

Credit Union Handbook

INTRODUCTION

This handbook is about the Credit Union organization and its personnel policies and programs and is intended for information purposes only. Neither it, company practices, nor other communications create an employment contract or term. It does not contain all of the information you will need during the course of your employment. You will receive information through various notices as well as orally.

Management is committed to reviewing its policies and benefits continually. Accordingly, the policies and benefits outlined in this handbook are subject to review and change by management at any time. No communication or practice limits the reasons or procedures for termination or modification of the employment relationship. Staff will be given prior notice of any changes to fringe benefits.

It is virtually impossible to cover every situation that may arise in the employment relationship. If a situation is not covered or further interpretation is desired, refer the matter to the Executive Vice-President.

If there is a discrepancy between the handbook description of the fringe benefits offered, in relation to the actual benefits provided under the contract, then the benefit contracts take precedence.

We hope you will find the Credit Union a challenging place to work, where you can develop your skills and abilities and where you can achieve goals you have established for yourself.

Note: These policies are the property of the Credit Union and must be turned in to your supervisor upon termination of employment.

THE CREDIT UNION IDEA IS BORN

The credit union idea was born more than a century ago in the heart of Frederick William Raiffeisen, mayor of a small town in Germany. The atmosphere of its birth was famine among farmers. Debt of epidemic proportions and unscrupulous money lenders were taking all that the farmers owned.

Deeply troubled by the suffering of his people, Raiffeisen, appealed to wealthy citizens for aid, but their help was inadequate. This was the time for the dawn of a new idea, and it came to Raiffeisen in these troubled times - an idea that people could surmount this common problem of poverty by pooling their own meager savings and lending them to each other at a

low rate of interest. This was the credit union idea.

ABOUT THE CREDIT UNION

The Federal Credit Union was organized to provide its members with a safe, convenient place to save and a source of low-cost credit when needed. Improving current services and providing new ones for our members is our goal. Our ability to provide these expanded services requires that each of us perform our duties cheerfully, faithfully and conscientiously. The Board of Directors, management and our members (who are actually our employers) expect it.

If you keep these things in mind, your performance will show it and you will grow in your job and derive real satisfaction from your part in building our Credit Union. We want to make your job and your surroundings as pleasant as possible. Your ideas and suggestions are always welcome.

EQUAL OPPORTUNITY

The personnel policies and decisions of the Federal Credit Union are based on the principle of equal opportunity without regard to race, color, religion, sex, national origin, age, physical handicap, height, weight or marital status. This includes non-discrimination in recruiting, hiring, training, pay and promotion. Equal employment opportunity is regarded as basic to all personnel policies covered in the manual.

NEW EMPLOYEES

Each new employee will receive a job description listing his or her main duties, responsibilities, and authority; an employee evaluation sheet, which will form a basis for judging work performance; a copy of the Personnel Policies as approved by the Board of Directors; necessary tax forms; insurance and required pamphlets and application forms.

CREDIT UNION MEMBERSHIP

Employees are eligible for membership in the Federal Credit Union at the time of employment. They may exercise the privilege of applying for loans at the Credit Union when they have successfully completed their trial period, with the exception of the \$100.00 Line of Credit to support their draft account, which becomes effective as soon as a draft account is opened. An employee may request payroll deduction from his or her salary in order to make payments to the Federal Credit Union.

TRIAL PERIOD

The first six months of employment are considered a trial period. The work of new employees is monitored closely during the trial period. A decision is made prior to the end of the trial

period regarding continued employment.

Absences during the trial period are without pay. Upon satisfactory completion of the trial period, employees will begin to accrue medical and vacation days. During this period, employees are not covered by dental insurance. These restrictions do not apply to employees who are on probation as a result of inter-office transfer.

As a new employee, you will be scheduled for comprehensive employee orientation after you have become more familiar with your duties and work environment.

ORIENTATION

Orientation is the process through which a new employee becomes a productive member of the Credit Union organization.

Orientation covers several kinds of information: Credit Union personnel policies, performance appraisal, salary administration, working hours, vacations, benefits, etc. are reviewed. The work of the employee's department as well as all other departments is described in relation to the overall functions of the Credit Union.

