

**DOWNTOWN OAK PARK
EMPLOYEE INFORMATION
AND GUIDELINES
HANDBOOK**

Dear Employee:

We welcome you as a valuable member of our organization and extend our best wishes for a successful career with Downtown Oak Park (DTOP).

Our Employee Information and Guidelines Handbook will help you “get off to the right start,” and we hope that you will enjoy your work here. Our progress and success depend on the cooperation and teamwork of each employee whatever your job might be.

To successfully accomplish this mission, we need to recognize and support our fellow employees to enable them to perform in this manner. In an effort to provide general guidelines and to encourage everyone to treat others with respect, we have prepared this employee information and guidelines handbook for your use. We hope that it will answer any questions you may have. I will be happy to discuss with you further, any topic that is unclear.

A highly competent staff can best address the interest of our members, our and their customers, and their employees and tenants, and with the proper conduct, consideration and respect of your fellow employees; we can enjoy our work and prosper together.

Sincerely,

Executive Director

Downtown Oak Park

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Handbook Acknowledgement

Welcome to Downtown Oak Park (DTOP or “the Company”). Please read your Employee Information and Guidelines Handbook carefully and use it as a reference on those occasions when you are uncertain of our policies. If you should have any questions, we encourage you to contact the Executive Director or the President of the Board of Directors.

This handbook must be maintained by every employee. Any changes or updates will be maintained on the Company intranet or the primary office. Updates will also be printed and inserted into the document. DTOP retains the right to modify or discontinue any policies or benefits referred to in this handbook, and any changes or updates, at its sole discretion.

I have read and understand the contents of this handbook and will act in accordance with these policies and procedures as a condition of my employment with DTOP.

I have read and understand the Standards of Conduct expected by DTOP and I agree to act in accordance with the Standards of Conduct as a condition of my employment by DTOP.

I understand that the information in this handbook represents guidelines and DTOP reserves the right to modify this handbook or amend or terminate any policies, procedures or employee benefit programs, whether or not described in this handbook, at any time, with or without notice, in its sole discretion.

I understand that DTOP is not, and does not intend to be, contractually bound by any provisions in this handbook; I state that DTOP and I do not intend that any policies, procedures or employee benefit programs create contractual obligations on DTOP or are contractually binding on DTOP; I understand that this handbook is not and does not establish a contract of employment, expressed or implied, between me and DTOP and is not a guarantee of employment for any specific duration. **I understand that I am employed on an "at-will" basis, which means that my employment can be terminated at any time for any reason and that I can resign at any time for any reason.**

I further understand that no representative of DTOP, other than the Board of Directors, has any authority to enter into any agreement guaranteeing employment for any specified period of time. I also understand that any such agreement, if made, shall not be enforceable unless it is in a formal written agreement signed by both me and the President of the Board.

Signature: _____ Date _____

Printed Name: _____

Please Complete and Return This Document to the Executive Director

About Downtown Oak Park

Downtown Oak Park is located just 10 miles west of Chicago's Loop, within Oak Park's central business district. Downtown Oak Park offers an exceptional array of shops, restaurants, a state of the art seven-screen movie theater, ample office space, and an exciting year-round schedule of promotions and special events.

Harlem Lake Marion Corporation, doing business as Downtown Oak Park since 1988, is a downtown business association comprised of property owner and retail owner members within Oak Park's Special Service Area #1.

Our mission is to promote business development and expansion in Oak Park's central business district. To achieve our goals, Downtown Oak Park undertakes the following efforts:

- > Promotional and advertising campaigns
- > Cultural events
- > Establishment of uniform business standards and property maintenance standards
- > Enhancement and maintenance of the public areas
- > Continually working toward creating an environment which will increase retail and business opportunity within the district.

Our Corporation, in all its efforts, encourages a spirit of cooperation and the maintenance of high business standards among its Members. Downtown Oak Park, as a partner agency of the Village of Oak Park, works cooperatively with the local government and other local agencies to make Downtown Oak Park a great place in which to shop, dine, work, play and live.

The organization has 120+ property owner and merchant members. The mission of Downtown Oak Park is "to create and support a thriving and vibrant business environment in downtown Oak Park." Among services provided to the SSA are marketing, events, promotions, landscaping, holiday decorations and snow removal and more.

Classifications of Employment

For purposes of salary administration and eligibility for employee benefits, DTOP classifies employees as follows:

Full-time regular employees: Employees hired to work DTOP's normal, full-time workweek on a regular basis. A normal, full-time workweek is a minimum 35 hours.

Part-time regular employees: Employees hired to work fewer than 35 hours per week on a regular basis. Part-time employees hired to work fewer than 35 hours per week are not eligible for DTOP health and welfare benefits.

Temporary employees: Temporary employees are hired on a full-time or part-time basis to work for a definite, specified period of time. Temporary employees are not eligible for DTOP benefits.

Open Door Policy

It is the policy of DTOP to embrace an open door policy for all employees. A pleasant working environment is important to all of us. Such an environment depends upon developing and maintaining open relationships, based on mutual respect and understanding. We recognize that there is a need for employees to voice their opinions about matters which concern them. We urge all employees to identify, respectfully raise and help resolve the real issues that are getting in the way of providing our services and/or any concerns that may be present in the workplace.

If you have a problem or concern on the job, generally you should first go to your supervisor for resolution. Most problems are easily resolved by talking them over immediately, and you should feel free to voice any question or matter of concern affecting your work. If, however, you are unable to resolve the problem through these regular channels, or if you have a strong personal/confidential reason for not presenting the issue to the Executive Director or the President, you may bring the matter to the attention of another member of the Board of Directors.

