Policies and Procedures Handbook

Revised: 01/27/21

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People are the most important asset of any organization, particularly a service organization such as the Wichita Falls Area Food Bank (sometimes referred to herein as the "Food Bank"). Vital to The Food Bank's continuing success is that well-qualified people fill all positions. The Food Bank seeks to build a diverse, committed work force.

Employees are expected to fully acquaint themselves with the content of this manual in order to establish an employment relationship based on a complete understanding of the Food Bank personnel requirements, expectations, and methods of conducting personnel matters. Since it is the policy of the Food Bank to encourage employee participation in all matters that affect their work, employees are encouraged to offer suggestions for improvement to the policies, employment practices, or working conditions to their supervisor or the CEO.

These personnel policies, procedures, and practices are subject to change at the Food Bank's sole discretion. Upon amendment of any part of this manual, the Food Bank will endeavor to use normal communication channels to apprise employees of such changes and their effect, if any, but need not provide prior notice. Employees may be required to verify receipt of these changes by signing the acknowledgment form and returning it to the Human Resources Department in a timely manner.

Each employee covered or affected by this manual is responsible for knowledge of and compliance with all provisions contained herein. If an employee is uncertain as to the intent or meaning of the Food Bank's provision, it is that employee's responsibility to request clarification. In turn, the Food Bank will provide such clarification if so requested. In case of disagreement, the interpretation of the Food Bank's Chief Executive Officer (CEO) will prevail.

The policies and procedures set forth in this manual are not contractual in nature and should be regarded as management guidelines only, which are subject to modification, addition or deletion at any time without notice and at the sole discretion of management. This manual summarizes the current benefit plans maintained by the Food Bank. Please refer to the actual plan documents and summary plan descriptions if you have specific questions regarding the benefit plans.

INTRODUCTION

MISSION

"Uniting our communities to fight hunger with food, education and advocacy"

VISION

"Hunger-free communities"

VALUES

Respect - We respect the inherent worth and dignity of every person and treat all with justice, equity and compassion. We honor the lives, concerns and stories of people in need and expect our partners to do the same. We accept one another and encourage diversity of thoughts and ideas.

Stewardship and Accountability - We keep faith with the public trust through the efficient and compassionate use of resources entrusted to us and are mindful that our mission is accomplished through the generosity of others. We maintain and communicate accurate and timely information on hunger research, education, advocacy and service. We evaluate and account regularly for how resources are used to implement and achieve our mission.

Collaboration - We believe in the power of community. We collaborate and build strong relationships, based on trust, with and among those who share our vision of creating hunger-free communities. We work together to accomplish the vision at the local level, valuing each other's roles and using an open process and honest communication. We seek out and are responsive to the input and counsel of our partners.

Urgency - We operate with an acute sense of urgency that reflects the immediate needs of people struggling with hunger. We challenge our employees, volunteers and partners to embrace the same sense of urgency to accomplish our shared vision.

Service - We believe service to others is fundamental to creating hunger-free communities. We serve with excellence, compassion and responsiveness to meet the needs of those with whom we work, internally and externally. The better we serve, the more people we bring together in commitment to our vision.

Integrity - We act with honesty, trust and openness and deliver on commitments. We act within the spirit of agreements, contracts and the law. Our intentions and actions will be transparent and above reproach.

Diversity - We believe that the ethnic, cultural and social diversity of our service area should be reflected in our staff, Board and partners.

RESPONSIBILITY OF CEO/BOARD OF DIRECTORS

The responsibility of the CEO and the Board of Directors is to support the goals of the Food Bank by providing services which promote a work environment that is characterized by equitable treatment of staff, effective communication, mutual accountability, trust and respect.

The CEO will serve as a source of information and expertise that provides quality customer service in all personnel operations with integrity, responsiveness and sensitivity to all employees.

We will seek to maximize the potential of the Food Bank's greatest asset -- its employees -- by:

- Promoting and recruiting the most qualified candidates while recognizing and encouraging the value of diversity in the work place.
- Providing a competitive salary and benefit package.
- Providing a work atmosphere that is safe, healthy and secure.
- Establishing and effectively communicating sound policies and practices that treat the Food Bank employees with dignity and equality.