CONDUCT

Our success as an organization depends upon the quality of service we provide to our members. You play a very important role in our success by the way you carry out your job responsibilities--largely through a positive attitude, high level of work performance and regular attendance and punctuality.

It is important that good communication and clear understanding be maintained in the employment relationship. If you have a question, a concern or a request, talk it over with your supervisor. Usually the matter can be resolved at this point.

GENERAL RULES

- * Do not chew gum in the office at any time.
- * Do not congregate in back of the teller counter. If conference is necessary, go to an office.
- * Personal telephone calls should be kept to a minimum - incoming calls should be brief.
- * Smoking is not permitted when conducting business with a member.

CONFIDENTIALITY

Employees of a financial institution are expected to conduct themselves above reproach in carrying out their responsibilities. Confidential information concerning members and their

transactions with the Credit Union must not be discussed with others. Any unusual requests which are beyond the scope of normal job responsibilities or which seem inappropriate, should be referred to the supervisor. Violation of this policy will lead to disciplinary action including termination.

The Credit Union considers members' accounts very privileged information. Employees are to give out information on members' accounts only through authorized channels. Discussion among employees about members' accounts should be held to a minimum and only on a need-to-know basis. When there are reasonable grounds to believe an employee has violated the confidentiality of our members' accounts, he/she will be subject to immediate dismissal.

EMPLOYMENT OF A RELATIVE

Relatives are defined as being related by birth or marriage. It is Credit Union policy that relatives are not employed in the same department, either full time, part time or temporary basis.

If two employees in the same department marry, it will be the decision of the employees involved as to who changes positions or is terminated. In some instances, because of the sensitive nature of the job duties involved, the Credit Union may prohibit employment of relatives even if the jobs are in different departments.

PERSONAL APPEARANCE

Employees are expected to dress appropriately for their job. The employee's work assignment and the visibility of the employee to outsiders will influence the employee's manner of dress. Current guidelines covering the intent of the application of this policy are presented below. Employees who are in positions that make them highly visible to the public are expected to use conservative taste in their manner of attire. If you are not sure of the appropriate attire for your job, check with your supervisor.

EMPLOYEES' DRESS CODE

- * Hair should conform to good taste for an office extreme hairstyles may not be acceptable.
- * Clothing should not be too tight nor too short.
- * Beach type tops and pants are not acceptable, including t-shirts of any type and jumpsuits.
- * Pants should be the dress slacks type and not sporty "jean" type.

Form Letter

September 9, 1987

TO: EMPLOYEES

SUBJECT: DRESS CODE

As you all know we do have a dress code at the Credit Union. We have tried to keep it as simple as possible, with the emphasis on business-like attire. However, there are some employees who need to be more careful about what they wear. If it does not meet our criteria and is inappropriate for a business office, you will have to adjust your wearing habits.

With the trend towards shorter skirts and mini-skirts, we want to emphasize that this is not proper attire for a business office. Your skirts should be no shorter than below your knee.

Three things have a great deal to do with your evaluation and your ability to advance in your job:

1) Appearance; 2) Dependability and; 3) The ability to get along with others, not necessarily in that order.

Thank you for your cooperation.

SALARY

It is the policy to compensate all personnel fairly and adequately for the time they spend in performing their assigned work. The President has the authority to start employees within the wage limits approved by the Board of Directors. Continuing study will be made of prevailing rates and benefits in order that adjustments may be considered, if warranted.

All benefits must be the result of good operations, therefore, the limits placed on such benefits will be those which are justified by sound business practice. No later than December of each year all regular full time employees will receive an annual wage review. Any changes in the employee's rate of pay will be effective the first full week in January.

This authority may be delegated to the supervisors who will be allowed to start employees at the minimum wage plus a 10% variation. Any salary above the 10% of the minimum starting salary must be approved by the President or Executive Vice-President.

PAYCHECKS

Employees are paid on Friday of each week. Employees' net pay will be deposited to their share account and/or share draft account. A pay stub will be furnished showing the amount of gross salary, tax deductions, net pay and other deductions as designated by the employee. Employees will receive share drafts free of charge. In the event new share drafts must be ordered because of a change in address or name before your other supply is exhausted, you will be charged for the replacement.