Employment Policies

EQUAL EMPLOYMENT OPPORTUNITY

We are proud to be an Equal Opportunity Employer. DTOP believes that all persons are entitled to equal employment opportunity and does not discriminate against employees or applicants on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, genetic information, military or veteran status, or any other categories protected by applicable federal, state or local law. DTOP also complies with applicable laws regarding reasonable accommodation of qualified individuals with disabilities.

Because we accept, support and practice the principles of non-discrimination, all aspects of employment within DTOP will be governed only on the basis of merit, competence and qualifications. This policy applies to all areas of employment, including, but not limited to, recruitment, hiring, training, classification, promotion, discipline, transfer, layoff, termination, compensation and benefits.

More than merely legal considerations, these are obligations that DTOP, as an organization, and all employees must assume in carrying out our day-to-day responsibilities. If you are aware of any such discrimination, it is imperative that you notify the Executive Director and/or the President.

POLICY AGAINST HARASSMENT

DTOP is committed to providing a work environment where employees respect and value each other as individuals and is free of harassment.

In keeping with this commitment, DTOP expressly prohibits harassment based on sex, race, color, religion, national origin, age, disability, sexual orientation, military or veteran status, genetic information, or any other category protected by applicable federal, state or local law. Unreasonable interference with an individual's work performance or creation of a hostile, intimidating or offensive working environment will not be tolerated. All employees of the Company must act responsibly to help establish a comfortable working environment free from harassment. DTOP strongly disapproves of and will not tolerate harassment of employees by management, co-workers, members, customers, members' tenants, or vendors.

This policy prohibits harassment in any form, including verbal, physical or visual harassment. This policy applies to workplace conduct, conduct at Company functions or while on business for the Company, and to employees at all levels and positions within DTOP.

Harassment is a form of discrimination where a person is subjected to threatening, intimidating, embarrassing or other offensive behavior because of his/her gender, race, ethnicity, religion, age,

disability or some other distinguishing characteristic. Harassment is unwelcome behavior that may or may not include sexual conduct.

Both males and females can be victims of sexual harassment by persons of the same or opposite gender. In particular, sexual harassment includes unwelcome sexual advances or propositions, sexual flirtations, leering, verbal abuse of a sexual nature, subtle pressure or requests for sexual favors or acts, unwanted touching or intimacy, insulting or degrading sexual remarks or conduct, epithets, derogatory remarks or negative stereotyping based on gender, sexually explicit or offensive jokes, and the posting or display in the workplace of sexually offensive or degrading materials, electronic or otherwise.

A few examples of conduct that can be harassment (for illustrative purposes only) include the following:

- > Teasing, slurs, comments, jokes, innuendos, unwelcome compliments, pictures, cartoons, pranks, or other verbal or physical conduct which has the purpose or effect of creating an intimidating, hostile or offensive working environment, which unreasonably interferes with an individual's work performance, or unreasonably affects an individual's employment opportunities.
- > Making unsolicited and unwelcome written, verbal, physical and/or visual contact with offensive and/or sexual overtones (Written examples: suggestive or obscene letters, notes, invitations. Verbal examples: derogatory comments, slurs, jokes and epithets. Physical examples may include leering, gestures, display of sexually suggestive objects or pictures, cartoons, posters, or magazines.)
- > Continuing to express sexual interest after being informed that the interest is unwelcome (Reciprocal attraction is not considered sexual harassment.)
- > Making reprisals, threats of reprisals or implied threats of reprisal following a negative response. For example, either implying or actually withholding support for an appointment, promotion or change of assignment or suggesting that a poor performance report will be given.
- > Engaging in implicit or explicit coercive sexual behavior, which is used to control, influence or affect the career, salary and/or work environment of another employee.
- > Offering favors or employment benefits, such as promotions, favorable performance evaluations, favorable assigned duties, recommendations, reclassifications, etc., in exchange for sexual favors.

DTOP strictly prohibits its managers, supervisors and other employees from implying or suggesting that an applicant's or employee's submission to or refusal to submit to sexual advances or participation in such conduct is a condition of continued employment or receipt of any job benefit (including job assignment, compensation advancement, career development, or any other term or condition of employment).

Any form of harassment creates an unprofessional and unacceptable atmosphere. DTOP will take active steps to prevent harassing conduct by supervisory or non-supervisory employees, coworkers, customers, members' tenants or vendors.

Harassment and Discrimination Complaint Procedure

Employees are expected to treat co-workers with respect and to refrain from any conduct that may be construed as harassment or discrimination. If you experience or observe any job-related harassment by employees, customers, members or other third parties based on sex, race or any other factor, or if you believe that you have been treated in an unlawful, discriminatory manner, it is your duty to promptly report the incident to the Executive Director or the President.

The Company will investigate any claims of harassment promptly, impartially, thoroughly and, to the extent possible, confidentially. The manner and extent of investigation and confidentiality is at the discretion of Management, as it deems necessary. All employees are expected to cooperate in investigations of harassment complaints by providing truthful information in response to any inquiry.

After an appropriate investigation, any employee who is found to have violated this policy will be subject to disciplinary measures, as determined by DTOP, up to and including termination. Appropriate written documentation will be placed in his/her personnel file.

DTOP prohibits any form of retaliation against any employee for filing a truthful complaint under this policy or for assisting in a complaint investigation. Retaliation may result in disciplinary action, up to and including termination.

