at the current mileage rate reimbursed by the State of Texas Comptroller's Office. This expense must be reported on the weekly expense report or voucher, located on the Desktop.

PROCEDURE NUMBER: 4.1
TITLE: HOLIDAYS
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 003

HOLIDAYS

- A. Currently, SAHA provides 12 paid holidays per year, to be designated by the President and CEO during the last quarter of the preceding year. In general, if a holiday falls on Saturday, the preceding Friday shall be observed as a holiday, provided that Friday is not also a holiday. If the holiday falls on Sunday, the following Monday shall be observed as a holiday. All national holidays are scheduled on the day designated by common business practice.
- B. In order to qualify for holiday pay, employees must work or be on paid leave the scheduled workday immediately before and after the holiday. Employees are not eligible to receive holiday pay while out on an unpaid leave of absence.
- C. Annually, each full time employee may take a Floating Holiday to be used for any reason. The employee must be employed with SAHA on December 31 of the previous year in order to be eligible. Eligible employees must submit their request to their manager with sufficient advance notice for the use of the Floating Holiday.
- D. Employees may take time off to observe their personal religious holidays using PTO if available or without pay if no PTO is available.
- E. In general, the designated SAHA holidays are as follows:
 - New Year’s Day
 - Martin Luther King Jr. Day
 - President’s Day
 - Battle of Flowers Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Veteran’s Day
 - Thanksgiving Day
 - Thanksgiving Friday
 - Christmas Eve Day
 - Christmas Day
- F. The observance of holidays by temporary and part-time employees shall be without pay.

PROCEDURE NUMBER: 4.2
TITLE: PERSONAL TIME OFF (PTO)
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 003

PERSONAL TIME OFF (PTO)

From time to time, it may be necessary for an employee to be absent from work. Personal time-off (PTO) days are provided as a benefit to employees for this purpose.

A. PTO Accrual.

PTO shall accrue only for regular full-time employees beginning the first pay period upon employment. The rates of accrual shall be computed on the following basis:

Years of Service	Total PTO Leave	Total PTO Weeks
0 to 3 yrs	15 days	3 weeks
over 3 yrs	20 days	4 weeks
over 9 yrs	25 days	5 weeks

PTO shall not accrue while an employee is on Worker’s Compensation leave or in a non-pay status, or in a pay period in which an employee is officially separated and has worked less than 50% of the standard number of scheduled work hours for that pay period.

Employees may accrue a maximum of 360 hours (45 working days) of PTO.

4.2.1 PTO Administration

Newly hired employees will accrue but cannot use PTO prior to the completion of six (6) months of continuous employment. Employees are encouraged to use their PTO each year. There is no provision for accrual of PTO in excess of 360 hours.

The use of PTO must be requested and approved by the supervisor in advance, using the appropriate leave request form. Supervisors will approve scheduled PTO for employees giving due consideration to both the needs of SAHA and the interest of the employees.

Requests for more than 40 hours of PTO must be submitted at least 30 calendar days in advance of the desired effective date. Any exceptions must be approved by the Department Director and the COO or CFO.

PTO will be charged only for the time during which the employee would ordinarily have worked. PTO will be earned at the rate to which the employee is entitled so long as the employee is on paid leave. Official holidays occurring within a vacation period will not be charged to PTO.

4.2.2 PTO at Separation

If an employee completes 52 calendar weeks of continuous service, upon separation from service, any remaining PTO will be paid out to the employee.

4.2.3 Legacy Annual Leave

Prior to the use of PTO as a leave benefit, SAHA employees received annual leave and sick leave. If accrued annual leave remained in the accounts of SAHA employees at the date of transition to the new policy, up to 360 hours of accrued annual leave under the prior benefits policy were automatically converted to PTO. Any accrued annual leave over 360 hours but less than 520 were placed into a Legacy Vacation Account and no further accruals will be made to that account. The Legacy Vacation Account may be used for any purpose and must be charged for eligible absences prior to the use of an employee's PTO. At separation from employment, employees will be paid for any remaining Legacy Annual Leave.

4.2.4 Legacy Sick Leave

All unused sick leave accrued by SAHA employees under the prior benefits policy was placed in a Legacy Sick Leave Account and no further accruals will be made to that Account. An employee may use this Legacy Sick Leave for short-term illness purposes, but the hours cannot be converted to or used as personal leave. The Legacy Sick Leave Account must be charged for eligible absences prior to use of the employee's PTO.

An employee who becomes ill or hospitalized while on PTO may, with written verifiable confirmation, request that such period of illness or hospitalization be charged to any remaining Legacy Sick Leave.

Legacy Sick Leave will be forfeited for employees ending employment with less than 10 continuous years of service, except when departure is due to military leave or reduction-in-force. When departure is due to military leave or reduction-in-force, Legacy Sick Leave will not be paid upon departure however any remaining Legacy Sick Leave will be re-credited at time of re-employment when departure was for military leave, and for reduction-in-force if re-employed within two years.

Employees will be paid for any remaining Legacy Sick Leave at the time they end their employment with SAHA if they have worked at least 10 continuous years in a regular status position.

4.2.5 Fitness for Duty Report

Employees reporting for work following completion of a period of leave due to illness or injury must present to the Director of Human Resources a certification from the health care provider that he/she is able to resume work, i.e., is fit for duty. Provisions of the Americans with Disabilities Act will be complied with, if applicable.

An employee who meets all requirements will be restored to full-time employment by a Personnel Action Request that will be effective the day following date requirements were met. An employee not returning to work once having met all requirements will be subject to termination under the automatic resignation provision.

PROCEDURE NUMBER: 4.3
TITLE: INSURANCE
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 003

INSURANCE

A regular full-time employee will enjoy all of the benefits described in this Human Resources Handbook as soon as the qualification and eligibility requirements are met for each particular benefit.

A part-time employee will receive those benefits specifically required by law, provided that the minimum requirements set forth by law, plan qualifications and eligibility requirements found in any applicable benefit plan(s) are met. Currently, regular part-time employees are only eligible for the pension plan and are not eligible for any of the other benefits.

Temporary employees are not eligible for benefits.

It is the responsibility of the employee to keep Human Resources informed of current personal and beneficiary information. Employees need to enroll or waive enrollment within thirty-one (31) days of eligibility. Employee premiums for medical, dental and vision insurance are deducted on a pre-tax basis.

Full-time employees become eligible for coverage on the 1st of the month following the date of hire. Details regarding optional benefits and available coverage, including premiums, providers and rates, can be provided by the Department of Human Resources.

4.3.1 Medical Insurance

Currently, SAHA offers group health insurance for full-time employees and their dependents. This is a voluntary benefit for employees. SAHA contributes a portion of the premium.

4.3.2 Dental Insurance

Currently, SAHA offers group dental insurance for full-time employees and their dependents. This is a voluntary benefit for employees. SAHA contributes a portion of the premium.

4.3.3 Vision Insurance

SAHA may offer group vision insurance for full-time employees and their dependents. SAHA may pay a portion of the premium.

4.3.4 Life Insurance

Currently, a group term life insurance program is provided for regular full-time employees at one times their annual salary and SAHA pays the premium. Coverage provided by SAHA under this program is effective on date of employment.

4.3.5 Short Term Disability (STD) Insurance

Short-term disability coverage is provided for regular full-time employees. The purpose of this coverage is to provide employees benefits for non-job-related illnesses or injuries.

- A. Eligibility: All employees are eligible after six (6) months of employment. Workers' Compensation is not covered under STD. To apply for coverage, an employee must have been on leave for serious illness or injury for a minimum of ten (10) consecutive workdays. This requirement is waived when an employee is hospitalized.
- B. Coverage: There is a 14-day waiting period, unless an individual is hospitalized. STD begins on day 15 and up to day 90. When hospitalized, the benefits begin on day 1 through day 90.
- C. Benefit: STD will provide 60% of an employee's salary from day 15 through day 90, unless employee is hospitalized.

Employees may elect to use any other accrued leave in lieu of short term disability leave for any full week period; but, may not use it to off-set the STD benefit amount of 66.66%.

4.3.6 Long Term Disability (LTD) Insurance

SAHA will make available long-term disability coverage for employees. The purpose of this coverage is to provide employees with extended sick leave benefits for non-job-related illnesses or injuries that are in excess of 90 days.

Employee will be administratively released from employment after one year of leave upon approval of government-assisted disability coverage.

- a) Eligibility: All employees are eligible after six (6) months of employment. Workers' Compensation is not covered under LTD. To apply for coverage, an employee must have been on leave for serious illness or injury for a minimum of 90 consecutive workdays.

b) Coverage: There is a 90-day waiting period. Benefits begin on day 91.

4.3.7 Fitness-for-Duty Report

Employees reporting for work following completion of a period of either long or short-term disability must present to the Director of Human Resources a certification from the health care provider that he/she is able to resume work, i.e., is fit for duty. Provisions of the Americans with Disabilities Act will be complied with, if applicable.

An employee who meets all requirements will be restored to full-time employment by a Personnel Action Request that will be effective the day following date requirements were met. An employee not returning to work once having met all requirements will be subject to termination under the automatic resignation provision.

PROCEDURE NUMBER: 4.4
TITLE: FLEXIBLE SPENDING ACCOUNTS
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 003

FLEXIBLE SPENDING ACCOUNTS

SAHA sponsors and administers a cafeteria benefits plan for regular full-time employees, providing an opportunity for employees to pay for some medical reimbursable and child care expenses on a pre-tax basis, which potentially reduces income. The amount set aside for medical reimbursement and childcare in these accounts is not subject to federal and social security income taxes.

Election for Flexible Spending Accounts must be made at the standard election period. Once the calendar year starts, deductions cannot be changed unless there is a “change of status” under the IRS Code. For information, see your Benefits Administrator in the Human Resources Department.

PROCEDURE NUMBER: 4.5
TITLE: PENSION PLAN
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 003

PENSION PLAN

Employee participation in the Pension Plan is mandatory. Employer and employee contributions will be made to the Plan until you cease to be an eligible employee or separate employment. An employee is 100% vested in the Pension Plan after 5 years of service. The vesting schedule is as follows; however, please refer to the plan document for further details:

<u>Years of Service</u>	<u>Percentage</u>
1	20%
2	40%
3	60%
4	80%
5	100%

Mandatory employee contributions will be withheld before federal income taxes and contributed to the Pension Plan. SAHA will make contribution to the Pension Plan for the benefit of the Plan participants at the beginning of the year. You may make voluntary contributions to the Plan, subject to certain limits imposed by IRS. Unlike mandatory employee contributions, voluntary contributions are made on an after-tax basis and will not reduce your income taxes in the year in which you make a contribution.

Voluntary contributions to the Plan, above the mandatory contributions, will not be matched by SAHA.

PROCEDURE NUMBER: 4.6
TITLE: FAMILY AND MEDICAL LEAVE ACT
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 005

FAMILY AND MEDICAL LEAVE ACT (FMLA)

SAHA complies with the Family and Medical Leave Act (FMLA) of 1993, as amended. Employees' rights under this act will be found in U.S. Department of Labor Wage and Hour Division Publication 1420. A copy will be furnished to each employee who requests FMLA Leave. The Family and Medical Leave Act is intended to allow employees to balance their work and family life by giving eligible employees the right to take unpaid leave, or paid leave if it has been accrued, for a period of up to 12 workweeks annually within a 12-month period as defined by the SAHA for the following:

1. The birth of a child of the employee or the placement with an employee of a child for adoption or foster care. A father, as well as a mother, can take family leave for the birth of a child and/or placement for adoption or foster care of a child.
2. The employee is needed to care for a family member, defined as a child, spouse, or parent, with a serious health condition; or
3. The employee has a serious health condition which makes the employee unable to do his/her job.
4. To deal with “any qualifying exigency” that arises from a spouse’s, child’s or parent’s active duty in the Armed Forces, including an order or call to duty. The 12 weeks is reduced by leave for any other qualifying FMLA event during the 12-month period; or
5. Eligible employees may take up to 26 weeks of leave to care for spouses, children, parents or next of kin who are service members with serious illnesses or injuries incurred during active duty in the Armed Forces. This leave is available only during one 12-month period and is combined with all other FMLA leaves in that period, resulting in a maximum total leave entitlement of 26 weeks.

4.6.1 FMLA Leave

FMLA Leave is unpaid however an employee may elect to use any accrued Leave until exhausted. All paid leave is counted against the FMLA leave allotment.

4.6.2 Benefits Continuation

While an employee is on FMLA Leave, SAHA will maintain the employee's coverage under any group health care plan on the same conditions as coverage would have been provided if the employee had been continuously employed during the entire leave period, providing the employee has paid his/her share of premium cost. An employee on unpaid FMLA Leave will not accrue PTO, be given credit for holidays falling within the FMLA Leave period, or credit for any other employer-employee contributory benefit for which the employee's share is not contributed.