Salary due on a pay day which occurs while the employee is on vacation may be issued in advance. Requests are to be forwarded to Payroll two weeks prior to the beginning of vacation.

It is Credit Union policy that salary checks not be issued in advance of the regular pay day unless the employee is not scheduled to be in the office on pay day.

LONGEVITY PAY

Payments will be based on the employee's salary as of November 1 of each year, which will also be considered the anniversary date of employment for longevity pay. Payments will be made on the nearest pay day to December 1 of each year.

After establishing initial eligibility, employees must be actively employed for 39 weeks (273 calendar days) during the longevity year and be on the payroll as of the longevity pay date.

Time off due to an unpaid leave of absence shall be deducted from the employee's service time when computing longevity payments.

The following schedule shall be used to compute the longevity payments, which shall be on the first \$9,500 annual salary only.

4 years - 2%	10 years - 5%	25 years - 8%
6 years - 3%	15 years - 6%	
8 years - 4%	20 years - 7%	

PERSONNEL FILES

Employee personnel files are treated confidentially at all times. Supervisors may review the personnel files of employees who report to them and personnel files of employees not reporting to them for the purpose of evaluating an employee for promotion or transfer to the supervisor's department.

Supervisors will make employees aware of memos which are placed in their personnel file which impact negatively on them. This is effectively accomplished by having the employee sign the memo as evidence that he or she has received it. Employees have the right to review their personnel files at any time.

REQUEST FOR INFORMATION ON FORMER EMPLOYEES

Release of Information Without Employee Authorization

Because of concern for the confidentiality of individual employment records, the only information which is released to another employer or organization without written authorization from the employee is date of employment, date of termination, and last job title.

HARASSMENT

Guidelines on the difficult perceptions of harassment, specifically sexual harassment, have been established by the Equal Employment Opportunity Commission. The Credit Union is confident that its employees will adhere to proper conduct in this regard. We wish to emphasize our policy against any such harassment and the responsibility of supervisors toward its prevention and remedy.

All personnel decisions such as hiring, compensation, benefits, transfers, training and promotion must be made without regard to sex. The conduct of employees must not "have the effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment."

The term "harassment" includes degrading remarks, gestures, physical contact, and the display or circulation of derogatory written materials or pictures.

Employees are encouraged to responsibly and rationally report harassment to their supervisor or the President. False accusation of sexual harassment is subject to immediate termination. If facts support their complaint, immediate action will be taken which is deemed appropriate for the complaint. This may take the form of counseling or discipline up to and including termination of employment.

EMPLOYMENT OF RETIREES

The Credit Union recognizes that retired employees possess knowledge and skills which are useful to the organization and that occasions arise when it is practical and desirable to utilize this talent.

Retired employees may be employed on a part-time or temporary basis. Where the assignment temporary in nature requiring full work days of employment, the period of such temporary employment must be specified at the time of the assignment.

CONTINUITY OF EMPLOYEES

Organizational structure changes, or economic reasons, may necessitate the elimination of a position. If this occurs, employees whose jobs are eliminated and who are performing their work in a competent manner will be given preferential consideration in filling job openings. Preferential consideration includes:

- * Review of the qualifications of these employees before considering other candidates.
- * Flexibility and scheduling the filling of job openings to coincide with the availability of employees whose jobs are eliminated.

JOB ELIMINATION AND JOB OPENING DEFINED

Job elimination refers to the discontinuance of an existing job when:

- * the job or function is no longer performed
- * the function is still performed but fewer people are needed to perform it

Job opening includes:

- * positions available by reason of promotion, transfer, disability, termination, death or retirement
- * a new job created by reorganization of a work unit

CRITERIA FOR JOB TRANSFER OR PROMOTION

A vacancy in an approved position must exist. An announcement will be posted on bulletin boards, located at the time clocks, and in the old building, making vacancies known and qualifications required. Selection will be made by management only after careful consideration is given to all available, qualified personnel. In order to qualify for the position posted, the following will be taken into consideration:

1. Dependability is an important factor in any job promotion (absenteeism and late time record)
2. Length of time on present job
3. Performance on present job
4. Educational and training background necessary to qualify for listed position
5. Seniority

The employee selected must be qualified to fulfill the requirements of the position or should

have demonstrated the potential to qualify within a reasonable period of time.