If, after investigating any complaint of harassment or discrimination, DTOP determines that the complaint was untruthful or that an employee has provided false information regarding the complaint, disciplinary action, up to and including termination, may be taken against an individual who knowingly filed an untruthful complaint or gave false information.

ALCOHOL AND DRUGS

Unlawful manufacture, distribution, dispensation, possession, sale or use of controlled substances -- drugs -- in the workplace or while engaged in DTOP business is strictly prohibited. Being under the influence of controlled substances or alcohol while at work is likewise prohibited. If there is reason to suspect that you may be under the influence, you may be asked to go immediately for testing. Any violation of this policy, which includes refusal to comply or tampering with a sample, will be subject to disciplinary action up to and including termination.

RIGHT TO SEARCH AND INSPECT

DTOP has the right to search and inspect Company-owned property. This includes, but is not limited to, desks, lockers, computers, computer files and automobiles. Employees should not bring items onto DTOP's property that they do not want seen by management or other employees.

VIOLENCE IN THE WORKPLACE

DTOP is committed to providing a safe, violence-free workplace and strictly prohibits violence of any kind at any time on its premises or in connection with any DTOP activities. Violence includes but is not limited to acts or threats of physical violence and obscene, abusive, or threatening language or gestures. Employees who threaten other employees, applicants, customers, members, members' tenants, vendors or the public, or who advocate or engage in workplace violence, or who bring firearms or other weapons on DTOP premises or in connection with DTOP activities, will be subject to discipline, up to and including termination.

ENVIRONMENTAL HEALTH AND SAFETY

Ensuring your safety is very important to the management of DTOP. We have taken, and will continue to take, all reasonable precautions to protect you and your fellow employees against injuries, safety and health hazards. To that end, DTOP follows all applicable federal, state and local standards and regulations.

If you are injured, no matter how slightly, or become ill while at work, you are required to report it to the Executive Director or the Board president immediately. They will ensure that you receive proper first aid or medical treatment. Incident reporting is required to comply with Federal and State laws and to initiate insurance and workers' compensation benefit procedures.

Concealed Weapons

Employees may not possess or use any weapon at any time while on any property that is owned, leased or controlled by DTOP including anywhere that Company business is conducted such as member or customer or members' tenant locations, trade shows, restaurants and Company event venues. Weapons include, but are not limited to, guns, knives or swords, explosives, and any chemical or product whose purpose is to, or whose use may, cause harm to another person.

Regardless of whether an employee possesses a concealed weapons permit or is allowed by law to possess a weapon, weapons are prohibited on any Company property or in any location in which the employee represents, or may reasonably be considered to represent, the Company for business purposes, including those listed above.

Standards of Business Conduct

INTRODUCTION

While no written policy can cover every situation that may arise, the following is a general statement of the business standards that all employees are expected to uphold. All employees should conduct business for DTOP in the full spirit of honest and lawful behavior, and should not cause or encourage any other employees to act otherwise. The Company will enforce the rules set forth herein and will take appropriate disciplinary action against any employee who violates them.

CUSTOMER RELATIONS

It is the policy of DTOP to provide its members, customers, members' tenants, and all others with absolutely superior service. Employees are expected to treat them in a courteous, respectful manner at all times.

CONFIDENTIAL AND PROPRIETARY INFORMATION

Members, customers, members' tenants, candidates, and others entrust us with a great deal of confidential information. Additionally, part of DTOP's competitive advantage is based on maintaining confidentiality about our and their businesses, products, prospects, candidates and customers. For these reasons, it is the policy of DTOP to ensure that the operations, activities, prospects and business affairs of DTOP and our members, customers, members' tenants and candidates are kept confidential to the greatest possible extent.

Employees of DTOP have a fiduciary responsibility to DTOP and to the community's property and business owners. A fiduciary relationship is defined as one where an individual places complete confidence in another in regard to their general affairs or business. The relationship is not necessarily formally or legally established, but is one of moral or personal responsibility. As such, information gained through interactions with residents, property, and business owners should be considered confidential.

Any confidential or proprietary information acquired during your employment with DTOP must be handled in strict confidence and must not be discussed with outsiders. Your employment with DTOP includes an obligation to maintain confidentiality even after you leave our employment.

DTOP employees must agree that this confidentiality policy shall survive the termination of their employment with DTOP.

REQUESTS FOR INFORMATION REGARDING CURRENT OR FORMER EMPLOYEES

DTOP is concerned about the accuracy of information provided to individuals outside the Company regarding current or former employees. Any employee who receives a request for any information concerning a past or present employee of the Company should refer the person making the request to the Executive Director without engaging in any (on or “off-the-record”) conversation about the past or present employee.

It is the Company’s policy to only furnish or verify an employee's name, dates of employment and job title. No other information regarding a current or former employee will be provided unless the individual first provides written authorization, or the information is required by law or court order.

CONFLICT OF INTEREST

DTOP employees must avoid, and must disclose to the Executive Director and/or President, situations in which their personal interests could conflict or appear to conflict with the interests of DTOP. Conflicts of interest may arise when an individual's position or responsibilities with DTOP present an opportunity for personal gain apart from the normal compensation provided through employment. The following general guidelines have been developed to help employees avoid conflicts or the appearance thereof:

Use of Corporate Funds and Assets

The assets of DTOP include its physical offices, equipment, corporate funds, technologies, concepts, business strategies and plans, as well as other information about our business, which may be considered private or proprietary. These assets may not be improperly used to provide personal gain for employees, nor may employees provide others with the assets of DTOP.