4.6.3 Payment of Health Plan Premium

When paid leave is substituted for unpaid FMLA Leave, the employee's share of premium shall be paid through payroll deduction, to the extent that the employee remains in paid leave status. In all cases of unpaid FMLA Leave, the employee makes his/her share of premium payments directly to SAHA's Human Resources Department by check or money order only, made payable to the San Antonio Housing Authority or SAHA.

There shall be a 30-day grace period after the agreed upon date for payment within which the employee may make payment of premium without affecting health benefit coverage. If health coverage is discontinued as a result of non-payment of premium by the employee during the grace period, upon return to work and if requested, the employee's group health, and other benefits will be restored to at least the same level and terms if still available to the group.

4.6.4 COBRA Provisions

Employees who do not return to work after FMLA leave are entitled to continued group health plan coverage under COBRA. Only employees covered by the health plan on the first day prior to the FMLA leave are eligible for COBRA. Administration of COBRA provisions by SAHA will be done in accordance with the regulations of that act and the provisions of the FMLA, as applicable.

4.6.5 FMLA Administration

FMLA Leave may be taken all at once or intermittently. Generally, leave for a serious health condition, or the birth or adoption of a child, must be requested thirty (30) days in advance when the need is foreseeable. Otherwise, the request should be submitted as early as practical but not later than five (5) calendar days from the date leave is started. Request for such leave will be initiated by the employee through his/her immediate supervisor and may be in the form of a verbal request or by presentation of certification by a physician or practitioner. Upon receipt of an employee's request for such leave, the supervisor will prepare a Personnel Action Request, and forward it through established supervisory channels to the Director of Human Resources. The Director of Human Resources or his/her designee will make any additional inquiries, as necessary,

to determine whether a leave request is FMLA-qualifying. The employee is not required to expressly request FMLA leave. Once the Human Resource Department has determined that a leave request is FMLA qualifying, the employee will be notified within two (2) business days that the leave will be designated as FMLA leave. Such notice may be given orally or in writing, but oral notice must be confirmed in writing by the following payday. If Human Resources learns that leave is for an FMLA purpose after the leave has begun, the portion of paid leave that qualifies as FMLA leave may be retroactively counted as FMLA leave. However, SAHA, according to the Act, cannot generally designate leave as FMLA leave after the employee has returned to work.

4.6.6 Intermittent Leave

Intermittent Leave/Reduced Leave Schedule taken because of a birth or placement of a child for adoption or foster care may be taken only if the employer agrees. Intermittent Leave/Reduced Leave Schedule taken to care for a sick family member or for an employee's own serious health condition may be taken when medically necessary. If an employee requests intermittent leave/reduced leave schedule that is foreseeable based on planned medical treatment, including during a period of recovery from a serious health condition, the employer may require the employee to transfer temporarily to an available alternative position for which the employee is qualified and which accommodates the employee's leave schedule. The alternate position must have equivalent pay and benefits.

4.6.7 Medical Certification

All requests for FMLA Leave exceeding two work days will be supported by certification of physician or practitioner, issued by the health care provider of either the employee or the employee's ill family member. Certification of physician or practitioner must be submitted within fifteen (15) calendar days from the date leave is requested.

SAHA may request that the employee obtain a second opinion at SAHA's expense. If the first and second opinions differ, SAHA may require a third and binding opinion from a health care provider approved jointly by the employee and SAHA, again at SAHA's expense.

In addition, SAHA, at its discretion and on a reasonable basis, may require recertification of the need for leave no more than once every thirty (30) days.

4.6.8 Returning To Work

Eligible employees returning from FMLA Leave, except as provided in Section 4.6.9, will be restored to the same position he/she held when the leave started, or to an equivalent position. Benefits will be resumed upon the employee's return to work at the same level as were provided when leave began, without any new qualification period,

physical exam, etc. An employee is not entitled to accrue additional benefits during a period of unpaid leave; any new or additional coverage or changes in health benefits, however, will be made available to an employee while on leave. Any increase in pay or changes in benefits which are not dependent upon seniority or accrual during the leave period will be made effective upon the employee's return to work.

4.6.9 Exhausting FMLA Leave

Employees that have exhausted the 12- week maximum leave under FMLA and have not been released by their doctors to return to full work duty may request additional leave. This leave is unpaid and must be approved by the President and CEO. The additional, unpaid leave may not exceed 9 months.

Employees that have exceeded the 12 week FMLA coverage will be notified that reinstatement may be made to the same position or to a position of like status and pay, if available. Employees who are unable to return to work after 12 months will be administratively separated from SAHA.

4.6.10 Key Employees

A key employee who takes FMLA Leave may be denied reinstatement after FMLA Leave, if necessary to prevent substantial and grievous economic injury to the operations of SAHA. It must be the restoration to employment, rather than the taking of the leave, which would cause the injury. Upon requesting FMLA Leave, a key employee shall be notified of these provisions in writing by Human Resources. Key employee determination is made based on year-to-date earnings as of date leave is requested or considered.

4.6.11 Periodic Status Report

As provided by the FMLA, employees on FMLA Leave will report their status (conditions/ situation) and intent to return to work to the Director of Human Resources in writing first on the 45th and again on the 75th day following the effective date FMLA Leave started. These reports will facilitate planning by management for the employee's re-entry into the workforce.

4.6.12 Fitness-for-Duty Report

Employees reporting for work following completion of a period of FMLA Leave that was taken due to the employee's own serious health condition must present to the Director of Human Resources a certification from the health care provider that he/she is able to resume work, i.e., is fit for duty. Provisions of the Americans with Disabilities Act (ADA) will be complied with, if applicable.

An employee who meets all requirements will be restored to full-time employment by a Personnel Action Request that will be effective the day following the date all

requirements are met. An employee not returning to work once having met all requirements will be subject to termination under the automatic resignation provision.

4.6.13 Employee Evaluations after FMLA

An employee returning to work, prior to exhausting applicable FMLA leave, will be evaluated by a supervisor after reviewing at a minimum six months of observable work behavior. See performance evaluation provisions.

PROCEDURE NUMBER: 4.7
TITLE: WORKER’S COMPENSATION INSURANCE
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 005

WORKER’S COMPENSATION INSURANCE

SAHA maintains workers’ compensation coverage in accordance with State law. All accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues must be reported immediately to the supervisor for completion of First Report of Injury Form with the employee. The First Report of Injury Form will then be forwarded to the Human Resources Department for processing, whether or not medical treatment is needed.

If any employee is injured, outside emergency response agencies should be contacted immediately if needed. A supervisor’s permission to contact outside emergency response agencies is not required.

An employee's Workers’ Compensation Benefits Form must be completed in all cases in which an on-the-job injury requiring medical attention has occurred.

PROCEDURE NUMBER: 4.8
TITLE: EMPLOYEE ASSISTANCE PROGRAM
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 003

EMPLOYEE ASSISTANCE PROGRAM

It is the position of professionals and SAHA's belief that alcoholism, substance abuse and severe mental stress are treatable illnesses, and that an employee with these conditions will receive the same consideration and available assistance that is presently extended to employees with other kinds of illnesses. Therefore, SAHA has made available an Employee Assistance Program (EAP) to aide employees with their problems. SAHA contracts with a qualified vendor that provides employee counseling and related services. Employees can request EAP contact information from the Human Resources Department.

PROCEDURE NUMBER: 4.9
TITLE: FUNERAL LEAVE
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 003

FUNERAL LEAVE

In case of death in the immediate family, regular full-time employees are authorized up to three (3) workdays off with pay. This absence will not be charged to PTO. Immediate family shall be defined as spouse; spousal equivalent; former-spouse; fiancée; either one's own, one's spouse's or one's spousal equivalent's children; step children; foster children; parents; grandparents; in-laws; foster parents; siblings or other relatives living in the employee's household. Funeral leave is subject to verification.

PROCEDURE NUMBER: 4.10
TITLE: JURY DUTY
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 003

JURY DUTY

Regular status employees will receive leave with pay as required to perform jury duty. Leave must be approved in advance by the supervisor and must be supported with a summons calling the employee to duty and a release from duty. Employees may keep any compensation received as jurors.

PROCEDURE NUMBER: 4.11
TITLE: MILITARY LEAVE
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 005

MILITARY LEAVE

A leave of absence for service in the U.S. Armed Forces or National Guard, or for attendance at regular annual military encampment or cruise (“military leave”), and the terms of re-employment, shall be governed by the Uniformed Services Employment and Reemployment Rights Act (USERRA) or other applicable laws. Such leave is granted upon written application (Request for Leave) and presentation of appropriate military orders.

4.11.1 Requesting Leave

Military leave is to be arranged in advance through the employee’s supervisor. The supervisor shall request military leave for the employee by submitting a Request for Personnel Action, to the Director of Human Resources. The request must be accompanied by official military orders.

4.11.2 Military Training

- A. Required Annual Training: Up to two (2) weeks of paid military leave per calendar year is granted to any employee required to attend annual military training. This leave does not accumulate.

- B. Voluntary Training: SAHA is not obligated to approve voluntary military training leave; however, any approved leave related to military training will be charged to PTO or granted leave without pay, if the employee has no accrued PTO.

4.11.3 Active Duty

A regular full-time employee who enters into active service of the United States Armed Forces, ordered or volunteered, shall be granted a leave of absence from SAHA for the initial period of active service, and 90 additional calendar days following discharge or hospitalization continuing after discharge. If such hospitalization exceeds one (1) year, the employee’s continuing leave status shall be determined by the President and CEO.

For active duty, all accrued PTO will be paid at the time the employee is placed on military leave. If the military pay plus allowances for an employee ordered to active service as a result of a national emergency (rather than having volunteered) is less than the gross monthly salary being paid by SAHA, the Housing Authority may supplement the difference for a pay period, not to exceed six (6) months provided the employee

shows documented proof of such difference.

4.11.4 Health Insurance

Generally, SAHA will continue health coverage for up to 24 months for employees on military leave and their dependents at the same cost to the employee as the cost to regular employees. In the event the insurance is terminated for whatever reason, SAHA will reinstate the employee and dependents' health care coverage upon reemployment without imposing any exclusion or waiting periods that would not have been imposed had the coverage not terminated.

4.11.5 Reinstatement

The employee shall be entitled to be reinstated to his/her former position or to a position of like status and pay provided:

1. Prior to departure, presents both evidence of call to service and affirmation of intention to return to employment upon separation from service; and
2. Is willing to report to work within 90 calendar days after discharge or hospitalization continuing after discharge for a period of not more than one year; and
3. Is physically and mentally fit for employment. If, by reason of disability, the employee is not fit for a position of like status and pay but is qualified to perform duties of a lower grade position, such other position shall be offered if a vacancy exists; and
4. Is willing to accept a lesser position if there has been a reduction-in-force during their absence.

If the employee received a discharge other than Honorable, re-employment shall be at the discretion of the President and CEO.

PROCEDURE NUMBER: 4.12
TITLE: ADMINISTRATIVE LEAVE
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 003

ADMINISTRATIVE LEAVE

Administrative Leave, also known as release time, is defined as any period of time during regular working hours when regular full-time and part-time status employees are released from their job assignments to attend mandatory employee functions. All administrative leave must be approved in advance by the President and CEO or his/her designee. Employees not attending a function of their own volition will be charged leave without pay and subject to disciplinary action. Employees assisting SAHA at a non-SAHA sponsored event may be permitted early release with prior President and CEO approval.

Unless required to attend the function, temporary employees will not be paid for work time lost if offices are closed due to employees being released to attend a mandatory employee function.

PROCEDURE NUMBER: 4.13
TITLE: AUTHORIZED LEAVE WITHOUT PAY
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 003

AUTHORIZED LEAVE WITHOUT PAY (LWOP)

An employee, who has no accumulated PTO to which to charge an illness or personal emergency may request an un-paid leave for extenuating circumstances if short-term disability benefits are not available. Such leave request must be in writing and recorded on the employee's time and attendance records and must state the entire time desired and the reason. All requests for leave without pay must be approved by the department head. Any leave without pay longer than one workweek is subject to the approval of the President and CEO. PTO will not accrue when an employee is on leave without pay status, nor will an employee be compensated for any holiday that occurs during the period of leave without pay. All unapproved leave without pay is unauthorized and subject to disciplinary action.

PROCEDURE NUMBER: 4.14
TITLE: DEFERRED COMPENSATION
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 003

DEFERRED COMPENSATION

SAHA offers employees a voluntary 457 Deferred Compensation retirement plan. Employees are eligible to participate in the plan immediately. Deferred Compensation is a program that allows you to save and invest today for your retirement, and taxes are deferred until your assets are withdrawn, usually at retirement when you may be in a lower tax bracket. Accelerated participation is available for employees 50 years of age or over.

PROCEDURE NUMBER: 4.15
TITLE: DUES, MEMBERSHIPS AND FEES
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 003

DUES, MEMBERSHIPS AND FEES

SAHA encourages certain exempt employees to participate in professional associations and to maintain any required licensing through continuing professional education. With prior written approval of the department head, SAHA will pay the reasonable and appropriate membership fees and dues necessary to maintain membership in professional associations or licensing required, to the extent funds are available for that purpose.