REASSIGNMENT OR TRANSFER TO A LOWER GRADED POSITION

If an employee is offered and accepts a position which is lower in grade than the employee's current position, this may result in a reduction in salary. Considerations include a review of salary levels of other employees within the same position or grade.

EMPLOYEES WHO ACCEPT NEW POSITIONS

Employees who apply for and accept a position may not apply for other posted job openings during the first year following the date they begin their new assignment.

DISCIPLINE

The philosophy of the Credit Union organization is that employees are our most important resource. We recruit, screen, hire, train and promote based on ability to do the job, reliability, a positive work manner and cooperation in working with others. Discipline occurs when counseling does not correct a problem.

The Credit Union retains the right to waive any and all steps leading to dismissal based upon the severity of the infraction involved.

Through counseling, the supervisor is responsible for making the employee aware of dissatisfaction with his/her performance by (1) discussing the problem with the employee, (2) communicating what is expected, and (3) giving the employee the opportunity to correct the problem through a system of progressive discipline. The steps to be taken are as follows:

Step 1 - VERBAL WARNING

The supervisor will discuss the problem with the employee and seek understanding and commitment on the employee's part to resolve the problem. The employee will be told that if the problem continues, they will receive a written warning. Summary of this discussion should be noted for future reference in the employee's file.

Step 2 - WRITTEN WARNING

If the offense is repeated or there are additional employee problems, the supervisor talks to the employee again emphasizing the seriousness of the problem. After the meeting, the supervisor gives the employee a memo summarizing the discussion, repeats the employee's agreement to improve and requests the employee to acknowledge receipt of the memo by signing and returning it within three working days.

Step 3 - PERFORMANCE PROBATION

Depending on the severity of the problem, the supervisor will suspend the employee for one or more days without pay. The employee is asked to decide whether he/she wants to keep working for the Credit Union. A meeting will be held with the employee and the employee notified that he/she is being placed on performance probation. The probationary period is normally 60 days. The meeting will be documented with the appropriate distribution. The employee will be informed that if the problem continues, employment will be terminated. If the employee satisfactorily completes his/her probation, the supervisor will notify the employee at that time that if the problem that caused probation recurs within six months, his/her employment will be terminated.

Step 4 - DISMISSAL

If probation does not correct the problem, or if the problem recurs during the six month period following probation, the supervisor will recommend to the President or Executive Vice President that the employee be dismissed. The President or Executive Vice President will review the file to make sure that all procedures have been followed, including appropriate documentation.

The above disciplinary procedure does not apply in the case of a new or trial employee. The Credit Union has the right to terminate an employee still in the trial period at any time and for any reason without prior notice. If the employee is terminated and does not believe that he/she has been fairly treated, the employee may ask to meet with the President. If the President agrees that the employee should not have been terminated, the President will take appropriate action.

TERMINATION FOR GROSS MISCONDUCT

The above disciplinary procedure will not apply in cases of gross misconduct. The Credit Union considers gross misconduct to be an infraction of accepted standards of behavior which is sufficiently serious to preclude further employment at the Credit Union. Set out below is a list of misconduct which the Credit Union considers to be gross misconduct. This list is not inclusive. Other types of similarly serious infractions will also be considered gross misconduct by the Credit Union.

- * Theft, embezzlement or misappropriation of property or monies or other dishonest conduct
- * Use of profane or abusive language or physical violence against employee(s) or member(s)
- * Refusing to obey work orders or other insubordination
- * Falsification of Credit Union records (including employment forms and time cards)
- * Possession of dangerous weapon(s) on Credit Union property

- * Sale, use or possession of alcohol or illegal drugs on Credit Union time or property, or reporting to work under the influence of alcohol or illegal drugs
- * Conviction of a felony or a serious misdemeanor (employee may be suspended without pay while charges are pending)
- * Engaging in a job or business in competition with the Credit Union
- * Breach of confidentiality of members' accounts
- * Any conduct resulting in failure to qualify for or cancellation of surety bond of surety company designated by the Credit Union

If the Credit Union determines an employee has engaged in gross misconduct, he/she will be immediately discharged without severance pay.