Personal Financial Interests

Every employee must avoid outside financial interests, which might influence his or her corporate decisions or actions. Such outside financial interests could include:

- > A personal or family financial interest in or with any member, customer, member’s tenant or customer, new business venture, supplier or competitor of DTOP other than open market investments in publicly traded companies; or
- > Any consulting or employment relationship with a member, customer, a member’s customer or tenant, or a supplier or competitor of DTOP;
- > Involvement in new business ventures related to DTOP’s areas of business;

- > Personal financial gain or advantage to an employee in connection with actions taken by that employee in executing his or her responsibilities on behalf of the Company.

Acceptance of Gifts/Gratuities

Employees should carefully consider the propriety of any gifts from members, customers, members' customers or tenants, any vendors and/or competitors. Meals, entertainment or gifts of a reasonable and appropriate value may be acceptable in some circumstances. If you are uncertain about a specific situation, please talk to the Executive Director.

No employee or member of his/her family should exchange loans or cash with vendors or competitors.

BOOKS AND RECORDS

False or artificial entries shall not be made in the books or records of DTOP for any reason; to do so may result in criminal and/or civil penalties to DTOP and/or the employee involved. No employee may engage in any arrangement that in any way may be interpreted or construed as misstating or otherwise concealing the nature or purpose of any entry in the books and records of DTOP.

No payment or receipt on behalf of DTOP may be approved or made with the intention or understanding that any part of the payment or receipt is to be used for a purpose other than that described in the documents supporting the transaction.

COMPUTER AND COMMUNICATION SYSTEMS

Computer, electronic and communications equipment and all associated electronic resources are the property of the Company. This includes Internet, e-mail and telephone. While valuable and critical business and communication tools, they are provided primarily for conducting Company business.

Electronic data, documents, messages and images that are created, stored, sent or received using the Company's computer systems are the property of DTOP, and should not be accessed unless expressly authorized.

DTOP reserves the right to monitor, access and disclose the contents of all Company computer, electronic and communications systems. Individual privacy should never be assumed.

Electronic data, documents, messages and images should not contain content that may be considered offensive or disruptive. Offensive content includes, but is not limited to, obscene or harassing language or images, racial, ethnic, and sexual or gender specific comments or images or other comments or images that would offend someone on the basis of their religious or political beliefs, sexual orientation, national origin or age.

During office hours, limited and incidental personal use of DTOP's computer, electronic and communication systems is permitted so long as there is no expectation of privacy, the personal use does not interfere with the employee's performance of job functions and workload, and the personal use or communication is appropriate for the work environment.

There are a number of legal issues linked with the provision of an Internet link by an employer; these guidelines are an attempt to cover the major ones. Legally, the Company is obligated to report certain behaviors. We take this responsibility seriously and will comply with state and federal laws.

Voicemail System

The purpose of the Company's voice mail system is to improve communications and increase the efficiency of the Company's operations. Therefore, it is expected that all voice mail messages and greetings will be professional in content. Additionally, if you are away from the office for an extended period of time, your message should be updated to indicate when you will be returning.

Personal Telephone Calls

Personal phone calls should be kept to a minimum and restricted to lunch breaks, with the exception of emergencies. This includes calls made on company telephones as well as personal mobile phones.

Security of Computer Systems

Unauthorized use of or tampering with computers or other electronic or communications equipment will be regarded as gross misconduct and may lead to discipline up to and including termination. Employees must not, under any circumstances, load a program or data onto one of DTOP's computers, unless the program or data originate from within DTOP or is expressly authorized in advance by the Executive Director;

Username and passwords must be kept confidential and not given to other employees. No copyrighted or Company proprietary information is to be copied or removed from the Company's computer systems.

Social Networking

Employees with blogs or who participate in online sites with user-provided content (such as Twitter, Facebook, MySpace, LinkedIn, Wikipedia, etc.) should remember that these sites are in the public domain and accessible worldwide. If posting opinions related to DTOP business, employees should self-identify as a DTOP employee and follow appropriate business conduct and confidentiality rules. Questions regarding posts should be directed to the Executive Director.

Bulletin Boards

The Company has posted bulletin boards to display required posters and notices, in addition to informing employees of various matters of importance. The bulletin boards are for business related purposes only.

Any unauthorized postings will be removed and discarded. Additionally, postings shall not be removed from the bulletin board without appropriate permission.

MEDIA RELATIONS

The President and the Executive Director are the designated spokespersons for Downtown Oak Park. All print materials to be made public and all public statements must be pre-approved by the Executive Director or President.

ETHICAL COMPLIANCE & STANDARDS

DTOP is committed to fair and ethical conduct in all areas of business. Directors, officers, employees and other representatives are expected and required to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of DTOP, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

COMPANY SUPPLIES

Supplies, equipment, materials, tools and mail services are intended only for business purposes and *not for personal use*. They are readily available so that we may conduct our business efficiently and conveniently. Misappropriation is a serious offense and could be grounds for dismissal.

SMOKING ETIQUETTE

Out of respect for members, customers, non-smoking employees, others, and the general appearance of our premises, smoking is not permitted in the office areas. If employees wish to smoke, they may step outside to a designated smoking area during regularly scheduled breaks. There is no smoking permitted within fifteen feet of any entrance to the facilities or to the building. All used smoking materials must be completely extinguished and disposed of properly. These rules exist not only for the courtesy and health of our employees, but also for everyone's safety and the appearance of our premises.