PROCEDURE NUMBER: 4.16
TITLE: TRAINING, SEMINARS AND COURSES
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 005

TRAINING, SEMINARS AND COURSES

SAHA encourages all employees to advance the knowledge and skills relating to their employment at SAHA. To that end, SAHA will reimburse reasonable cost of training in furtherance of that goal to the extent funds are available for that purpose in the fiscal year budget of the employee's department. Advance approval of the training, seminar or courses must be obtained from management to be eligible for reimbursement. This benefit is separate and apart from SAHA's Tuition Reimbursement Program.

PROCEDURE NUMBER: 4.17
TITLE: ALTERNATIVE WORK SCHEDULE/FLEX TIME
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 003

ALTERNATIVE WORK SCHEDULE/FLEX TIME

In an attempt to increase customer service and provide alternative work schedules for SAHA employees, an Alternative Work Schedule/Flex Time Program is established for use at the direction of the President/CEO.

4.17.1 Implementation

The director of each department shall establish staffing levels necessary for customer service and business operational needs. Staff levels must be sufficient at all times to meet the operating requirements of the department and SAHA. Supervisors are responsible for the maintenance of employee plan documentation, including individual time and attendance reports and plan selection documents to be executed by each individual employee.

4.17.2 SAHA Central Office Schedule

Effective October 20, 2008, SAHA Central Office will be open from 8 a.m. to 6 p.m., Monday through Thursday, and 8 a.m. to 5 p.m. on Friday.

4.17.3 9/80 Workweek

The 9/80 Workweek consists of working five, eight-hour days in one week of the payroll period and four, ten-hour days the other week, resulting in one day off in the pay period.

4.17.4 Flex Time

At the Department Director's discretion, based on business needs, workdays can be defined to begin at other than 8 a.m. and to end at other than 5 p.m., so long as 40 hours are worked and not exceeded in a workweek. Employees are expected to maintain the approved flex schedule until authorization is obtained from the Department Director. A lunch break must be at least thirty (30) minutes each day.

4.17.5 Selection of Work Schedule

Employees may elect to work the 9/80 Workweek or Flex Time, as approved by the Department Director based on the needs of SAHA and the particular department. The required documentation for each employee should be signed and sent to HR with a copy forwarded to the Finance Department, upon selection. Employees not selecting an Alternative Work Schedule shall remain on the Monday through Friday, 8 a.m. - 5 p.m. schedule. After receiving the approval of the Department Director, an employee may revise their work schedule selection to be effective at the end of a workweek.

4.17.6 Holidays

All holidays will be compensated on the basis of an 8-hour workday. When a holiday falls during any workweek, all employees on an alternative work schedule must revert back to regular 8-hour workdays, as needed to provide coverage during regular office hours. Employees will then return to the alternative work schedule the following week.

When an employee on the 9/80 Workweek schedules an additional day off, either 9 hours or 10 hours of PTO will be deducted, depending on the employee's planned schedule for the day. The floating holiday can be taken on any scheduled workday; however, PTO will have to cover the remaining hours if not taken on an 8-hour day. The floating holiday must be taken at one time as 8 full hours.

4.17.7 Exempt Employees

In the event an exempt employee is required for business reasons to work on a day scheduled off, there shall be no additional compensation.

4.17.8 Participation

Participation does not constitute a contract for employment and it does not change the at-will status of employees. SAHA reserves the right to change, decline, suspend, or terminate any alternative work schedule options offered, at any time, for any reason.

4.17.9 FLSA

It is the policy of SAHA to fully comply with the Fair Labor Standards Act. In keeping with this commitment, it is the policy of SAHA to promptly investigate and correct any improper payroll deductions or other payroll practices that do not comply with the Act. If an employee believes that an improper payroll practice, such as an improper deduction from an exempt salary, has occurred, he or she may raise their concerns and/or complaints to the Human Resources Department. The Human Resources Department will see that the matter is appropriately reviewed and if an improper deduction has been taken, the employee will be reimbursed for the amount of any inappropriate deduction.

PROCEDURE NUMBER: 4.18
TITLE: TRAVEL PROCEDURES
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 003

TRAVEL PROCEDURES

4.18.1 SAHA Travel

All instances of travel at Housing Authority expense must fall within an approved budget. Any travel that is not within an approved budget must be approved by the President and CEO in advance.

The traveler is expected to exercise prudent judgment in incurring travel expenses. Payment for certain travel expenses such as transportation by common carrier, hotel, meals, etc. shall be made directly by the employee using a travel card or other funds and subsequently reimbursed by the Housing Authority. A reimbursable expense is an expense incurred by the traveler for training, conventions, workshops, seminars or other official Housing Authority business.

The Purchasing Card may be used to pay for air and hotel expenses. Travel advances may be made for meal and incidental expenses.

4.18.2 Responsibilities

- A. Supervisors must review and indicate their approval of the request for travel and reimbursement of travel expenses from their department and submit it to the CEO or his/her designate for approval.
- B. The President/CEO is responsible for ensuring that the annual budget reflects an accurate anticipated travel expense and for reviewing and approving all requests for travel.
- C. The Chief Financial Officer will review all travel claims, make payment for and properly account for all approved travel-related expenditures. Use of Housing Authority credit card for travel shall be in accordance with the Housing Authority’s policy on credit card usage and shall not be used for payment of family member travel expenses or any other unrelated Housing Authority expense.
- D. The individual traveler is responsible for ensuring that proper documentation is provided and that any request for reimbursement includes all required receipts.

- E. The Housing Authority will reimburse travelers for expenses incurred within 7 business days of receipt of an approved expense report with supporting documentation.
- F. The CFO will issue the appropriate forms and instructions for travelers.

4.18.3 Requests for Travel Authorization

- A. When it is necessary that travel be performed on behalf of the Housing Authority, a Request and Authorization for Travel will be submitted by the traveler to the appropriate Department Head or Vice-President then the CEO or his/her designate for review and approval. The form will be submitted for each traveler and will indicate the destination, purpose of the trip, expected departure and return dates, type of transportation to be used, estimated expenditures and whether an advance of funds will be required.
- B. The Housing Authority may provide a Purchasing Card to facilitate payment and record keeping of expenditures. An advance of funds may be provided to cover meal and incidental expenses.
- C. All requests for travel reimbursement for employment applicants will be approved by the CEO or his/her designate and limited to executive-level and senior departmental level position applicants who are selected for interview.

4.18.4 Authorized Travel Expense

A. Transportation

Transportation costs for authorized travel shall be paid by the Housing Authority. Air coach class shall be the standard means of travel for all trips.

B. Meals and Incidentals

For employees, the cost of meals (including tax and tips) and incidental expenses such as tips to bellman and at the airport will be reimbursed at per diem rates published from time to time by the General Services Administration or similar publication. The per diem for cities not listed will be the per diem for a city closest to the intended destination. The per diem rate is used to gauge reasonableness of travel expenses and is not to be construed as a waiver of submission of a travel expense voucher. The per diem rates will not be applicable to non-employee travelers and commissioners who are reimbursed for actual meal expenses.

Reimbursement claims for taxi and incidental items not covered by the per diem rate must be supported by receipts and other documentation of actual expense.

When unusual circumstances are encountered that cause subsistence expenses to exceed the per diem rate, the President/CEO may approve the additional expense if properly supported with detailed receipts.

When computing per diem, official travel starts at the time the traveler leaves his/her home, office, or other point of departure and ends when the traveler returns to his/her home, office or other point of the trip's conclusion. When an overnight stay is required, the full amount of the applicable per diem rate will be allowed on the date of departure but will be prorated for the date of return based on quarter days (e.g., returning in afternoon but before 6 p.m., three quarters of a day will be paid; if return is after 6 p.m., a full day's per diem will be paid).

If an overnight stay is not required on a trip, per diem will not be paid unless the employee is away from the normal place of work for 12 hours or more. Per diem for travel not requiring an overnight stay will be pro-rated on quarter days.

C. Motor Vehicle Travel

Local travel and out-of-town travel when appropriate shall be in a Housing Authority vehicle. When a Housing Authority vehicle is not available or its use is not practical, the appropriate supervisor may authorize the use of a privately-owned vehicle for travel between workplaces only. Travel from home to work or from work to home is never reimbursed. Authorized travel in a privately-owned vehicle shall be compensated at the IRS approved mileage rate. The accounting department will communicate changes to the IRS rate.

4.18.5 Expenses Incurred Within Jurisdiction of Housing Authority

Provided prior approval is obtained from the supervisor, and if within budgetary limitations, employees representing the Housing Authority at local meetings, conferences, luncheons, or dinners may be reimbursed for the actual cost of such events. Expenses beyond normal transportation, subsistence, and registration fees are eligible for payment by the Housing Authority as follows:

4.18.6 Travel Advances

Purchasing charge cards may be issued to individuals traveling for Housing Authority business. Use of a Purchasing card binds the user to properly account for all expenditures.

Travel advances may be provided to cover meals and other incidental expenses. The CFO or his designate shall approve any requests for travel advances. Approved travel advances may be made to the traveler in the form of cash, check, travelers check, or other method as deemed appropriate by the Housing Authority. Travel advances will not be provided for lodging, except in special circumstances. Receipt of an advance binds the traveler to return all unspent funds or an expense report and receipts for the

trip within 10 working days after the end of a trip.

4.18.7 Reimbursement and Accounting for Travel Allowance

- A. Upon returning from a trip, the traveler must submit an Expense Report to the Accounting Department within ten working days of return. This report is required for itemization of expenses and must be reviewed and approved by the Department Vice-President. The Housing Authority may implement a computerized reporting process as it deems appropriate. The Housing Authority will reimburse the traveler for out-of-pocket expenses within 7 working days of receiving an approved travel expense report with supporting documentation.
- B. After a trip, the traveler will submit the following items:
 - (1) Travel Expense Report.
 - (2) All receipts must be retained and submitted with the Travel Expense Report:
 - a) Commercial Transportation
 - b) Lodging
 - c) Conference Registrations (where applicable)
 - d) Fuel (when applicable)
 - e) All special expenses as defined above.
 - (3) The Travel Expense Report will contain a full accounting of expenditures, travel card usage, and advances. Any additional balance due SAHA or the employee should be clearly indicated on the expense report.

The Accounting Department will audit the items submitted on the Travel Expense report to verify the mathematical accuracy and the allow ability of expenditures in accordance with this Policy. After the reviewer verifies the accuracy of the expense report, the Travel Expense Report is submitted to the Departmental Vice President or CEO for approval.

4.18.8 Procedures

The CFO will issue the appropriate access, procedures and instructions necessary to execute this Travel Policy. The procedures, forms and instructions will be reviewed and updated periodically. All procedures and information must comply with this policy.

PROCEDURE NUMBER: 5.1
TITLE: GENERAL CONDUCT
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 004

GENERAL CONDUCT

SAHA's core values demonstrate the agency's commitment to professional interaction between SAHA personnel, our customers and our community. SAHA's core values are as follows:

- (1) Always do the right thing.
- (2) Demonstrate compassion and respect in every interaction.
- (3) Strive for excellence in all operations.
- (4) Be responsible stewards of the public trust.

Each employee has a responsibility to SAHA and to fellow SAHA employees to adhere to certain rules of behavior and conduct, including but not limited to these core values, procedures, the SAHA Code of Conduct and the City of San Antonio Ethic's Code, which SAHA has adopted. <http://www.sanantonio.gov/atty/Ethics/codetext.htm>.

PROCEDURE NUMBER: 5.2
TITLE: CUSTOMER RELATIONS
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 001

CUSTOMER RELATIONS

SAHA’s success depends upon the quality of relationships with fellow employees, customers and the general public.

All employees are expected to:

- (1) Act competently and deal with customers in a courteous and respectful manner.
- (2) Communicate pleasantly and respectfully with other employees at all times.
- (3) Follow up on work orders and questions promptly, provide businesslike replies or inquiries and requests, and perform all duties in an orderly and timely manner.
- (4) Take pride in your work and enjoy doing your very best while assisting others.

5.2.1 Interaction With Residents

SAHA may maintain separate policies governing the interaction of employees with SAHA residents. SAHA employees are responsible for complying with any applicable policies.

5.2.2 Relationships between Employees and Residents

Employees are not restricted from talking with residents while transacting business or performing work. Employees are, in fact, encouraged to answer questions residents may ask regarding services; however, they should at all times comply with procedures that have been established governing the conduct between Employees and Residents.

It is unconditionally prohibited for any employee to borrow money or any other item of monetary value from a resident. Any violation of this provision shall be grounds for disciplinary action to possibly include termination.

PROCEDURE NUMBER: 5.3
TITLE: ENTRY INTO APARTMENTS
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 001

ENTRY INTO APARTMENTS

5. 3.1 Entering Apartments

- A. The lease document provisions related to entry should be followed along with the relevant provisions of the current SAHA Admissions and Occupancy Plan (ACOP).
- B. An employee shall not enter an occupied apartment when the resident is not at home unless the resident has given permission for the entry.
- C. In all cases before entering with a pass key, the employee shall make certain the resident is not at home, first by knocking and then by calling out loudly prior to and as the door is being opened.
- D. In the event a resident is in the apartment when the employee enters with the pass key, the employee shall excuse him or herself and report the incident to the property manager.
- E. No article belonging to the resident should be touched unless necessary in the course of the work, and in that case must be left in original condition. Any debris from the work must be cleaned up and removed. In the event accidental damage to the resident's property occurs, a report must be made immediately to the foreman, manager or supervisor, and a copy left for the resident.