Policy #1.0 EQUAL EMPLOYMENT OPPORTUNITY

Effective Date	11-30-14
Revised Date	11-30-14

POLICY STATEMENT

Equal employment has been, and will continue to be, a fundamental principle at the Food Bank where employment is based upon personal capabilities and qualifications without regard to race, creed, color, marital status, sex, religion, national origin, class origin, nationality, age, physical or mental disability, military status, gender identity or sexual orientation.

PROCEDURE

1. Employment decisions covered by this policy include recruiting, hiring, promotion, training, compensation, benefits, discipline, termination, and other decisions, terms or conditions of employment.

2. Each supervisor is responsible for administering employment practices in a manner which is consistent with this policy.

3. In the event an employee has a question or complaint about equal employment opportunity matters, the employee should speak to his or her supervisor or the CEO. If the employee feels as though the issue was not sufficiently addressed then they should submit a report to EthicsPoint (information on EthicsPoint can be found in the attachments).

4. The CEO is responsible for investigating allegations or complaints of discrimination and for advising and assisting management in resolving such issues in the best interest of the Food Bank

FOOD BANK
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Policy #1.1 NON-DISCRIMINATION and ANTI-HARASSMENT

Effective Date	11-30-14
Revised Date	11-30-14

POLICY STATEMENT

The Food Bank is committed to a work environment in which all individuals are treated with respect and dignity. Every employee has the right to work in a professional atmosphere that promotes equal employment opportunity and prohibits discriminatory practices, including harassment. Therefore, the Food Bank expects that all relationships among persons in the workplace will be business-like and free of bias, prejudice and harassment.

DEFINITION

1. Sexual harassment constitutes discrimination and is illegal under federal, state and local laws. Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when, for example:

   - submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment;
   - submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual; or
   - such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

   Sexual harassment may include a range of behaviors and may involve individuals of the same or different gender. Depending on the circumstances, these behaviors may include, but are not limited to: unwanted sexual advances or requests for sexual favors; sexual jokes and innuendo; verbal abuse of a sexual nature; commentary about an individual's body, sexual prowess or sexual deficiencies; leering, catcalls or touching; insulting or obscene gestures; display or circulation in the workplace of sexually suggestive objects or pictures (including through email); and other physical, verbal or visual conduct of a sexual nature.

2. Harassment on the basis of any other protected characteristic is also strictly prohibited. Harassment may arise from verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, creed, color,

marital status, sex, religion, national origin, class origin, nationality, age, political affiliation, physical or mental

NON-DISCRIMINATION and ANTI-HARASSMENT *(continued)*

disability, gender identity, or sexual orientation or any other characteristic protected by law and that:

- Has the purpose or effect of creating an intimidating, hostile or offensive work environment;
- Has the purpose or effect of unreasonably interfering with an individual's work performance; or
- Otherwise adversely affects an individual's employment opportunities.

3. Harassment conduct may include, but is not limited to: slurs or negative stereotyping; threatening, intimidating, or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that shows hostility or aversion toward an individual or group (including through email).

PROCEDURE

1. Individuals and Conduct Covered

   - This policy applies to all employees, and prohibits harassment, discrimination and retaliation whether engaged in by fellow employees, by a supervisor or manager or by someone not directly connected to the Food Bank (e.g., an outside vendor, volunteer, consultant, etc.).

   - Conduct prohibited by this policy is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings and business-related social events.

2. Retaliation

   - The Food Bank prohibits retaliation against any individual who reports discrimination or harassment or participates in an investigation of such reports. Retaliation is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action.

3. Reporting an Incident of Harassment, Discrimination or Retaliation

   - The Food Bank requires the reporting of all incidents of discrimination, harassment or retaliation, regardless of the offender's identity or position. Individuals who believe they

NON-DISCRIMINATION and ANTI-HARASSMENT *(continued)*

have encountered actions contrary to the Food Bank's policy or who have concerns about such matters should file their complaints promptly with their supervisor or the CEO. In the event an employee feels as though the issue was not sufficiently addressed then they should submit a report to Lighthouse (information on Lighthouse can be found in the attachments).