IMPLEMENTATION

Any employee violating these Standards of Business Conduct or misusing them, such as by making false accusations to harm another employee, will be subject to disciplinary action, including termination, and could be subject to civil or criminal penalties. Failure to disclose violations of which you are aware may also result in disciplinary action, including termination and possibly civil or criminal proceedings.

Compensation Policies

EXEMPT STATUS SAFE HARBOR POLICY

It is the Company's policy to comply with federal, state and local laws regarding wages, overtime pay eligibility, and record-keeping.

The Fair Labor Standards Act (FLSA) distinguishes between job classifications protected by the Act and therefore subject to its overtime provisions (non-exempt classifications), and those exempted from the Act's protection (exempt classifications). Exempt and non-exempt status is determined and periodically reviewed by management. Employees with non-exempt status must be paid overtime compensation for all hours over 40 actually worked in a workweek, or as defined by state law. Actual hours includes time during which work was actually performed and excludes time which was compensated but not actually worked, such as approved vacation or paid personal/sick time.

Employees are made aware of their FLSA status in their offer letter and job description. An employee with questions about exempt or non-exempt status, actual hours, overtime compensation or other such issues should discuss their questions with the Executive Director. Similarly, an employee who has any reason to believe that an improper salary deduction has occurred should notify the Executive Director immediately. The Company will investigate any concerns and will reimburse an employee for any improper or unauthorized deductions or inconsistencies. The Company will take appropriate steps to ensure that it fully complies with the Fair Labor Standards Act and its regulations. The Company will not retaliate against any employee for raising concerns under this policy.

OVERTIME

Non-exempt employees may not work more than the standard workweek, forty (40) hours per week, without prior written authorization from the Executive Director. The employee is solely responsible for obtaining advance approval. Failure to get approval before working overtime will result in disciplinary action, including termination.

Overtime hours are paid at the rate of 1.5 times the non-exempt employee's hourly base rate, for any hours worked in excess of forty (40) hours per week, or as defined by state law.

Hours actually worked for the purpose of overtime pay computation are all hours spent working on the job or on duty for the Company. Paid time off such as vacation or personal/sick time is not considered "hours worked" for the purposes of overtime calculation.

PAY PERIOD AND PAY CHECKS

Exempt status employees are paid bi-weekly. All required deductions for all employees, such as federal, state and local taxes, and all authorized voluntary deductions, such as health insurance contributions, will be withheld automatically from your paychecks.

DTOP takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that the employees are paid promptly on the scheduled payday. In the event there is an error in the amount of pay, the employee should promptly bring the discrepancy to the attention of the Executive Director so that corrections can be made as quickly as possible.

DTOP encourages employees to be paid through direct deposit to a bank account of their choice.

COMPENSATION

It is important to recognize that our total compensation is a function of individual and team performance that contributes to services provided to our membership and the community and assures_ that DTOP continues to receive appropriate financial support.

It is DTOP's policy to pay total compensation based on the employee's contribution to the overall success of the organization. Total compensation includes base pay and also various benefits offered. Compensation is reviewed periodically. Any announced or granted compensation adjustments will also include the effective date of the adjustment.

Performance

BUSINESS HOURS AND WORKING HOURS

DTOP's office hours are from 9:00 a.m. to 5:00 p.m., Monday through Friday. Daily and weekly work schedules are set to meet the varying conditions of the business, and may be changed from time to time at management's discretion. DTOP supports flexible hours when it is reasonable and practical to do so and where operational needs will not be adversely affected. Flexible hours must be approved by the Executive Director in writing and can be revoked at any time. Employees with tardiness and/or attendance problems will not be granted flexible schedules.

At your scheduled start time, you should be at your work area prepared to begin working. Employees are expected to be at work during their assigned hours with the exception of rest periods and the unpaid meal breaks which will be scheduled in accordance with applicable federal and state law.

Special Events

When exempt employees are required to work an after-hours or weekend event lasting four consecutive hours or more, they will earn compensatory time. Compensatory time must be used within the month in which it is earned and is not paid out upon termination.

Summer Fridays

DTOP recognizes that summer is a busy time for the organization and that employees are required to attend several events outside of normal work hours. In appreciation of your time, we are implementing a summer flextime schedule.

Summer flextime at DTOP is a work schedule that allows employees to leave at 1:00 p.m. on Friday on an alternating basis, as approved by the Executive Director. Only one employee will be allowed such leave on any one Friday to assure that the DTOP office is staffed appropriately.

The schedule will be set by the Executive Director. Changes in the rotation schedule must be approved in writing and in advance. If business needs require, exempt employees must depart from the flextime schedule to perform their jobs. Nonexempt employees may be asked to work overtime, regardless of a flextime schedule.

Meal and Rest Breaks

Non-exempt employees who work 7 ½ consecutive hours a day are entitled to an unpaid, 60 minute meal break beginning no later than 5 hours after the start of the work period.

Meal breaks are intended to provide employees with an opportunity to relax and recharge for the remainder of the workday. Accordingly, non-exempt employees are prohibited from voluntarily working through their meal break or “eating on the fly”. Employees who do not follow this policy will be subject to discipline including the possibility of termination.

ABSENCE OR LATENESS

From time to time, it may be necessary for you to be absent from work. DTOP is aware that emergencies, illnesses or pressing personal business that cannot be scheduled outside your work hours may arise. If you are unable to report to work or you will be late to work, you must call the Executive Director as soon as possible. Notifying another colleague is not sufficient. Excessive tardiness will result in disciplinary action, up to and including termination.