5. 3.2 Entry To Service Notices

In the event an employee enters a unit to provide service, the employee must notify the resident of the visit by leaving the Department-approved maintenance notice/comment card in a visible area, such as kitchen counter or table.

5.3.3 Entry By Police Officer

The authority of a police officer to enter a private residence, including any SAHA apartment, depends upon the particular circumstances. In order for SAHA personnel to facilitate entry by a peace officer to an apartment owned by SAHA, verification of the following must be obtained prior to authorizing entry:

- The peace officer requesting access must have a search warrant for the particular residence; or
- The peace officer requesting access must have a felony warrant for a resident of the particular residence to which the officer seeks entry; and
- Management must verify the relevant facts.

After verification, Management must authorize release of key to the police officer for entry to the subject residence. If verification of the warrant is not possible, or if the peace officer carries a Juvenile warrant, no access should ever be granted.

If questions arise, contact the Legal Department immediately.

5.3.4 Access by Third Parties

Access should not be granted by SAHA to third-party requestors without written authority from the resident.

PROCEDURE NUMBER: 5.4
TITLE: SEXUAL HARASSMENT/ HARASSMENT
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 002

SEXUAL HARASSMENT/HARASSMENT

SAHA is committed to maintaining a harassment free workplace. For this reason, unprofessional conduct including harassment of any kind will not be tolerated at SAHA. Workplace harassment based on sex, race, color, religion, national origin, age, disability or protected activity, such as opposition to discrimination or participation in complaint proceeding, violates State and Federal law and is also prohibited.

5.4.1 Definition of Harassment

Workplace harassment can take many forms. It may be, but is not limited to, unprofessional conduct, including but not limited to foul/profane language in the workplace, words, signs, gestures, crude or off-color or offensive jokes, notes, cartoons, pictures, posters, e-mail jokes or statements, pranks, threatening or abusive language or conduct toward any employee, intimidation, physical assaults, physical contact, or violence. Harassment is not necessarily sexual in nature but may be associated with other protected class categories. It may also take the form of other vocal activity, including derogatory statements not directed to the targeted individual but taking place within their hearing. Other prohibited conduct includes taking retaliatory action against an employee for discussing or making a harassment complaint.

Sexual harassment is defined as unwelcome sexual advances of any nature, requests for sexual favors or other verbal or physical conduct of a sexual nature when:

1. Submission to such conduct is either an explicit or implicit condition of employment; or
2. Submission to, or rejection of, such conduct by an individual is used as the basis for an employment decision affecting the individual; or
3. Such conduct has the effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Any employee engaging in any misconduct whether or not it meets the legal standard for discrimination or sexual harassment shall be subject to disciplinary action up to and including separation from employment.

5.4.2 Employee Responsibility

All SAHA employees, especially managers, have a responsibility for keeping the work environment free of harassment. While SAHA encourages employees to communicate directly with the alleged harasser and make it clear that the harasser's behavior is unacceptable, offensive or inappropriate, this is not required. It is required that any employee, who becomes aware of any incident of harassment, whether by witnessing the incident or being told of it, must report it to their manager whether or not they believe the conduct rises to the level of harassment. If an incident of alleged harassment involves the supervisor/manager, the report should be made to SAHA's Human Resources Department.

When management becomes aware of an incident of alleged harassment, the manager is obligated to take prompt and appropriate action to stop the harassment before it rises to the level of a violation of federal law, whether or not the victim requests any action. Management must relay the information relating to any incident or complaint of harassment to the Director of Human Resources immediately for guidance on the prompt and appropriate action to take under the circumstances.

Any employee witnessing child abuse, elderly abuse or neglect, on any SAHA property, must immediately report the incident to their immediate supervisor.

5.4.3 Investigating Harassment

All reports or complaints of harassment will be promptly, thoroughly and impartially investigated. SAHA will protect the confidentiality of the harassment complaint to the extent allowed by law, however, confidentiality cannot be guaranteed. An investigation will be undertaken whether or not the victim requests any action or investigation. SAHA will also take any action necessary to appropriately remedy the situation and will take appropriate disciplinary action up to and including termination. Retaliation of any sort will not be permitted. No adverse employment action will be taken for any employee making a good faith report of alleged harassment.

PROCEDURE NUMBER: 5.5
TITLE: VIOLENCE IN THE WORKPLACE
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 003

VIOLENCE IN THE WORKPLACE

Consistent with SAHA's policy against violence in the workplace, acts or threats of intimidation, harassment, coercion, and/or physical violence, that involve or affect any SAHA employees, residents, contractors or volunteers, will not be tolerated. SAHA's prohibition against threats and acts of violence applies to all persons involved in SAHA's operation, including but not limited to personnel, contractors, temporary workers and anyone else on SAHA property.

5.5.1 Prohibited Conduct

Acts or threats of violence include conduct which is sufficiently severe, offensive, or intimidating to alter the employment conditions at SAHA, or to create a hostile, abusive, or intimidating work environment for one or several employees, clients, volunteers, visitors or any person conducting business with SAHA. Examples of workplace violence include, but are not limited to, the following:

- All threats or acts of violence occurring on SAHA's premises.
- All threats or acts of violence occurring on or off SAHA's premises involving a SAHA employee that brings discredit to SAHA.
- Hitting or shoving an individual.
- Threatening an individual or his/her family, friends, associates or property with harm.
- Intentional destruction or threats to destroy SAHA's property.
- Making harassing or threatening phone calls, email, letters or other form of communication.
- Harassing surveillance or stalking.
- Unauthorized possession or inappropriate use of firearms or weapons.
- Suggesting or intimating an act to injure someone.

PROCEDURE NUMBER: 5.6
TITLE: DRUG/ALCOHOL FREE WORKPLACE
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 009

DRUG/ALCOHOL FREE WORKPLACE

SAHA is a drug and alcohol free workplace. It is the policy of SAHA to take all reasonable measures to assure that drug and/or alcohol use by employees does not jeopardize the safety of our operations or otherwise adversely affect SAHA, its employees, the community or the public’s trust.

5.6.1 Alcohol, Drugs & Controlled Substances Prohibited

The manufacture, sale or distribution, possession, or presence in the body, of alcohol, drugs or controlled substances in the workplace is strictly prohibited. For purpose of this policy, “drugs or controlled substances” include legal and illegal (street) drugs taken for non-medical reasons. It does not include prescription medication taken in accordance with a physician’s instructions.

Appropriate law enforcement agencies will be notified of any controlled or illegal substances found on SAHA property, and these substances will be disposed of in accordance with their instruction. Some of the drugs that are illegal include marijuana, heroin, hashish, cocaine, hallucinogens, inhalant and designer drugs, depressants and stimulants not prescribed for current personal treatment by a licensed physician.

5.6.2 Substance Abuse Testing

The privacy interests of employees and the legitimate interests of SAHA in implementing and maintaining a substance abuse program will be accomplished by (a) limiting the extent of the inquiries necessary to effectuate the substance abuse policy; (b) assuring that disclosure of, and access to, information is on a strict need-to-know basis; and (c) informing employees of the purpose for which the information is sought.

- A. All applicants slotted for employment will be required as part of the employment process to sign a Substance Abuse Coverage Form, which states that the applicant has read, understands and is subject to the Substance Abuse Policy as a condition of employment to be retained in the applicant’s personnel file;
- B. All applicants slotted for employment will be required to sign a Test Consent Form, authorizing appropriate testing to identify the presence of drugs or controlled substances and alcohol, and release of test results to the Director of Human Resources or his/her designee, to be retained in the applicant’s personnel file.

- C. All applicants selected for employment will be required to submit to full completion of pre-employment drug testing within 24 hours of the job offer, with a verified negative result as a condition of employment.
- D. Employees are also required to cooperate, consent, and submit to drug testing under the following guidelines as a condition of continued employment:
 - 1. Where management has reasonable cause to suspect that job performance, work place incident, or unusual behavior may be related to substance abuse; or
 - 2. Immediately following a workplace accident, where employee is involved, that results in a compensable injury or in property damage; or
 - 3. Where management has determined to conduct random drug testing for designated employment positions.
- E. A “For-Cause” test must be scheduled through the Director of Human Resources or his/her designee. Each case will be reviewed on its merits before a decision regarding the appropriate personnel action(s) is made. The number of employees requested by management to participate in a For-Cause test may range from a single employee to group of employees in any SAHA section or division.
- F. All tests will be conducted off site at a private medical laboratory. A positive screening test may be followed by a more detailed confirmation test in cases involving disciplinary action to an employee. Employees who test positive for drugs or controlled substances will be subject to immediate termination from employment.
- G. Refusal to submit a urine and/or breath or blood sample will result in the employee having refused to follow reasonable instructions connected with a condition of employment, which is subject to disciplinary action up to and including separation of employment.
- H. SAHA recognizes drug dependency as an illness and a major health problem. SAHA also recognizes drug abuse as a potential health, safety and security problem. Employees needing help in dealing with such problems are encouraged to use our employee assistance program and health insurance plans, as appropriate. Conscientious efforts to seek such help will not jeopardize any employee's job, and will not be noted in any personnel file.

5.6.3 CDL Drug Testing

SAHA is required by federal law (Omnibus Transportation Act of 1991, as amended) to establish a testing process for alcohol and controlled substances for employees whose positions require a Commercial Driver’s License (CDL). These employees are subject to the following types of alcohol and controlled substances testing:

- 1. Pre-Employment Testing
- 2. Post-Accident Testing

3. Random Testing
4. Reasonable Suspicion Testing
5. Return-to-Duty Testing
6. Follow-up Testing

Upon determination that an employee has misused alcohol or controlled substances (a test result with an alcohol concentration of 0.04 or greater or positive controlled substances test), the employee will be subject to disciplinary action and may not return to a safety sensitive function and until the following steps have been taken.

1. The employee must be evaluated by a substance abuse professional who shall determine what assistance, if any, is needed to help resolve any problems associated with alcohol or controlled substances abuse.
2. If the substance abuse professional indicates a need for assistance, then the employee shall be referred for counseling, evaluation, and treatment and may utilize employee's health insurance package providing treatment for alcohol and controlled substances abuse. Before returning to duty, the employee must undergo a return-to-duty controlled substances test that returns a verified negative test and/or an alcohol test indicating less than 0.02 alcohol concentrations.
3. Upon the employee's return to work in a safety sensitive function, the employee is required to take a minimum of six (6) follow-up tests during the first twelve (12) months following return-to-duty. If so indicated by the substance abuse professional, the follow-up testing may continue for up to sixty (60) months.

The employee will assume all costs for counseling, evaluation and treatment.

5.6.4 Tobacco Use Prohibited in the Workplace

The Surgeon General of the United States has declared that smoking is the number one public health issue of our time, and the United States Environmental Protection Agency has concluded that passive smoking appears to pose a public health risk larger than the hazardous air pollutants from all industrial emissions combined. In this regard, and in accordance with San Antonio City Ordinance 62781 and Section 5.4, San Antonio Housing Authority Personnel Policies, these procedures will regulate smoking in the workplace, effective April 1, 1992.

The use of tobacco products (both smoke and smokeless) is prohibited in all SAHA buildings, including Housing units, common areas and vehicles.

The use of tobacco products is allowed outdoors only in designated areas. Each property manager will be responsible for posting the location of the designated area. Rest periods may be used to leave a building in order to use tobacco products, but there shall be no additional time devoted to using tobacco products.

PROCEDURE NUMBER: 5.7
TITLE: CONFIDENTIALITY
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 004

CONFIDENTIALITY

SAHA maintains information that may be proprietary or confidential by law or other reason. It is the responsibility of SAHA employees to protect the integrity of the information, using it only when required within their job responsibility. While the information maintained by SAHA is covered under the Public Information Act, the release of information without authorization is prohibited. Such confidential information includes, but is not limited to the following examples:

- A. Personnel information that is confidential by law
- B. Proposals, bids, pending project information and contractors' proprietary information
- C. Proprietary service and product processes
- D. Some Social Security Numbers and financial information

No employee shall provide information to anyone without written authorization from the Department Supervisor. No employee is permitted to remove or make copies of any SAHA records, reports or documents without prior management approval. The protection of confidential information is the responsibility of each individual who possesses, has access to, uses or has need of such material. Disclosure of confidential information is a serious matter and could lead to disciplinary action up to and including separation from employment.

PROCEDURE NUMBER: 5.8
TITLE: FRAUD PREVENTION PROGRAM
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 004

FRAUD PREVENTION PROGRAM

Fraud prevention and the fight against fraud cannot be left to auditors and investigators alone. The management of SAHA is determined to prevent and/or detect fraud and to take the appropriate action if fraud is detected. As such, each member of the management team will be familiar with the types of improprieties that might occur within his or her area of responsibility, and be alert for any indication of irregularity.