- Employee Responsibility
  - Employees who believe they have encountered actions contrary to this policy have an obligation to take advantage of this complaint procedure.
  - In addition to this complaint procedure, individuals who believe they are being subjected to harassing conduct should promptly advise the offender that his or her behavior is unwelcome and request that it be discontinued.
- Investigation
  - Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and, where necessary, with individuals who may have observed the alleged conduct or may have other relevant knowledge.
  - Confidentiality will be maintained throughout the investigatory process to the extent possible to conduct an adequate investigation and take appropriate corrective action.
- Responsive Action
  - Misconduct constituting harassment, discrimination or retaliation will be dealt with appropriately. Responsive action may include, for example, training, counseling referral and/or disciplinary action, up to and including dismissal and referral for criminal prosecution. False and malicious complaints, which are not made in good faith, may be the subject of the appropriate disciplinary action.

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Policy #1.2 AMERICANS WITH DISABILITIES ACT

Effective Date	11-30-14
Revised Date	11-30-14

POLICY STATEMENT

The Food Bank is committed to complying with all applicable provisions of the Americans with Disabilities Act (ADA). The Food Bank will not discriminate against any qualified employee with regard to any terms or conditions of employment because of such individual's disability or perceived disability. However, all employees are expected and required to perform the essential functions of their position. Reasonable accommodations will be made available to any qualified individual with a disability, as defined by the ADA, in accordance with the ADA.

Employees with a disability who believe they need a reasonable accommodation to perform the essential functions of their job should contact their supervisor. The Food Bank encourages individuals with disabilities to come forward and request reasonable accommodations.

NOTICE

The ADA does not require the Food Bank to make the best possible accommodation, to reallocate essential job functions, or to provide personal use items.

EMPLOYMENT

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Policy #1.3 DIVERSITY

Effective Date	11-30-14
Revised Date	11-30-14

POLICY STATEMENT

The Food Bank embraces a philosophy that recognizes and values diversity. Our goal is to attract, develop, retain and promote a talented and diverse workforce in a culture where all employees will contribute to their fullest potential. As our diverse workforce evolves, the Food Bank is dedicated to providing a respectful and dignified environment. We are committed to the total inclusion and participation of all people. The celebration of diversity is an essential component in the way we do business.

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Policy #1.4 RECRUITMENT

Effective Date	11-30-14
Revised Date	11-30-14

POLICY STATEMENT

All staff openings will be posted in a public area on the premises of The Food Bank as well as the Food Bank website and social media. The posting will contain a description of the position's duties, responsibilities, and other appropriate information.

PROCEDURE

1. The Food Bank is committed to the development of each employee's potential. If a Food Bank employee applies for a position and has qualifications and abilities that in the judgment and discretion of the hiring supervisor are equal to an outside applicant for that position, the Food Bank employee may be, but is not required to be, given preference.

2. The Food Bank has a nepotism policy that only allows relatives of current employees to be hired based on approval of the Board of Directors.

3. The Food Bank encourages employees to refer qualified candidates for job openings.

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Policy #1.5 BACKGROUND CHECKS

Effective Date	11-30-14
Revised Date	11-30-14

POLICY STATEMENT

At the Food Bank, background checks are conducted on candidates for employment. In some instances, a third party agency will be used. The type of information that can be collected may include, but is not limited to, that pertaining to an individual's past employment, criminal record, education, driving record, finances, character, reputation, etc. This process is conducted to verify the accuracy of the information provided by the candidate.

The Food Bank will ensure that all background checks are held in compliance with all federal and state statutes, such as the Fair Credit Reporting Act. For example, the Americans with Disabilities Act prohibits organizations from collecting non job-related information from previous employers or other sources. Therefore, the only information that can be collected is that pertaining to the quality and quantity of work performed by the candidate, the candidate's attendance record, education and the issues that can impact the workplace.