When an employee's behavior is considered to be gross misconduct, the supervisor will send the employee home. The employee will remain off Credit Union premises until the matter has been reviewed and resolved. Review will commence immediately. If the matter is resolved in favor of the employee, the employee will be compensated for loss of pay.

The Credit Union retains the right to waive any and all steps leading to dismissal based upon the severity of the infraction involved.

The supervisor will document a complete description of the situation. Discretion will be used in every instance to ensure that the rights of the employee as well as those of other employees and the Credit Union are protected.

EMPLOYEE INFORMATION CARDS

Each employee will furnish the Credit Union with name, address and telephone number of his or her personal physician and other necessary information and authorize the Credit Union to take any emergency procedure necessary for his or her health and welfare. Each employee is responsible for keeping this information updated. These cards will be kept in the Administration Department.

Changes in personal status may affect your benefits and payroll taxes. Address, telephone number, marital status, dependent or beneficiary changes should be made promptly.

HOURS OF WORK

The Credit Union's business hours are established on the basis of providing its members with the best opportunity to use the facilities of their Credit Union. The normal work week is forty hours; individual work hours are assigned by your supervisor.

Each employee is EXPECTED to be at his/her work station working at 8:45 a.m.. each

morning, Monday through Friday of each week. Each employee should be engaged in the discharge of assigned responsibilities at the beginning of a work day and continue to the end of that day at 5:45 P.M.

MAIN OFFICE AND BRANCH

Employees will be allowed in the work area at 8:35 a.m.. They must clock out by 5:50 P.M. unless authorized by their supervisor. In order to accommodate employees who for transportation reasons or other outside factors arrive at the Credit Union building prior to 8:35 A.M. You must stay in the downstairs lounge areas until 8:35 A.M.

RELIEF PERIODS

A 20-minute break will be given each day. These breaks may be taken in increments of two ten-minute breaks or one twenty-minute break.

Time during the break should be used to use the restroom, for personal conversation and refreshments.

LUNCH PERIOD

You will be scheduled for an unpaid lunch period of 60 minutes. Kitchen facilities are provided in the main office and in the two branches. You may bring your lunch and all food should be eaten in the kitchen for sanitary reasons. Vending machines are located in the kitchen of the main office. In the event you use the soft drink machine, be sure to place the empty can in the container provided. Before leaving the kitchen, you are expected to clean the tables, cabinets, etc., if they are used for your lunch and the microwave should be wiped clean after use. Any food left in the refrigerator on Friday will be discarded.

OVERTIME

Non-Supervisory Personnel

Occasionally it may be necessary to devote more than the scheduled working time to complete a special task. It is the policy to assign such time on the following basis. It is not a condition of employment that any employee accept working time which would unduly interfere with previously arranged plans, but it is appreciated if each employee will cooperate when requested in a cheerful manner. As much as possible, extra working time will be assigned to give each employee an equal share within each classification. A forty-hour work week will be used to determine an overtime basis.

All employees other than Executive and Assistant Supervisory personnel are expected to work only within assigned hours at straight time. Assigned overtime will be compensated in accordance with the prevailing Wage and Hour Law. No employee will receive overtime pay

without a specific authorization in advance from his or her supervisor.

Executive Personnel (President and Vice-Presidents)

Executive personnel are expected to spend as much time as necessary to properly discharge their responsibilities. Efficient use of Executive Personnel's time is one of the responsibilities of the Management function. Therefore, compensation for time spent on Credit Union business over and above regular working hours is considered included in regular salary.

Assistant Supervisory Personnel

Assistant supervisory personnel are expected to spend as much time as necessary to properly discharge their responsibilities. Efficient use of assistant supervisory personnel's time is one of the responsibilities of their function. Therefore, compensation for time spent on Credit Union business over and above regular working hours is considered included in regular salary.