This program applies to any irregularity or suspected irregularity involving employees, participants in all housing assistance programs, consultants, vendors, contractors, resident contractors, outside agencies doing business with SAHA, and/or any other parties with a business relationship with SAHA.

Any investigative activity required will be conducted without regard to the suspected wrongdoer's length of service, position/title, or relationship to the organization.

5.8.1 Fraud and Related Criminal Activities

Fraud encompasses an array of irregularities and illegal acts characterized by intentional deception.

Irregularities and illegal acts refer to, but are not limited to:

- Any dishonest or fraudulent act;
- Forgery or alteration of any document or account belonging to SAHA;
- Forgery or alteration of a check, bank draft, or any other financial document;
- Misappropriation of funds, securities, supplies, or other assets;
- Impropriety in the handling or reporting of money or financial transactions;
- Profiteering as a result of insider knowledge of company activities;
- Disclosing confidential and proprietary information to outside parties;
- Accepting or seeking anything of material value from contractors, vendors or persons providing services/materials to SAHA;
- Destruction, removal or inappropriate use of records, files, furniture, fixtures, and equipment;
- Deliberately providing incorrect information or failing to provide information as required for participation in housing programs;
- Withholding information as required for participation in housing programs; and/or

- Failure to follow HUD and SAHA housing program requirements.

5.8.2 Other Irregularities

Irregularities concerning an employees' moral and ethical conduct, should be resolved by management and the Human Resources Department.

5.8.3 Investigation Responsibilities

The SAHA Audit Department has the primary responsibility for the investigation of all suspected fraudulent acts as defined in this policy. If the investigation substantiates that fraudulent activities have occurred, the Audit Department will issue reports to appropriate designated personnel, the President and CEO, the Board of Commissioners, and General Counsel.

Decisions to prosecute or refer the examination results to the appropriate law enforcement and/or regulatory agencies for independent investigation will be made in conjunction with the President and CEO, the Board of commissioners, and General Counsel, as will final decision on disposition of the case.

5.8.4 Authorization for Investigating Suspected Fraud

Members of the Audit Department will have:

- A. Free and unrestricted access to all SAHA records, files and premises,
- B. The authority to examine, copy and/or remove all or any portion of the contents of files, desks, cabinets, and other storage facilities on the premises without prior knowledge or consent of any individual who may use or have custody of any such items or facilities when it is within the scope of their investigation and where any individual has no reasonable expectation or right to privacy, AND
- C. The authority to review residents' credit bureau files, verify credit, contact employers, ex-employers, neighbors, witnesses, and other agencies, review public records, and conduct interviews with the Head of Household or Family Members without violating any individual's right to privacy.

5.8.5 Reporting Suspected Fraud

Any person who suspects dishonest or fraudulent activity must notify the Audit Department immediately, and *should not attempt to personally conduct investigations or interviews/interrogations* related to any suspected fraudulent act. The Audit Department treats all information received *confidentially*. The employee or other complainant may remain anonymous; however, SAHA reserves the right to disclose any information it considers necessary to prevent future fraudulent acts.

To assist in the reporting of suspected dishonest or fraudulent activities, SAHA established a *Hotline* that is connected to an answering machine that will allow the caller to leave confidential, anonymous information.

All inquiries concerning the activity under investigation from the suspected individual, his or her attorney or representative, or any other inquirer should be directed to the Audit Department Supervisor or to General Counsel. No information concerning the status of an investigation will be disclosed. The proper response to any inquiries will be: "I am not at liberty to discuss this matter". *Under no circumstances* will any reference be made to "the allegation", "the crime", "the fraud", "the forgery", "the misappropriation", or any other specific reference.

The reporting individual must adhere to the following requirements:

- Do not contact the suspected individual in an effort to determine facts or demand restitution.
- Do not discuss the case, facts, suspicions, or allegations with *anyone* unless specifically asked to do so by the Audit Department or the President and CEO.

5.8.6 Termination

If an investigation results in a recommendation to terminate an individual's employment, the recommendation will be reviewed for approval by the designated representatives from Human Resources and, if necessary, by Chief Legal Counsel, before any such action is taken.

If an investigation results in a recommendation to terminate a resident's participation in the housing programs, the recommendation will be reviewed for approval by the Vice President responsible for the program in which the wrongdoing occurred.

Should the Audit Department believe the management decision is inappropriate for the facts presented, the facts will be presented to the next level of management for a decision.

5.8.7 Administration

The President and CEO is responsible for the administration, revision, interpretation, and application of this policy. The President and CEO will make periodic reports to the Board of Commissioners of cases occurring under the Fraud Policy. The policy will be reviewed annually and revised as needed.

PROCEDURE NUMBER: 5.9
TITLE: USE OF SAHA PROPERTY
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 004

USE OF SAHA PROPERTY

SAHA property may only be used for SAHA business purposes. This includes any form of real or personal property in which SAHA or a related entity has an interest, as well as any right or other interest purchased with SAHA funds, including the services of contractors. It also includes use of facilities, vehicles, office supplies and records, as well as “Computer Facilities,” which includes telephones printers, copiers, electronic mail, Internet, and shared file/computer network access and other telecommunications equipment and services.

5.9.1 SAHA Vehicles

The use of SAHA vehicles for private purposes is specifically prohibited. Employees shall not use these vehicles, nor entrust such vehicles for use by any third party, to accomplish anything other than SAHA business. Each employee is directly responsible for all assigned property, including SAHA vehicles. Smoking is prohibited in all SAHA vehicles.

5.9.2 SAHA Vehicle Insurance

SAHA provides insurance on SAHA vehicles. If a SAHA employee is authorized to operate a SAHA vehicle in the course of assigned work or if an employee operates his/her own vehicle in performing the job, the employee must adhere to the rules promulgated by the President and CEO.

5.9.3 SAHA Drivers

All employees who drive SAHA vehicles are required to consent to a background check regarding their driving record at the time of initial employment and periodically thereafter. At a minimum, employees who drive any SAHA vehicle are required to maintain a valid driver’s license. Any limitations, convictions, or restrictions, even if temporary, related to an employee’s driver’s license must be immediately reported to SAHA through the Human Resources Department. Employees who are subject to any Court ordered driving restrictions are prohibited from driving SAHA vehicles. Further, all employees who operate privately owned automobiles in the service of SAHA must comply with the above, and maintain personal automobile liability insurance coverage

that meets at least minimum liability coverage standards that are mandated by the laws of the State of Texas.

5.9.4 Tickets, Accidents

Any accidents, tickets, citations or any other incidents involving the use of any SAHA vehicle will be reported to Human Resources immediately. SAHA employees are personally responsible for the cost of any tickets or fines involving the use of any SAHA vehicle. A drug test is required whenever a SAHA employee has an accident or is injured while on SAHA business.

In the event of an accident:

- Pull over immediately
- Call the police and make a report
- Do not admit guilt or liability
- Give the other party your information
- Report the matter immediately to SAHA's Risk Manager by phone initially, and then forward a completed accident report
- Proceed to the drug testing facility after coordination with the Human Resources Department.

5.9.5 Limited Personal Use of SAHA Office Equipment

SAHA authorizes its employees' limited personal use of SAHA office equipment, including computer facilities, while on SAHA premises. This limited personal use authorization does not apply to SAHA credit cards or official motor vehicles. Employees may not, without proper authorization, remove SAHA equipment from the office for home use. SAHA property is not to be used for employee personal gain and/or to advocate for any non-SAHA related business or purpose.

5.9.6 Computer Facilities

Employees who use computer facilities automatically consent to SAHA's interception, disclosure or use of their electronic communications. All data, including any that is stored or printed as a document, is subject to audit and review. Employees should have no expectation of privacy when communicating electronically using SAHA's computer facilities. Unauthorized electronic communication interceptions or electronic communications pertaining to illegal activities shall be reported to the appropriate authorities. Any electronic communication, which is intercepted for the purpose of committing a criminal or tortuous act, is considered an illegal interception.

Employees may use SAHA computers and the Internet for personal use on their own personal uncompensated time (before and after work, during lunch and other breaks) if not prohibited by SAHA management and provided there is no additional cost to SAHA. The employee shall have no expectation of privacy related to this issue.

Passwords should be safeguarded and not shared and should be periodically changed to help ensure security of these facilities. Computer facility usage privileges are not intended for personal use. However, files generated, downloaded or otherwise transferred for personal use must not be placed on the shared file/computer network for any reason, but may be saved on the local (“C:\”) drive or stored on the employee’s own disc thumb drive or floppy disk that must be scanned before every use for viruses using SAHA’s standard virus prevention software. Employees are reminded that personal files or documents may be considered SAHA records requiring disclosure pursuant to legal requirements. Employees must report any observations if attempted security violations to a supervisor, manager or director. SAHA Management reserves the right and shall have the discretion to restrict or prohibit personal use for any reason or particular circumstance.

1. Principals of Acceptable Use:

- Respect the privacy of other users; for instance, users shall not intentionally seek information, obtain copies or modify files or data belonging to other users, unless express permission to do so has been obtained;
- Respect the legal protection provided to programs and data by copyright and license;
- Protect data from authorized use or disclosure as required by state and federal laws and agency regulations;
- Respect the integrity of computing systems and refrain from hacking or infiltrating or damaging computer systems.

2. Prohibited Use:

- Sending, posting or providing access to any confidential SAHA materials or information;
- Sending threatening, slanderous, racially and/or sexually harassing, embarrassing, obscene, intimidating or discriminatory messages;
- Private business purposes, such as non-agency marketing or business transactions, including but not limited to consulting for pay, sale or purchase of goods such as Avon and Amway products;
- Not for profit business and/or charitable activities, including solicitation of contribution of funds without prior authorization from the Human Resources Department;
- Private advertising of products or services;
- Posting, publishing, circulating, or printing obscene or derogatory remarks about commissioners, employees, patrons, vendors or any relative of these individuals;
- Forwarding email without the sender’s permission, if the email contains confidential or privileged information, trade secrets, copyrights or other proprietary information;
- Interfering with or disrupting network users or services, to include but not limited to: 1) distribution of unsolicited advertising or messages; 2) generation

or dispersal of computer worms or viruses; 3) using the network to gain unauthorized entry into other directories, files or servers; 4) unauthorized attempts to copy, modify files, data or passwords; 5) attempt to hack, modify or alter any servers; and 6) using any program, utility or file that can access unauthorized files, servers and directories;

- Any unreasonable activities that causes a complaint by other users or accounts;
- Gambling;
- Viewing/downloading pornography or sexually explicit websites;
- Lobbying, campaigning or any political activity;
- Conducting commercial activities, outside work or sale of Real Estate;
- Endorsement of any products, services or organizations;
- Live streaming or video streaming music, images, or information.

Department Directors may place additional restrictions on computer Internet use only in cases of abuse or to meet SAHA needs.

3. Employee Termination

Employees who separate from employment with SAHA have no right to the contents of their Internet e-mail messages or computer files, and are not allowed access to the Computer Facilities after separation. After employees separate from SAHA, email and computers shall be reviewed by the appropriate supervisor to ensure compliance with the SAHA Records Retention Policy.

4. Employee Leave of Absence, Vacation and Other

To conduct SAHA business, supervisors or management may access an employee's Internet account whether the employee is in or out of the office, on leave of absence, vacation, transferred from one department to another department or are separated from employment with SAHA.

5.9.7 SAHA Telephones

The use of cell phones for personal purposes is authorized so long as incidental to the business use and no additional charge is assessed against SAHA. Employees are responsible for all charges incurred in the use of SAHA telephones that are not work related. Toll calls are prohibited unless specifically authorized by Management.

5.9.8 SAHA Charge, Gas or Purchasing Cards

SAHA employees may not use SAHA charge cards, purchasing cards (“P cards”) or gas Cards for personal purchases or expenditures.

1. Employees may use SAHA charge cards for the following:
 - Transportation-related tickets (air, train, etc.)
 - Meals
 - Lodging
 - Rental cars/gasoline
 - Local travel (bus, taxi)
 - Parking and tolls
 - Phone calls (if calling cards are not available)
 - Any other authorized business expense
2. Gasoline cards may only be used on the SAHA automobile for which the card has been issued. Other use of gas cards is prohibited.
3. Purchasing cards are a privilege and issued for the convenience of SAHA’s operations but should not be used with vendors with which SAHA has a contract. Use of P cards will be monitored and improper purchases may result in disciplinary action up to and including separation from employment.

PROCEDURE NUMBER: 5.10
TITLE: UNIFORMS AND APPEARANCE
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 004

UNIFORMS AND APPEARANCE

SAHA expects employees to be well groomed, clean and neat at all times.

5.10.1 Uniformed employees

Employees in designated positions are required to wear uniforms. Uniforms will be issued to the employees in the designated positions. Proper attire includes clean shirts, pants and skirts, with the recommended colors designated by the employee's department.