An employee who fails to report to work without notification for a period of three (3) consecutive work days will be considered to have voluntarily resigned from their employment with DTOP.

Incident Weather

It is DTOP’s policy to continue operations despite severe weather. All employees are expected to exert every effort to make it to work and follow normal call-in procedures if it is not possible. Should there be a declared state of an emergency, employees are expected to follow normal call-in procedures.

RECORDING HOURS OF WORK

Non-exempt employees are required to record accurate arrival and departure times each day, as well as accurately recording meal breaks and other midday absences. Accurate time records ensure employees are paid correctly and promptly for the time they actually work.

All employees are required to report any absence such as vacation, personal/sick time or other leave. These absences must be approved by the Executive Director, documented, and recorded.

PERFORMANCE REVIEWS

Performance reviews allow everyone to work together more efficiently by aligning individual goals with those of the Company. It is important that every employee understand how their performance and job responsibilities drive Company success.

Performance reviews are conducted periodically and provide employees and managers an opportunity to discuss and recognize individual strengths and areas of development, facilitate professional and personal growth, and assess career interests and opportunities. Generally, performance reviews take place at the end of each calendar year following one full year of employment.

Although performance reviews are usually annual and often coincide with wage and salary reviews, a change in compensation should not be anticipated with every review.

Your Benefits

HEALTH & WELFARE BENEFITS

DTOP is committed to the health and well-being of its full-time regular employees and is proud to offer a comprehensive and competitive benefits package, which includes:

- > Medical/Dental Insurance Reimbursement
- > Vacation, Personal/Sick and Holiday Time
- > Paid Parking

In the interest of maintaining a high level of quality, DTOP will annually review its benefit offerings and may modify programs.

DIRECT DEPOSIT

All employees are eligible for direct deposit to the banking institution of their choice.

PAID TIME OFF

At DTOP, we believe that our employees are the key to what makes us a great Company. While work makes up a large portion of our lives, we believe that a balance between work and life is essential in maintaining quality performance in our high-productivity environment. The Company has designed a comprehensive vacation, personal/sick time and holiday policy for full-time regular employees that fosters this philosophy.

Vacation Benefits

Vacation time off with pay is available to full-time regular employees. Such employees accrue vacation each pay period. DTOP wants its employees to take all their vacation. It is the employee's responsibility to schedule and take all of their vacation by the end of the year. You will be provided with a reasonable opportunity to take a vacation. If you do not take it by the end of the year, you will lose all but 5 days of the time, which you will be able to carry over to the following year. Vacation that is carried over must be used within the first quarter of that year.

Vacation Accrual Schedule

YEARS OF SERVICE	DAYS ACCRUED PER YEAR	HOURLY ACCRUAL*	HOURS ACCUED PER PAY PERIOD
Less than 2 Years	40 Hours (5 days)s	0.019231 Hourly	1.5385

2 to 5 Years	80 Hours (10 Days)	0.038462 Hourly	3.0770
Over 5 Years	(120 Hours) 15 Days	0.057692 Hourly	4.6154

Vacation Accrual Example:

- > An employee with less than two years of tenure will accrue 5 days of vacation over the course of the calendar year. They will earn .019231 hours of vacation per hour worked, which translates to 1.5385 hours per pay period (.019231 x 80 hours).
- > An employee with 3 years of tenure will accrue 10 days of vacation over the course of the calendar year. They will earn .038462 hours of vacation per hour worked, which translates to 3.0770 hours per pay period (.038462 x 80 hours).
- > An employee with 6 years of tenure will accrue 15 days of vacation over the course of the calendar year. They will earn 0.057692 hours of vacation per hour worked, which translates to 4.6154 hours per pay period (0.057692 x 80 hours).

Whether or not a particular request for a vacation is granted depends on the needs of DTOP and is left to the discretion of the Executive Director. Once approved, any changes to the set vacation schedules must be approved by management. An employee whose employment terminates and subsequently returns to DTOP within 1 year will have their service bridged. In other words, rehired employees will keep their same vacation accrual schedule as if they never had a break in service.

Personal/Sick Time

DTOP understands that there are times when illness or an emergency makes it impossible to report to work as expected. When such an occasion arises, early notification enables the supervisor to plan the day's schedule with the least possible inconvenience.

After 90 days of employment, regular full-time employees are eligible for paid personal/sick days. Employees will accrue one day each month that they work. If an employee's bank reaches 12 days they will cease to accrue sick time until some of this time is used. Accrual will then resume, but only to the maximum amount of 12 days. Sick time is not paid out upon termination.

Holidays

DTOP normally observes the following holidays. The holiday schedule will be reviewed annually and may change in accordance with the yearly calendar. All full-time, regular employees will be given the day(s) off with pay.

Observed Holidays:

- > New Year's Day
- > Memorial Day
- > Independence Day
- > Labor Day
- > Thanksgiving Day
- > Christmas Day

Generally, holidays that occur on a Saturday will be observed on the preceding Friday, and Sunday holidays will be observed on the following Monday. The Executive Director will determine and announce the observance date.

In addition to the holiday schedule above, there are two days when, if the holiday falls on a week-day, employees are permitted to leave at 3:00 p.m. These occasions are:

- > Christmas Eve
- > New Year's Eve

Non-Exempt employees required to work on a holiday will receive their normal base pay plus holiday pay. Non-Exempt employees who have an unexcused absence before or after a holiday will not be eligible to receive holiday pay. Holiday benefits are based on an employee's base rate of pay times 8 hours on which the holiday is observed. Employees on an unpaid leave of absence are ineligible for holiday benefits that occur while they are on leave.