HOLIDAY OVERTIME

Employees who work on an officially observed holiday will be paid two times their regular rate of pay for the hours worked on the holiday but will not receive holiday pay.

PAYMENT ARRANGEMENTS FOR CONFERENCES AND MEETINGS

The following covers pay arrangements for nonexempt employees who have work assignments at conferences, meetings or Credit Union functions.

CONFERENCES AND MEETINGS OUTSIDE THE STATE

Hours spent at the conference or meeting and travel time will be considered hours worked for pay purposes and will be compensated at time and one-half if in excess of 40 hours in a work week.

CONFERENCES WITHIN VICINITY OF REGULAR WORK LOCATIONS

Same as Conferences and Meetings Outside the State.

Vicinity of regular work location covers an area of 50 miles.

RECORD KEEPING AND PAYROLL REPORTING

In order to meet legal requirements and payroll administration needs, there are record keeping procedures to be followed.

DAILY PAYROLL TIME RECORD

The employee is required to clock in to the time clock at the beginning of each work day, before and after breaks and before and after lunch periods. At the end of the week your supervisor will check your work record and record the number of hours worked. You will be asked to sign the payroll record card each week. If you do not agree with the number of hours for which you have been credited, you must let your supervisor know immediately before your card is turned over to the payroll department. Your supervisor will make every attempt to clarify the difference to your mutual satisfaction.

ATTENDANCE RECORD

An employee attendance record is maintained by the supervisor for each employee. At year end, or upon termination of employment, attendance records are placed in the employee's personnel file. Supervisors will begin a new attendance record for the employee at the start of each calendar year.

DAILY ENTRIES

Supervisors make daily entries on the time card as well as on the employee personnel record using a whole hour/fraction format. Entries are to be recorded as shown below. If an absence is unpaid, that entry is circled.

OT - OVERTIME

(nonexempt employees only) record an "OT" and the number of applicable hours for each day overtime applied during the pay period.

V - VACATION

record a "1/2V" or "V" as applicable for each 1/2 day or full day of vacation taken during the pay period.

I - ILLNESS

record a "1/2" or "I" as applicable for each 1/2 day or full day of medical time used during the pay period.

PL - PERSONAL LEAVE

record a "1/4PL", "1/2PL", or "IPL" for the time that personal leave was used.

JD - JURY DUTY

Indicate the day(s) served on jury duty.

MEDICAL DAYS

At the beginning of each new year, supervisors enter the carry over of unused medical days from the previous year in the "Balance Carried Forward" space.

At the end of each month, supervisors record the total number of medical days used during the month in the "Used" column and the current balance of unused medical days in the "Balance Forward" column.

VACATION

At the beginning of such calendar year, supervisors record the balance of unused vacation days in the space provided. At the end of each month, the number of vacation days used during the month is recorded in the "Used" column. The balance of unused vacation days is recorded in the "Balance" column. Employee attendance records are to be updated each pay period prior to forwarding time records to payroll.

REPORTING ABSENCES

In our day-today operation, everyone's job is important. Employees are expected to report to work on time. If circumstances arise which necessitate your absence or late arrival for work, please carry out the following procedure:

The supervisor must be notified, by the employee, within the first fifteen minutes from the scheduled time to report for work.

During non-business hours you would call _____. This number will ring into the Credit Union and will be answered by whoever is available. If your supervisor is not available, you must give the message to the President or Executive Vice-President. This is necessary so arrangements may be made for the handling of work.

If absence is for a prolonged period, employees are expected to keep their supervisor informed of developments affecting their absence.

ATTENDANCE

Regular attendance is important to the Credit Union and your fellow employees. When you are not present as scheduled, operations are adversely affected and other employees are overburdened with your work. If you are unable to report to work as scheduled, you must call the office as early as possible before your regular starting time. Failure to call in will result in disciplinary action.

When calling in, be sure to give the reason for your absence and the time or date you expect to return. If you are absent three (3) consecutive work days without prior notice to and approval from the Credit Union, your employment may be terminated. If you are absent for less than three (3) days, you may be required to submit a verifying doctor's statement. If you are absent for more than three (3) consecutive days due to illness, you must submit a physician's statement.

▲ Top