5.10.2 Non-uniformed Employees

Employees in positions that are not required to wear uniforms are expected to wear business casual attire and must maintain a professional appearance at all times. SAHA takes into consideration what is deemed acceptable attire and grooming by the general public in each work or site area.

5.10.3 Shoes

Industrial safety shoes are required for certain work areas. Check with your Supervisor.

5.10.4 Casual Day Dress Code

SAHA employees must adhere to the same professional standard but may dress in casual wear every Friday, to include jeans. This provision does not apply to uniformed personnel. These uniformed employees must adhere to the same standard but jeans are allowed.

5.10.5 Prohibited Dress

The following items are not to be worn:

- Low Cut Shirts or Blouses
- Leggings or stretch pants
- Sweatshirts or sweat pants
- Athletic warm up suits

- Dungarees
- Scanty or see-through attire
- Clothing which is soiled, torn or ripped
- Spaghetti Strap blouses, unless a coat or sweater is worn over the blouse
- Tank tops or Halter-tops unless a coat or sweater is worn over the blouse
- Mid-drift tops (**belly and or back must not be exposed**)
- Body piercing except earrings
- Shorts (Capri pants are ok)
- T-shirts with any type of advertisements, except SAHA Logo
- Bare feet, shower shoes, thongs or Flip-flops
- Bathing suits
- Unkempt Hair
- Short skirts (shorter than 2 inches above the knee)

PROCEDURE NUMBER: 5.11
TITLE: SAFETY
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 004

SAFETY

Compliance with SAHA’s Safety Manual and any other applicable policies is considered a condition of employment. Therefore, each supervisor/manager should make the safety of employees an integral part of her/his regular management functions. If an employee is ever in doubt about how to safely perform a job, the employee has the responsibility to ask the manager for assistance. Any suspected unsafe conditions and all injuries on the job must be reported immediately to the management or the Risk Manager.

5.11.1 Office Space/SAHA Buildings

Maintaining the security of SAHA buildings and vehicles is every employee's responsibility. Employees must develop habits that ensure security as a matter of course. For example:

- a. Employees must always keep cash properly secured. If an employee becomes aware that cash is insecurely stored, it is the responsibility of the employee to immediately inform their immediate supervisor.
- b. Employees must secure client files and other confidential information when stepping away from their office cubicle or space.
- c. Employees must know the location of all alarms and fire extinguishers, and familiarize themselves with the proper procedure for using these devices should the need arise.
- d. When employees leave SAHA's premises, they must make sure that all entrances are properly locked and secured.

5.11.2 Reporting Safety Issues

All accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues must be reported immediately to the manager. All workplace injuries require the completion by the supervisor and the employee of an Incident Report Form, whether medical treatment is required, or not. The Incident Report Form is completed in case medical treatment is later needed and to insure that any existing safety hazards are corrected. The employee's Claim for Workers’ Compensation Benefits Form must

be completed in all cases in which an on-the-job injury requiring medical attention has occurred.

Federal law (Occupational Safety and Health Administration [OSHA]) requires SAHA to keep records of all illnesses and accidents that occur during the workday. The Texas State Workers' Compensation Act also requires that employees report any workplace illness or injury, no matter how slight. Failure to report an injury may jeopardize the right to collect workers' compensation payments as well as health benefits. OSHA also provides employees the right to know about any health hazards that might be present on the job. If employees have questions or concerns about workplace injuries, safety or reporting requirements, they must contact their supervisor or the Risk Manager for more information.

5.11.3 Personal Protective Equipment

A. Protective eyewear such as safety glasses, safety goggles, face shields or combinations of these will be mandatory personal protective equipment (PPE). If the job requires eye protection, safety glasses will be issued to employees. If a task requires another form of eye protection such as goggles, then goggles must be worn for the duration of a task. The types of tasks being performed will determine which type of eyewear is to be worn.

1. Safety glasses “Turf Spec, 1900 series, clear, will be an inventory item available through the warehouse. These glasses can be immediately recognized by a silhouette of a rhinoceros on the right temple. These glasses offer coated polycarbonate lenses for strength and safety, ultra violet (UV) protection for eye protection against harmful sunlight radiation and are coated for fog resistance.
2. Safety goggles will be utilized when an employee is working with chemicals, fine mists, smoke or dust generating procedures.
3. Face shields will be worn over goggles when pouring strong chemicals (read labels) such as lye, muriatic acids, other acids, etc.), or when working with spark or dust producing tools/equipment.

B. An employee whose job description requires heavy lifting exposure to elements of weather and/or whose duties require the employee to perform tasks which may expose the employee to hazards from sharp objects, uneven work surfaces and wet, muddy or oily walking surfaces must wear footwear meeting the following criteria:

- Footwear must be of durable materials and fit well.
- It must cover the entire foot.
- The soles must have a slip resistance of .50 static coefficient of friction and must meet standards of ANSI Z41-1991 at a minimum.
- The footwear must be steel toe.

- C. Additionally, this group of employees must not wear shoes made of leather or manmade plastic like soles, including cowboy style boots with types of soles. Second type is athletic shoes, sneakers, basketball shoes, tennis shoes, etc.
- D. Failure to comply with these requirements may result in disciplinary action up to and including termination.

5.11.4 Housekeeping

Office areas present their own safety hazards. Employees are required to leave desk, file or cabinet drawers firmly closed when not in use; open only a single drawer of a file cabinet at a time; and arrange office space to avoid tripping hazards, such as telephone cords or calculator electrical cords. Also, remember to lift things carefully and to use proper lifting techniques. You are expected to keep your work area neat and orderly at all times - it is a required safety precaution.

Burning candles are strictly prohibited due to fire hazard.

Easily accessible trash receptacles and recycling containers are located throughout the building. Please put all litter and recyclable materials in the appropriate receptacles and containers. Always be aware of good health and safety standards, including fire and loss prevention. Please report anything that needs repairing or replacing to your manager immediately.

5.11.5 Parking Areas

There are designated parking areas for employees to use. The parking spaces adjacent to or in front of our building(s) are for customers and visitors only and are marked as such. Parking in the Visitor's Parking Lot by an employee is prohibited. Parking in a designated Visitor's area will be disciplined first with oral counseling, next with written counseling and finally, with revocation of parking privileges on SAHA's parking lots.

Employees must lock their cars every day, and drive safely in the parking lots. Damage to another car while parking or leaving should be immediately reported along with the license numbers of both vehicles and any other pertinent information to a manager.

SAHA is not responsible for any loss, theft or damage to your vehicle or any of its contents.

5.11.6 Access to Building and Restricted Areas

At the time of employment, an employee will be advised about the proper entrances and exits for employees. In the interest of safety and security, certain portions of SAHA's facilities may be restricted to authorized personnel only. Such areas will be clearly marked.

5.11.7 Property and Equipment Care

It is the employee's responsibility to understand the machines needed to perform duties. Good care of any machine used during the course of employment, as well as the conservative use of supplies, will benefit all. If an employee finds that a machine is not working properly or in any way appears unsafe, the manager is to be immediately notified so that repairs or adjustments can be made. Under no circumstances should an employee attempt to start or operate a machine deemed unsafe nor should an employee adjust or modify the safeguards provided. Employees must not attempt to use any machine or equipment they do not know how to operate or if they have not completed training on the proper use of the machine or equipment.

5.11.8 Fire Prevention

Know the location of the fire extinguisher(s) in your area and make sure they are kept clear at all times. Notify management if an extinguisher is used or if the seal is broken. Keep in mind that extinguishers that are rated ABC can be used for paper, wood or electrical fires. Make sure all flammable liquids, such as alcohol, are stored in approved and appropriately labeled safety cans and are not exposed to any ignition source.

5.11.9 Tobacco

The use of tobacco products (both smoke and smokeless) is prohibited in the SAHA workplace except in the posted designated areas.

5.11.10 Severe Weather and Emergency Conditions

In the event of emergency situations such as inclement weather, all employees will make a good faith effort to report to work on time. An employee is expected to allow sufficient travel time and use of alternate routes or alternate methods of transportation to get to work safely.

An employee who is unable to report to work due to emergency situations shall use PTO. The employee shall be placed on leave without pay if no other leave is available. It is the employee's responsibility to contact their immediate supervisor as soon as possible but no later than 30 minutes after the scheduled start time.

If emergency situations cause power or equipment failures, or if other business reasons preclude an employee from performing his or her regular work, the employee's supervisor may reassign the employee to another location or department. No loss of pay will occur as a result of early dismissal due to an emergency or if an employee reports to work to find that SAHA is unexpectedly closed due to an emergency. If an employee's manager asks that an employee remain at work to complete assigned work duties after SAHA has closed because of severe weather conditions or another emergency, an employee will be paid at regular time for the remaining hours worked work beyond the announced closing time that do not exceed 40 hours.

5.11.11 Effect of SAHA's Decision to Close

Only the SAHA Executive Office may decide to close all or some of the SAHA facilities. Employees will be paid for the portion of the day that SAHA is officially closed unless on approved leave. Please refer to news media reports on local TV and radio stations and/or call 210-477-6888 for notices about SAHA closings.

PROCEDURE NUMBER: 5.12
TITLE: TIME AND ATTENDANCE
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 003

TIME AND ATTENDANCE

5.12.1 General Provisions Regarding Attendance

Employees are required to report to work on time each scheduled workday. Employees must correctly document on time sheets the exact time work is begun and the end of the workday. In addition, leave sheets must be filled out each time an employee is late or absent from work, whether with or without pay.

A. Unauthorized absence is defined as the absence of an employee from scheduled work without approved leave. Taking leave without reporting to the supervisor within thirty (30) minutes after scheduled starting time shall be considered unauthorized absence unless sufficient evidence is presented to show that emergency or sickness was of a nature as to make personal reporting impossible. Unauthorized absences include the following:

- (1) Tardiness: Not being on time for work or not returning on time from scheduled rest and lunch periods. Any failure to report to work on time or return to work within the first thirty (30) minutes of the day without contacting the supervisor or failure to return from lunch on time is considered tardiness and will be designated leave without pay. All time lost due to tardiness will be deducted from the employee's pay.
- (2) No-Call/No-Show: The failure of an employee to report for work or to call in during the first 30 minutes of their scheduled work period. Failure to call in or report for two consecutive workdays shall be considered a voluntary resignation effective at 5:00 p.m. on the second day.

B. Leave Without Pay (LWOP)

Any unscheduled absence, including tardiness, will be reported for payroll purposes as Leave Without Pay (LWOP). Any approved absence without available PTO shall be classified as LWOP.

C. PTO Deduction for Exempt Employees

In the event an exempt employee with available PTO or Legacy Leave is out of the office for more than one-half of the employees scheduled hours for the workday but

less than the entire day, the exempt employee's accrued PTO (or Legacy Leave) may be deducted in half day increments only. In the event that an exempt employee has no available PTO or Legacy Leave, no deduction from salary shall be taken for less than a full day's absence. Questions should be directed to the Human Resources Department.

5.12.2 Excessive Absences

The San Antonio Housing Authority is committed to providing excellent service to its clients. To ensure the best service is provided to our clients, employees must report to work regularly and be punctual in reporting to work and returning from breaks. It is hoped that employees will strive to avoid unauthorized absences and tardiness. Employees with a pattern of excessive unscheduled absences will be subject to disciplinary action.

5.12.3 Time and Attendance Reports

Time and attendance reports shall be maintained for all employees on a pay period basis. The supervisor of each organizational component shall designate an employee to record daily time and attendance. Supervisors are responsible for assuring daily recordings and accuracy, and that these reports are transmitted to arrive at the Fiscal Division in accordance with the established schedule for submission. Individual time and attendance reports and other required attendance records may be inspected by the employee upon request.

PROCEDURE NUMBER: 5.13
TITLE: UNACCEPTABLE CONDUCT
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 014

UNACCEPTABLE CONDUCT

5.13.1 Unacceptable Conduct

The following list of Unacceptable Conduct does not include all types of conduct that can result in disciplinary action up to and including separation of employment. Additionally, nothing in this provision or the Unacceptable Conduct list alters the at-will nature of employment with SAHA.