DEFINITION

The Food Bank believes that hiring qualified individuals to fill positions contribute to the overall strategic success of the Food Bank. Background checks serve as an important part of the selection process at the Food Bank. This type of information is collected as a means of promoting a safe work environment for current and future Food Bank employees. Background checks also help the Food Bank obtain additional job-related Information that helps determine the prospective employee's overall employability, ensuring the protection of the current staff, property and information of the organization.

BACKGROUND CHECKS *(continued)*

PROCEDURE

The Food Bank can collect credit information on candidates consistent with the guidelines set forth by the Federal Credit Reporting Act (FCRA). The Fair Credit Reporting Act requires organizations to obtain a candidate's written authorization before obtaining a credit report. When doing this, the employer must:

- Certify to the consumer-reporting agency that the employer is in compliance with the FCRA and will not misuse the information it receives.
- Disclose to the candidate or employee, on a separate form, its plans to obtain a consumer or investigative consumer report and that the information received will be used solely for employment purposes.
- Obtain written authorization from the candidate or employee.
- Inform the individual of his or her right to request additional information on the nature of the report and the means through which such information may be obtained.
- Inform the candidate that the report will include information about the individual's character, general reputation, personal characteristics, etc.
- Provide the individual with a summary of his or her rights under the FCRA.

The Food Bank guarantees that all information obtained from the reference and background check process will only be used as part of the employment process and kept strictly confidential, the Finance Director will maintain a log that will include the position you are applying for, your name, and the date of the background check. Be advised, only the Finance Director and the CEO will have access to this information.

EMPLOYMENT

POLICY 1.9 CHIEF EXECUTIVE OFFICER (CEO) SUCCESSION PLAN

Effective Date: 8.28.17

PURPOSE

The purpose of this plan is to protect the current and future growth of the organization by providing the Board of Directors a proactive process and framework for maintaining the highest quality of continuous CEO leadership possible.

SCOPE

This policy applies to the position of Chief Executive Officer (CEO), Executive Director (ED) or other such position designated and hired as the chief professional officer of the Corporation in accordance with the bylaws of the Wichita Falls Area Food Bank.

PROCEDURE

Organizational Prerequisites – The Board must ensure that the WFAFB continuously maintains a basic organizational foundation to support effective CEO succession management:

- Clear Mission & Vision
- Current Strategic Plan
- Annual Goals
- CEO Position Profile
- Job Descriptions for other positions
- Organizational Design
- Performance Evaluation Process
- Compensation & Benefits System

Needs and Risk Assessment –The Board is responsible for periodically assessing the current and future needs of the organization in determining the executive leadership qualities required to ensure long-term success. The Board shall also actively monitor any immediate or future risk factors that may lead to unplanned turnover of the CEO position. The Board may consider engaging a third party consultant to assist in the assessment and the development of performance and leadership criteria.

CEO Performance and Leadership Criteria – The Board is responsible for periodically reviewing the CEO Position Profile to ensure that it accurately describes the responsibilities of the position and sets the leadership qualities and performance criteria as determined in the needs assessment.

CEO Support and Performance Evaluations – The Board and Board Chair must maintain a supportive and collaborative environment with the CEO and ensure that the CEO receives frequent, substantive feedback. As a policy, the Board will perform annual performance evaluations with the CEO. The Board Chair shall solicit input and feedback from the full Board relative to the CEO's performance when compiling the annual or semi-annual

performance evaluations. The performance evaluation meetings are conducted by the Executive Committee and may include a written or verbal summary that captures the major themes and consensus offered by responding board members.
CEO Compensation – The Board must ensure that its CEO compensation and benefits package that will attract

and retain the level of talent that is in alignment with organization's needs. In order to ensure compliance with the IRS safe harbor measures that safeguard against excessive executive compensation, the Board has adopted the following practices:

 Salary Benchmarking – At least every other year, the board collects reliable comparable compensation and benefit data from peer organizations of comparable size and missions. The comparison group need not only be non-profit organizations.
 Transparency - Every board member will be familiar with the details of the CEO's total compensation.
 Documentation – The Board will ensure that official records detailing how the performance and compensation reviews were conducted, including the comparative compensation data used and the names of the board members who participated.
Deputy CEO – Under the recommendation of the CEO, the Board may appoint a member of the management team to act as Deputy CEO. The Deputy CEO is responsible for acting as a substitute for the CEO during brief absences related to travel, vacation and sick or other leave. The powers of the Deputy CEO are limited to acting as the point of contact for the CEO (if available) and Board Chair. The Deputy CEO must also be ready and able to perform the following in the absence of the CEO:
 Provide general oversight of the Senior Leadership Team and conduct weekly SLT meetings
 Be familiar with the Board and Committee calendar and oversee the preparations to support all meetings
 Enforce final disciplinary actions (including terminations) in accordance with HR policy. (Board Chair or CEO must be consulted on any actions involving SLT members)
 Signatory for checks and drafts made in accordance with WFAFB finance policy
 Signatory for grant applications as approved by the CEO or Board Chair
 Other duties as assigned by the Board Chair and/or CEO
Succession Planning –All hiring, promotions and transfers will be in accordance with WFAFB's Equal Employment Opportunity Policy. Internal promotions and transfers are based on appropriate job-related criteria including, but not limited to, qualifications, performance, attendance, enthusiasm, job interest, conduct and an employee's likelihood of success in the position. The WFAFB does not have a seniority system and decisions regarding promotion and transfers are not based on tenure or seniority.
Action Plans and Procedures When Change Occurs to the CEO Status:
Short-term Absences – For absences of the CEO of up to 30 days due to illness, sabbatical, travel or other circumstance, the Deputy CEO will be appointed by the CEO

or Board Chair to act as substitute for the for the CEO as prescribed in the Deputy CEO section above.
Extended-term Absences – For long term absences due to long term disability or other, the Board will review the circumstances surrounding the absence and determine continued employment status of the CEO. If the Board chooses to retain the CEO on paid or unpaid leave, it may either direct the Deputy CEO to act in a substitute capacity under the Board Chair or appoint a paid or unpaid Interim CEO.
Resignation – In the event of the resignation by the CEO, with or without notice, the Board will review the circumstances surrounding the resignation and decide upon retaining the CEO during the notice period to assist in the transition or exercise an immediate dismissal.
Termination/Catastrophic Loss – In the event that the CEO is lost to involuntary termination by the Board or is the victim of a catastrophic loss such as death or disability, the Board must

immediately engage the Deputy CEO in their duties as substitute and/or seek the appointment of a paid or unpaid Interim CEO.
Public and Media Relations – The CEO is the primary spokesperson in representing the WFAFB to City, State and Federal government regulatory authorities, the media, and the general public. The WFAFB's Media Relations Policy will be followed in all scenarios involving the absence of the CEO. In the absence of the CEO, the Board Chair will assume the role as primary public spokesperson and will appropriately delegate responsibilities related
to communication with the public to the Communications Director or Deputy CEO.
CEO Recruiting Procedures and Resources – When the Board determines that the CEO position is vacant it will take immediate measures to recruit a new CEO. The following procedures may be followed in the event of vacancy in the in the CEO position:
1. The Board Chair must immediately engage the Deputy CEO in their duties as substitute and/or seek the appointment of a paid or unpaid Interim CEO. Recruiting candidates may take up to six months before the new CEO may be onboard.
2. The Chair may charter a Board CEO Search Committee comprised of board members and non-board members charged with the responsibility of conducting the search and recommending the final candidates to the full Board.
3. Review the current CEO Position Profile and update.
4. Identify the preferred recruiting channels to be used such as online posting boards, newspapers, trade magazines, local employment agencies, specialized non-profit placement firms, etc.
Resources:
Affiliated Organizations:
Feeding America Network Job Posting – The Feeding America website includes a page for posting open positions for its members and can be an effective means of recruiting