BEREAVEMENT LEAVE

When a death occurs in the "immediate family" of a regular full-time employee, a paid funeral leave of up to three (3) days shall be granted. An employee's "immediate family" is defined as the employee's spouse, domestic partner, children, parents, grandparents, grandchildren, brothers and sisters (including step-relatives of these same relationships).

Time taken for funerals other than immediate family will be charged against an employee's unused personal/sick days. In cases of unusual circumstances or out-of-town travel, additional time off without pay may be requested.

The Company reserves the right to request documentation of the death, and/or the relationship of the deceased to the employee and/or the employee's attendance at the funeral or memorial service.

MILITARY LEAVE

If you are called to active military duty or to Reserve or National Guard training, or if you volunteer for the same, you should submit copies of your military orders to the Executive Director as soon as is practicable. Employees will receive partial pay for up to a maximum of two-weeks for training assignments or shorter absences. Upon presentation of satisfactory military pay verification data, employees will be paid the difference between their normal base compensation and the pay (excluding expense pay) received while on military duty. The portion of any military leaves of absence in excess of two weeks will be unpaid, however employees may use any paid time off for the absence.

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

Employees on military leave for up to 30 days are required to return to work for the first regularly scheduled workday after the end of service, allowing reasonable travel time. Employees on longer military leave must apply for reinstatement in accordance with USERRA and all applicable state laws.

Employees returning from military leave will be placed in the position they would have attained had they remained continuously employed or a comparable one depending on the length of military service in accordance with USERRA. They will be treated as though they were continuously employed for purposes of determining benefits based on length of service.

JURY AND WITNESS DUTY LEAVE

Employees who are summoned to jury or witness duty are granted leave. The Company will continue your pay during your active period of jury or witness duty for up to three days per calendar year. Special circumstances may allow additional time off, on a case-by-case basis. You are also permitted to retain the allowance you receive from the court for such service. To qualify for jury or witness duty leave, you must submit to the Executive Director a copy of the summons to serve as soon as it is received. In addition, proof of service must be submitted to the Executive Director when your period of jury or witness duty is completed.

VOTING LEAVE

DTOP believes that participation in the electoral process is an important civic responsibility. Employees will be granted time off to vote in state, federal, and significant local elections, in accordance with applicable federal and state laws.

Requests for voting leave must be made in advance and the Company reserves the right to designate voting times.

MATERNITY LEAVE

Full-time employees will receive six weeks of paid leave upon prior notification for the birth of a child. Employees will be granted a full twelve weeks off while the first six weeks are paid and the remaining six weeks are unpaid.

EXTENDED MEDICAL LEAVE

Upon completion of one year of continuous full-time employment, full-time regular employees may apply for an unpaid leave of absence for medical reasons. All requests must be in writing and are subject to the approval by the Executive Director. Requests must be accompanied by medical documentation supporting the leave. Requests for Extended Medical Leaves will be considered on an individual basis in terms of employee need and company operations. The maximum duration allowed for Extended Medical Leave is 12 weeks.

Employees may continue the health insurance reimbursement during the leave. An employee who does not return to work after a leave will be liable for the amount paid for benefits on their behalf while they were on leave.

Employees will not accrue vacation time while on leave.

Upon the employee's return from a leave of absence, the Company will attempt to return the employee to his or her former position or to a similar position. However, the Company's need to fill a position may override its ability to hold a position open until the employee returns from leave. Therefore the Company cannot guarantee that it will be able to return the employee to any position at the end of the leave. Employees are required to return to work immediately upon completing the leave of absence.

Any employee who performs other paid work during the leave of absence will be considered to have voluntarily resigned effective the date the other work commenced.

Any employee who fails to return to work upon completing the leave will be considered to have voluntarily resigned effective the last day of their granted leave of absence and the employee's employment will end that day pursuant to that voluntary resignation.

WORKERS' COMPENSATION

Working safely is imperative to ensure the health and safety of all employees. In the event you are unable to work because of an **on-the-job** injury that is covered by the applicable state workers' compensation law, DTOP and our workers' compensation insurance carrier will work together to pay you the benefits that you are entitled to under applicable law.

Regardless of the nature or severity, all injuries incurred while working must be reported to your supervisor and the Executive Director **immediately**. This ensures that the Company can assist in obtaining appropriate medical treatment. Failure to follow this procedure may result in jeopardizing your right to benefits in connection with the injury or illness. After your medical treatment, you will be required to furnish the Executive Director with a written statement regarding what, where, when and how the on-the-job incident occurred, so that the incident can be accurately documented and you can receive all the benefits to which you are entitled. Failure to do this could result in loss of benefits.

In the unfortunate event that a work-related injury precludes you from returning to one or more of your previous job responsibilities, or restricts your work activity, DTOP reserves the right to re-assign you, with medical approval, to work within your abilities. If the injury results in medically-approved loss time or results in work restrictions that cannot be accommodated by DTOP, the Executive Director will assist the employee in understanding their disability options. Every employee's health, ability, full recovery and return to work are important to DTOP, its employees and their families.

DTOP fully supports an employee exercising his or her rights under the applicable state law regarding workers' compensation.

Other Policies

EXPENSE POLICY OVERVIEW

Employees are expected to exercise sensible judgment regarding expenses covered in this policy.