- a. Violation of any SAHA policy, procedure or rule;
- b. Any action that is detrimental to SAHA's business or reputation;
- c. Violation of security or safety rules or failure to observe safety rules or SAHA safety practices; failure to wear required safety equipment; tampering with SAHA equipment or safety equipment;
- d. Carelessness, misuse or loss of SAHA property (i.e. cell phones, laptops, maintenance tools, etc.);
- e. Negligence or any careless action that endangers the life or safety of another person;
- f. Being under the influence of alcohol or a controlled substance while at work; use, possession or sale of alcohol or a controlled substance in any quantity while on SAHA premises except medications prescribed by a physician that do not impair work performance;
- g. Possession of dangerous or illegal firearms, weapons or explosives on SAHA premises in violation of SAHA policy;
- h. Engaging in criminal conduct or acts of violence or making threats of violence toward anyone on SAHA premises or when representing SAHA; fighting or provoking a fight on SAHA property or negligent damage to property;
- i. Insubordination and/or not following instructions of supervisory personnel;
- j. Taking unauthorized rest periods and/or breaks;
- k. Threatening, intimidating or coercing fellow employees on or off the premises at any time, for any purpose whether or not bodily contact is made;
- l. Engaging in an act of sabotage; and/or causing the destruction or damage of SAHA property, the property of fellow employees, customers, suppliers or visitors in any manner;
- m. Theft or unauthorized possession of SAHA property or the property of fellow employees; unauthorized possession or removal of any SAHA property including documents without prior permission from management; unauthorized use of

- SAHA equipment or property for personal reasons; using SAHA equipment for profit;
- n. Unprofessional conduct, dishonesty; falsification or misrepresentation on an application for employment or other work records, school credentials, prior employment dates, criminal records, misrepresentations about sick or personal leave, falsifying reason for a leave of absence or other data requested by SAHA; alteration of SAHA records or other SAHA documents. SAHA reserves the right to verify any information provided by an employee to SAHA at any time;
 - o. Disclosing SAHA information to third parties without authorization from supervisor; breach of confidentiality; breach of ethics or conflict of interest; violating a non-disclosure agreement;
 - p. Spreading malicious gossip and/or rumors; engaging in behavior which creates discord and lack of harmony; interfering with another employee on the job; restricting work output or encouraging others to do the same;
 - q. Immoral conduct or indecency on SAHA property;
 - r. Conducting a lottery or gambling on SAHA premises;
 - s. Unsatisfactory or careless work; failure to meet production or quality standards as explained to an employee by his/her manager;
 - t. Any act of harassment, sexual, racial or other; telling sexist or racist jokes; making racial or ethnic slurs;
 - u. For non-exempt employees, leaving work before the end of a workday or not being ready to work at the start of a workday without approval of supervisor or manager; or stopping work before time specified for such purposes;
 - v. Sleeping or loitering during working hours;
 - w. Excessive use of SAHA equipment and/or personal telephone for personal calls or communications;
 - x. Using tobacco products, both smoke and smokeless, in the SAHA workplace except in posted designated locations;
 - y. Failing to report drug or other convictions to SAHA;
 - z. Posting, removing or altering official notices on any bulletin board on SAHA property without authorization;
 - aa. Obscene, crude, abusive language or inappropriate conduct toward any supervisor or manager, employee or customer; indifference or rudeness towards a customer or fellow employee; any disorderly/antagonistic conduct on SAHA premises;
 - bb. Failure to immediately report damage to, or accident involving SAHA equipment;
 - cc. Soliciting during working hours and/or in working areas; selling merchandise or collecting funds of any kind for charities or others without authorization during business hours or at a time or place that interferes with the work of another employee on SAHA premises. Solicitation for personal gain, such as a business, is not allowed;
 - dd. Failure to document an absence or PTO time taken; falsification or alteration of timesheet records or attendance documents; altering or falsifying another employee's timesheet or records or causing someone to alter a timesheet or record;
 - ee. Fraternization with an employee, resident or vendor that disrupts and/or brings discredit to SAHA;

- ff. The improper, careless, negligent, destructive, or unsafe use or operation of company vehicles, as well as excessive traffic and parking violations;
- gg. Excessive tardies or absences;
- hh. Conduct that results in loss of confidence; and
- ii. Conduct unbecoming a SAHA employee.

5.13.2 Lobbying Restrictions

SAHA will comply with United States Public Law 101-121, Section 319, as amended (referred to as the Byrd Amendment), which prohibits the use of appropriated funds by a recipient of a federal contract, grant, loan, or cooperative agreement to pay any person for influencing, or attempting to influence, Executive or Legislative branch personnel in connection with the award of any federal contract, the making of any federal grant or loan, or the entering into of any cooperative agreement.

PROCEDURE NUMBER: 5.14
TITLE: DISCIPLINARY ACTIONS
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 014

DISCIPLINARY ACTIONS

SAHA may impose disciplinary action up to and including separation from employment for any violation of any SAHA policy, procedures, or rules and in any instance where management determines it is appropriate.

5.14.1 Types of Disciplinary Actions

Disciplinary actions include, but are not limited to, oral and written warning, demotion, transfer, suspension with or without pay, and separation from employment.

5.14.2 Progressive Disciplinary Process

SAHA retains the right to determine what discipline will be imposed in each individual situation depending on the severity of the matter. The provision of this progressive discipline is not a guarantee of its use. SAHA reserves the right to terminate employment at any time, with or without reason. The following disciplinary steps are recommended when appropriate:

- (1) Verbal Counseling
- (2) First Written Counseling
- (3) Second Written Counseling
- (4) Suspension
- (5) Separation (May be separated without prior warning)

5.14.3 Separation of Employment

A. Voluntary Separation of Employment

SAHA will consider an employee to have voluntarily terminated employment if the employee does the following:

- (1) Resigns from SAHA.

(2) Fails to return from an approved leave of absence on the date specified by SAHA or physician.

(3) Fails to report to work or call in for two (2) or more consecutive workdays.

B. Involuntary Separation of Employment

An employee is subject to separation of employment and or other disciplinary action for any violation of SAHA policies. However, employment is at-will, and both the employee and SAHA have the right to terminate employment for any or no reason.

5.14.4 Group I-Rules and Regulations

Generally, violations of Group I Rules and Regulations will be disciplined as follows:

- First Offense - Written reprimand and instructions
- Second Offense - Suspension of up to ten (10) days
- Third Offense - a) Ten-day suspension and three-month disciplinary probation, or b) demotion
- Fourth Offense - Dismissal

Examples of Rules and Regulations violations that fall under Group I include, but are not limited to, the following:

- a) Taking more than specified time for meals or rest periods.
- b) Productivity or workmanship not up to required standards of performance.
- c) Mistakes due to carelessness.
- d) Violating a safety rule or safety practice.
- e) Engaging in horseplay, scuffling, wrestling, throwing things, malicious mischief, distracting the attention of others, demonstrations on the job, or similar types of disorderly conduct.
- f) Creating or contributing to unsafe and unsanitary conditions or poor housekeeping.
- g) Failure to keep the department and/or Human Resources notified of proper address or telephone number (if any).
- h) Failure to comply with personal appearance guidelines.
- i) Parking of Authority vehicles in areas other than designated parking areas, unless authorized.

- j) Use of Authority equipment, especially computers and the e-mail system, for personal use other than de minimis (minimal).
- k) Personal conduct of an employee, on or off the job, that compromises that employee's or another employee's ability to perform assigned duties in a satisfactory manner or is determined to be detrimental to the best interest of the Housing Authority.

5.14.5 Group II- Rules and Regulations

Generally, violations of Group II Rules and Regulations will be disciplined as follows:

- First Offense -Written reprimand and suspension of up to four days.
- Second Offense - a) Ten-day suspension and three-month disciplinary probation, or b) demotion
- Third Offense -Dismissal

Examples of Rules and Regulations violations that fall under Group II include, but are not limited to, the following:

- a) Failure to work assigned hours, including overtime; working overtime without prior approval.
- b) Not working, wasting time, loitering or leaving assigned work areas during working hours without permission.
- c) Failure to report an accident or personal injury in which the employee was involved while on the job.
- d) d) Reporting for work while under the influence of alcohol or drugs. Employees will be required to take an alcohol or drug test from a law enforcement or medical testing facility. If employee refuses to take the test, he/she will be subject to immediate dismissal.
- e) Provoking or instigating a fight, or fighting at any time on Authority property.
- f) Threatening, intimidating, or coercing a fellow employee or supervisor (includes abusive language).
- g) Sleeping during work hours.
- h) Mistakes due to carelessness which affects the safety of personnel, equipment, tools or property.

- i) Unauthorized posting or removal of any matter on bulletin boards on Housing Authority property.
- j) Failure to report to a request for information from an outside agency (e.g., receipt of a subpoena from a law firm, court, or attorney).
- k) Refusal to give testimony in accident investigations, other than when protected by constitutional right against self incrimination.
- l) Causing materials, parts, or equipment to be lost, damaged or scrapped due to carelessness.
- m) Receipt from any person of any fee, gift or other valuable item in the course of work, when such fee, gift or other valuable item is given in the hope or expectation of receiving a favor or better treatment than that afforded other persons.
- n) Smoking in restricted areas.
- o) Gambling or any game of chance on Authority property at anytime.
- p) Violation of Authority's policy concerning political activities.
- q) Use of Authority equipment and/or vehicles for personal use.
- r) Entering a resident's unit alone without prior permission from the resident.
- s) Gross insubordination by the refusal to perform work assigned or to comply with written or verbal instructions of the supervisory force.
- t) Loss of motor vehicle operator's license and/or driving privileges when employee is required to operate a motor vehicle as part of his/her major job duties.
- u) Inability to be insured by the Housing Authority's fidelity or vehicle insurance companies.
- v) Contact with any member of the Board of Commissioners to circumvent the established chain of command and organizational structure within the Housing Authority.
- w) Refusal to acknowledge a written reprimand by not signing reprimand form.
- x) Misuse of confidential information such as disclosure of bids prior to a bid opening.
- y) Failure to disclose outside employment which may constitute a potential conflict of interest.

- z) Personal conduct of an employee, on or off the job, that compromises that employee's or another employee's ability to perform assigned duties in a satisfactory manner or is determined to be detrimental to the best interest of the Housing Authority.

5.14.6 Group III -Rules and Regulations

Generally, violations of Group III Rules and Regulations will be disciplined as follows:

- First offense - Dismissal

Examples of Rules and Regulations violations that fall under Group III include, but are not limited to, the following:

- a) Wanton and willful neglect in the performance of assigned duties.
- b) Deliberate misuse, destruction, or damaging of any Housing Authority property or property of any employee.
- c) Falsification of personal or Authority records including employment applications, accident records, purchase orders, time sheets, or other reports, records on applications, or work records.
- d) Making false claims or misrepresentations in an attempt to obtain sickness or accident benefits, or Workman's Compensation benefits.
- e) Unauthorized possession of firearms, explosives, or weapons on Authority property.
- f) Theft or removal from Authority locations without proper authorization, any Authority property or property of an employee, resident, or any other person on Housing Authority property.
- g) Sexually harassing an employee by stating or insinuating that his/her continued employment is continued upon sexual favors or similar actions.
- h) The use and/or sale of illegal narcotics in any form.
- i) Use or attempted use of a political influence or bribery to secure an advantage of any manner.
- j) Concerted curtailment or restriction of production or interference with work in or about the Authority's work stations.

- k) Conviction of a felony or any violation of a city or county ordinance involving moral turpitude, while either on or off the job.
- l) Solicitation by supervisory employees of subordinates for employment to perform personal services during non-working hours.
- m) Acceptance of a kickback from or on behalf of any contractor/subcontractor as an inducement for the award of a contract/subcontract or order.
- n) Engaging in outside employment or activity which constitutes a conflict of interest.
- o) Misuse of authority or position to secure personal gain.
- p) Knowingly engaging in a procurement transaction concerning the Housing Authority where the employee or the employee's relative has a financial interest.
- q) Personal conduct of an employee, on or off the job, that compromises that employee's or another employee's ability to perform assigned duties in a satisfactory manner or is determined to be detrimental to the best interest of the Housing Authority.
- r) Loss of confidence.

5.14.7 Implementation

The Housing Authority retains the right to treat each occurrence on an individual basis and without creating a precedent for other cases that may arise in the future. The Housing Authority further reserves the right to implement any disciplinary action it deems appropriate and to suspend any disciplinary action that it may take.

PROCEDURE NUMBER: 5.15
TITLE: COMPLAINTS/GRIEVANCES/APPEALS
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 005

COMPLAINTS, GRIEVANCES & APPEALS

5.15.1 Purpose

The Complaints/Grievance Procedure is to provide employees resolution of work place disputes. Employees are encouraged to discuss any work-related problem or dispute with management and are promised that no retaliation will be taken by SAHA concerning the employee's use of this Procedure.

5.15.2 Definitions

Complaint: A complaint is an employee's dissatisfaction with some condition(s) of the job and/or relationship with others on the job that are outside her/his control and which is within the authority of the immediate supervisor to alter.

Grievance: For the purpose of these procedures, a job-related grievance is associated with an incident or some occurrence that is objectionable to the employee that was caused by another employee or immediate supervisor or is within the authority of the immediate supervisor to alter. A complaint does not become a grievance unless and until the individual complaining has (1) discussed the causes of the complaint with the immediate supervisor (or appropriate supervisor), and (2) the immediate supervisor (or appropriate supervisor) has rendered a decision which is unsatisfactory to the employee or has failed to render a decision on time. At this point in the process, the complaint becomes a grievance.

Disciplinary Actions: For purposes of these procedures, a disciplinary action is the suspension, demotion or dismissal of an employee.

Disciplinary Appeals Committee: Disciplinary suspensions, demotions and terminations may be appealed to the Disciplinary Action Appeals Committee. The committee is responsible for providing a hearing whereby both management and the employee can present evidence and call witnesses regarding the merits of the suspensions, demotion, or termination.