In order to qualify for reimbursement, expenses must meet the criteria of Company expense guidelines and be directly related to active conduct of DTOP's functions. It is essential that all business travel activities and expenses be kept to sensible levels. All such costs will be paid by the Company or reimbursed to the employee provided the details are properly recorded on the appropriate Expense Report.

PROFESSIONAL ATMOSPHERE

All DTOP employees are expected to present themselves appropriately for a business atmosphere and exhibit professionalism at all times.

Appearance standards

At DTOP, we believe that a comfortable workplace is a productive one. But we also recognize that as a Company, we have only one chance to make a good first impression as we conduct business amongst ourselves and with our members, customers, and others. As representatives of DTOP, all employees should be neat, well groomed and dressed in job-appropriate attire that reflects the Company's interest in projecting a comfortable, yet professional image.

Employees should use common sense regarding work attire and refrain from wearing sloppy or provocative clothing to the office. A good rule of thumb is: if you are **not** sure something is acceptable, do not wear it.

PERSONNEL FILES / INSURANCE INFORMATION / WITHHOLDING

DTOP maintains personnel files on each employee. In accordance with applicable federal and state laws, any medical information is kept separate from your personnel file.

To ensure that your personnel file is up-to-date at all times, we request that you notify the Executive Director of any changes in your name, telephone number, home address, marital status, number of dependents, beneficiary designations, individuals to notify in case of an emergency, and so forth.

You may review your file at reasonable intervals, in accordance with applicable state law. If you are interested in reviewing your file, contact the Executive Director to schedule an appointment.

If you want to make a change in the information you have furnished for income tax withholding, beneficiary designations, and the like (for example, numbers of dependents or beneficiaries), you may locate change forms on the Company intranet or contact the Executive Director. Name changes will require legal documentation.

GENERAL CONDUCT

By accepting employment with us, you have a responsibility to DTOP, and to your fellow employees, to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary to help everyone work together efficiently, effectively and harmoniously.

Generally speaking, we expect each person to act in a mature and responsible way at all times. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Your avoidance of these activities will be to your benefit as well as the benefit of DTOP. If you have any questions concerning any work or safety rule, or any of the unacceptable activities listed, please see the Executive Director for an explanation.

Occurrences of any of the following activities, as well as violations of **any** DTOP policies, may be subject to disciplinary action, including possible immediate dismissal. This list is not all-inclusive and, notwithstanding this list, all employees remain employed "at will."

1. Willful violation of any Company rule; any deliberate action that is extreme in nature and is obviously detrimental to DTOP's efforts to operate profitably.
2. Unprofessional conduct such as, gossiping about DTOP, its customers, or employees to the community or customers.
3. Insubordination or refusing to obey properly issued instructions pertaining to your work.
4. Threatening, intimidating or coercing fellow employees on or off the premises, at any time, for any purpose.
5. Engaging in an act of sabotage; willfully or with gross negligence causing the destruction or damage of Company property, or the property of fellow employees, customers or visitors in any manner.
6. Theft of Company property or the property of fellow employees; unauthorized possession or removal of any Company property, including documents, from the premises without prior permission from management; unauthorized use of Company equipment or property for personal reasons; using Company equipment for profit.

7. Dishonesty; willful falsification or misrepresentation on your application for employment or other work records; misrepresentation to obtain employee benefits; falsifying reason for a leave of absence or other data requested by DTOP; alteration of Company records or other Company documents.
8. Malicious gossip and/or spreading rumors; engaging in behavior designed to create discord and lack of harmony; interfering with another employee on the job; willfully restricting work output or encouraging others to do the same.
9. Leaving work before the end of a workday or not being ready to work at the start of a workday without approval of the Executive Director.
10. Failure to report an absence, early or sudden departure, midday absence, required lunch period or late arrival; excessive absence or lateness.
11. Refusal to submit to a drug or alcohol screen as directed by management following reasonable suspicion or an accident resulting in injury or property damage.
12. Reporting to work intoxicated and/or testing positive for alcohol or under the influence of non-prescribed drugs and/or testing positive for such drugs or illegal manufacture, possession, use, sale, distribution or transportation of drugs or related paraphernalia.
13. Bringing or using alcoholic beverages on Company property or using alcoholic beverages while engaged in Company business off Company premises, except where authorized.
14. Obscene or abusive language toward any employee or customer; indifference or rudeness toward a customer or fellow employee; any disorderly/antagonistic conduct on Company premises.
15. Engaging in a conflict of interest including acceptance of payments, gratuities, or gifts exceeding *de minimus* value from vendors, clients, operatives or allied businesses.

TERMINATION OF EMPLOYMENT

All employment relationships are on an at-will basis. This means that any employee and the Company are free to terminate the employment relationship at any time.

Dismissal

Although we hope that all employment relationships are long-term and mutually rewarding, employment and compensation with DTOP is “at will,” meaning, an employee can be terminated with or without cause, and with or without notice, at any time, except as otherwise provided by law. Such action is always difficult and is never taken lightly.

Resignation

While we hope both you and DTOP will mutually benefit from your continued employment, we realize that it may become necessary for you to leave your job with DTOP. Employees who wish to terminate their employment relationship with the Company are urged to provide notice at least two weeks in advance of their intended termination. Such notice should be given in writing to the Executive Director. Proper notice represents the mutual respect between the employee and DTOP. It also allows for sufficient time to calculate all earned vacation (if applicable) and any other benefits to which you may be entitled and to prepare for a proper transition.

QUESTIONS

We hope you found these guidelines helpful. If you have any questions about any matter discussed in this Handbook, please contact the Executive Director and President.