5.15.3 Responsibilities

1. It shall be the responsibility of the Human Resources Department to inform each employee of the availability of the complaint, grievance and appeal process. The Human Resources staff will also ensure that, upon conclusion or resolution of any grievance, that the appropriate documentation is maintained in the personnel files.

2. It shall be the responsibility of every supervisor, manager, department head and vice president to respond to grievances within the specified time limits so that grievances are resolved quickly and at the lowest level possible. Furthermore, supervisory personnel shall ensure that employees are free from harassment or any form of reprisal.
3. It shall be the responsibility of management to ensure compliance with the grievance procedure. At each phase of the appeal process, supervisory personnel shall inform the grievant of the next step in the process and the time limits, should the decision not be satisfactory to the employee.
4. It shall be the responsibility of the employee to initiate the complaint or grievance at the appropriate level. If, based on the circumstances, the immediate supervisor may not be appropriate for initial consultation, the employee should consider the next level supervisor. The Human Resources Director should be consulted if the employee has any questions or concerns regarding the grievance/appeal process.

5.15.4 Guidelines

1. Complaints alleging discrimination because of race, color, national origin, gender, religion, age over 40, disability, or political belief or affiliation are not grievable under these procedures. These may be appealed to the Equal Employment Opportunity Commission (EEOC).
2. Working days as used in this procedure refer to the regularly scheduled workdays of the individual (grievant, supervisor, etc.) required to take action at any step of the procedure.
3. If there is a question as to whether or not a particular issue is a grievance that may be appealed through this procedure, the department head will send a memorandum to the Human Resources Director. The Human Resources Director will render a written determination on the grievability of the issue. If the aggrieved employee and the department head both concur with this determination, the appropriate action will be taken in accordance with the Human Resources Director' recommendations. If either party disagrees with the determination, the matter will be forwarded to the President and CEO whose decision shall be final.
4. Grievances will not be accepted at any step unless the employee presents his/her grievance within the time limits specified in this procedure. Any employee who does not submit his/her grievance to the appropriate step in a timely manner will be deemed satisfied with the action at the previous step and will have no further rights to grieve the issue.
5. If supervisors do not respond to a grievance within the specified time limits, this may be treated by the employee as an unsatisfactory response and the employee may proceed to the next step within three (3) working days after the time limit for response expires.

5.15.5 Procedures

Step 1 (informal)

Any employee having a complaint, which is within the authority of supervision to adjust, will first discuss the problem with her/her immediate supervisor. The employee must initiate this discussion within ten (10) working days of the incident leading to the complaint. The immediate supervisor is required to render a decision within three (3) working days of being presented with the complaint. If the supervisor does not respond to the employee within this time frame, the employee may proceed to the formal step within three (3) working days. The supervisor is not required to respond in writing to the employee. If the employee is satisfied with the supervisor's decision then no further action is required.

Step 1 (formal)

If the employee is not satisfied with the immediate supervisor's decision he/she may submit the grievance in writing on a standard grievance form to the next level supervisor within three (3) working days. One copy of the form will be sent to Human Resources. The issues in writing on the form will be the only ones considered at all subsequent steps of the procedure. The next level supervisor must render a written decision on the proper form within two (2) working days.

Step 2

Step 1 may be repeated as necessary, for each next level supervisor up the level of department head.

Step 3

If the employee is not satisfied with the decision of the department head, the employee may indicate this on the supervisor's response form and submit it to the appropriate next level supervisor within three (3) working days. The Chief Operating Officer or the Chief Financial Officer shall then interview the aggrieved employee in person and take such other action as necessary to ascertain the facts and circumstances. The Chief Operating Officer or Chief Financial Officer will render a decision within five (5) working days. Upon mutual agreement by the aggrieved employee and the Chief Operating Officer or Chief Financial Officer, an extension of not more than three (3) working days can be made.

Step 4

If the Chief Operating officer or the Chief Financial Officer decision fails to satisfy the employee, an appeal may be made to the President and CEO within five (5) working days. The President and CEO will instruct the Human Resources Director to appoint a grievance committee of three members. The committee will be selected from SAHA departments other than the one in which the grievance arose. The committee will include at least one employee in a job of similar pay, responsibility, and working conditions as the aggrieved employee. It will also include at least one supervisor of people in jobs similar to that of the aggrieved

employee. The committee members must be appointed within fifteen (15) working days of notification by the President and CEO. Within fifteen (15) working days of its appointment, the committee will hold a grievance hearing at which it will investigate the grievance by reviewing all pertinent documentation and interviewing all witnesses presented by the aggrieved employee and the Vice President. The committee will report its findings and recommendations to the President and CEO within five (5) working days of the grievance hearing's conclusion. The president and CEO will act on the grievance committee's recommendation and may affirm, deny, or modify the recommendations. The decision of the President and CEO shall be final and binding.

Step 5 (Only utilized for cases of employee termination)

In the case of employee termination, the employee in question may appeal the decision of the President and CEO to the Board of Commissioners within five (5) days of the decision. The Board shall render its decision within fifteen (15) working days with that decision being final and binding.

PROCEDURE NUMBER: 6.1
TITLE: PERFORMANCE MANAGEMENT
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 005

PERFORMANCE MANAGEMENT

6.1.1 Performance Reviews

Performance reviews provide an opportunity for collaborative two-way communication between employee and manager/supervisor. A performance review will be prepared on new SAHA employees at 180 days. Thereafter, a performance review will be prepared on each regular full and part time SAHA employees on an annual basis. For employees in the same position since initial hire, the performance review will be on the employment anniversary date. For employees who have been promoted, the performance review date will be one year following the effective date of the most recent promotion. The performance review time limits identified in this paragraph may be expedited or delayed as required by business concerns and/or any specific employee performance issues.

6.1.2 Transferred Employees

For employees who have been transferred into a new department, the outgoing manager/supervisor who will prepare the review for the period of time the employee worked in that department. Then, the performance review will be sent to the incoming manager/supervisor who will combine the review with one prepared for the remainder of the evaluation period.

6.1.3 Performance Improvement Plan (PIP)

If an employee fails to meet performance expectations, or receives a rating of “needs improvement” in three performance categories, a Performance Improvement Plan (PIP) will be prepared and reviewed weekly with the employee.

The PIP will identify the areas for improvement, the measurement standards, the PIP duration period and follow-up coaching sessions. Length of time for the PIP shall be determined by the supervisor and may be extended if necessary. Separation from employment may result at anytime during the PIP time period when it is determined adequate levels of improvement are not being achieved.

PROCEDURE NUMBER: 6.2
TITLE: TUITION REIMBURSEMENT
EFFECTIVE DATE: MARCH 5, 2009
POLICY REFERENCE: POLICY NO. 003

TUITION REIMBURSEMENT

6.2.1 Purpose

The purpose of the Tuition Reimbursement Program is to encourage employees to take courses at accredited colleges and universities in areas related to their jobs. This will assist with the enhancement of the employees' upward mobility through professional growth and preparation for possible assumption of new job responsibilities.

6.2.2 Eligibility

The Tuition Reimbursement Program is available to full-time regular employees who have completed their probationary period. Employees reimbursed by funds from other sources, such as VA benefits, scholarship program, etc., will be eligible for SAHA Tuition Reimbursement Program funds up to the remaining, yet un-reimbursed difference, in tuition and eligible fees, within SAHA's established program limits, which are based on University of Texas at San Antonio [UTSA] rates. In no instance, will the total reimbursements from all assistance sources exceed eligible out-of-pocket expenses.

Example 1: Let's assume that the present University of Texas at San Antonio's [UTSA] rate for a three (3) hour class is \$960. Should your eligible out-of-pocket expenses for a three (3) hour class be \$2,000, and other assistance programs reimburse you \$1,000, SAHA's tuition program would not reimburse the full difference of \$1,000 (\$2,000-\$1,000) because SAHA's program limit in this case is \$960. The total from all assistance sources in this case would be \$1,960.

Example 2: Let's assume that the present University of Texas at San Antonio's [UTSA] rate for a 12-hour semester is \$3,027. Should your eligible out-of-pocket expenses for a 12-hour semester be \$4,000, and other assistance programs reimburse you \$1,000. Although SAHA's program limit in this case is \$3,027, SAHA's tuition program would reimburse the difference of \$3,000 (\$4,000-\$1,000) because the total from all assistance sources could only be \$4,000.

6.2.3 Administration

- A. The Director of Human Resources will act as the Program Administrator and will be responsible for the general administration and maintenance of the Tuition Reimbursement Program.
- B. The employee will obtain an application form for tuition reimbursement from the Program Administrator.
 - (1) The application form should be completed prior to enrolling in the desired course.
 - (2) The application form should be submitted to the Program Administrator for review.
 - (3) The Program Administrator will review and submit the recommendation for approval or disapproval of applications based upon policy compliance.
 - (4) The Program Administrator will advise employee of action taken on the request.
 - (5) Program Administrator must also receive an itemized receipt for expense incurred in taking the course, and a written statement from the institution that the employee has satisfactorily pursued and completed the course and/or the grade.
 - (6) Reimbursement covers tuition, required registration fees, general fees, lab fees, equipment fees and books; but does not cover such fees as breakage, student activities, parking etc.
 - (7) Documents concerning final grade, tuition and other eligible fees must be submitted to the Program Administrator within 30 calendar days following completion of course(s).
- C. The Program Administrator will:
 - 1. Maintain approved application pending receipt of evidence of successful completion of the course and process request to reimburse employee.
 - 2. Maintain liaison with local colleges and universities in order to be familiar with any changes that may affect SAHA educational activities.
 - 3. Counsel with employees and management personnel as necessary to assure a commensurate value is received for the funds spent on courses and programs and that proper use is made of the Tuition Reimbursement Program.

6.2.4 Courses

- A. Tuition reimbursement will be paid for degree programs as well as specialized courses from accredited institutions when these programs are directly related to the employee's present position, a potential position to which an employee may advance in SAHA and/or are expected to increase the employee's value to SAHA.
- B. Degree plans or courses not directly related to the employee's present position must be job oriented to the extent that they would prepare the employee for advancement within SAHA. Employees electing to take a job related course, but not necessarily on a degree plan, may request approval to have the course paid out of the training budget for the assigned department.
- C. A degree plan must be on file with the Program Administrator prior to enrollment. The plan will include a transcript of courses taken and an approved curriculum, which, if successfully completed, will result in the individual receiving a degree. The major area of study must be related to the employee's present job or to a position of possible advancement within this organization.
- D. If an employee changes colleges or changes to a different degree program, the employee must submit a new degree plan to the Program Administrator in order to remain eligible to receive tuition reimbursement.
- E. In no case will tuition reimbursement be approved for a course that is not either related to the employee's current position or a potential position to which an employee may advance in SAHA.

6.2.5 Reimbursement

Tuition Reimbursement will be paid at 100% of the University of Texas at San Antonio (UTSA) rate per semester per employee, for both bachelors and master's degree candidates. This figure may be adjusted by action of the President and CEO at any time. Contact the Human Resources Department for the current authorized tuition reimbursement limit.

The employee must be on the payroll at the start and end of the course to be eligible for reimbursement. Subject to the maximum allowed, reimbursement will be made for courses in which the employee achieves a grade as described below:

Grade	Undergraduate Assistance	Graduate Assistance
A and B	100%	100%
C	75%	75%
Pass (ungraded), Audit, CLEP	50%	75%

No reimbursement will be made for a grade of “D” or failure or when the employee fails to complete a course.

6.2.6 Other Applications

Attendance at all educational courses and related activities under this program, including study and travel, must be performed voluntarily outside the working hours established for the employee, unless otherwise approved by the President and CEO.

It is to be made clear to the employee-student that SAHA regular and emergency duties come first, and they may be expected to work overtime on such occasions even though it may prevent class attendance.

In the interest of safety and job efficiency, normally those schools within a 50-mile radius of the San Antonio city limits will be approved under this program. The Tuition Reimbursement Program does not, in any way, obligate SAHA to move the employee to a higher pay grade or different position. However, such additional qualifications will be considered in the appraisal of the individual’s qualifications when opportunities for advancement occur.

PROCEDURE NUMBER: 6.3
TITLE: AWARDS PROGRAM
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 003

AWARDS PROGRAMS

SAHA may recognize its employees, residents and others for outstanding accomplishments or contributions to SAHA and the community as:

1. Sustained excellent job performance
2. Completion of special work projects or goals
3. Completion of periods of long and honorable service
4. Completion of training courses or programs
5. Excellence in safety and accident prevention
6. Cost savings suggestions that result in actual savings to SAHA

PROCEDURE NUMBER: 6.4
TITLE: TRAINING
EFFECTIVE DATE: DECEMBER 4, 2008
POLICY REFERENCE: POLICY NO. 005

TRAINING

Business related training is available at the discretion of the supervisor within budgetary allocations. Training taken under the training budget will not be reimbursed under the tuition reimbursement program. Training may be taken as administrative leave. All materials, books, tapes and programs are the property of SAHA. Incidental items such as bags, pens, and the like are property of the employee.