an experienced food bank executive. The board Chair or HR Director may post the position through the Human Resources section on www.hungernet.org by completing the online form and instructions.
Feeding Texas – Feeding Texas can be a helpful resource in supporting the WFAFB through the transition and recruiting process by collaborating with member Texas food banks. Contact the Feeding Texas CEO at (512) 527-3613 or through their website www.feedingtexas.org.
Association of Fundraising Professionals – AFP can be a good resource for posting the position to nonprofit executives as part of a nation-wide recruiting effort. The posting board may be found through their website http://jobs.afpnet.org/employers/ .
The Nonprofit Center – The Nonprofit Center has a job posting board at http://nonprofitcenterwf.org/opportunities that reaches local nonprofit leaders and is available
free to its members. Posting to this board may be accomplished through the WFAFB Development Director.
National/Regional Search Firms – The Board should carefully consider engaging the services of a consulting firm to guide the Search Committee through the process including representing the WFAFB in an active recruiting role. The appendix to this plan includes and should be kept updated with search firms have a regional presence and experience in successfully conducting national searches for executives of similar organizations:
Local Employment Firms – The Board should also consider using a local employment firm as a resource for finding local and regional candidates. The appendix to this plan includes and should be kept updated with recommended local search that have an ongoing relationship with WFAFB.

RESPONSIBILITY
Second to establishing the organization's mission and purpose, selecting, hiring and retaining the highest possible
quality of executive leadership is WFAFB Board of Directors greatest responsibility. The Board Chair is responsible for initiating and overseeing the execution of the succession of the CEO

Policy #2.0 EMPLOYMENT-AT-WILL

Effective Date	11-30-14
Revised Date	11-30-14

POLICY

The Food Bank follows the basic rule of Texas employment law stating that Texas is an employment at will state. All Food Bank employees are hired with the understanding that the employment relationship is at the will of either party for no specific term. Employment may be altered at any time at the discretion of management or be terminated at any time with or without notice by either the employee or The Food Bank. The only exception to this rule is in the event an employment contract has been signed.

Nothing in this manual or any other policy of the Food Bank is intended to, or shall, alter the employee's at-will status. Nothing in this manual should be construed as a contract or a guarantee of continued employment. All employees may be terminated for any legal reason or for no reason at all. The most recent version of the manual supersedes all previous versions.

PROCEDURE

No one other than the CEO of the Food Bank has the authority to enter into any agreement, oral or written, with any individual, for employment for any specified period of time. Any such agreement with the CEO must be an individual agreement in writing and signed by both parties.

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Policy #2.1 EMPLOYMENT CLASSIFICATIONS

Effective Date	11-30-14
Revised Date	12-28-16

POLICY

At the time of hire, each new employee is assigned an employment classification based upon job responsibilities and work schedule. The employment classification determines an employee's eligibility for benefits and overtime payments.

DEFINITION

1. The normal workweek is Monday through Friday from 8:00 am – 5:00 pm with a one-hour lunch unpaid break – unless otherwise specified by their supervisor or the CEO. Employees are also entitled to one (1) paid 15-minute afternoon break per day. Excessive tardiness and/or absenteeism will not be tolerated.

2. Full-Time employees work a 40 hour workweek on a regular basis. Such employees may be exempt or nonexempt as defined by applicable wage and hour laws.

3. Part-Time employees work fewer than 40 hours per week on a regular basis. Part-Time employees that work between 20-29 hours per week will receive ½ (50%) of PTO and Holiday pay. Part-Time employees who work between 30-39 hours per week will receive ¾ (75%) of PTO and Holiday pay. Such employees may be exempt or nonexempt as defined by applicable wage and hour laws.

4. Overtime is explicitly forbidden without prior consent from the employee's direct supervisor or CEO.

5. Temporary employees are hired to work full-time or part-time for a specified period of time or for a specified assignment. Employees hired from temporary employment agencies for specific assignments are employees of the respective agency and not of the Food Bank.

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Policy #2.2 PERFORMANCE MANAGEMENT

Effective Date	11-30-14
Revised Date	11-30-14

POLICY STATEMENT

Each employee will receive a written review at the end of the initial employment period (normally ninety days), and annually.

The criteria used in a review is intended to evaluate the employee's overall performance, including quantity and quality of work, amount of supervision required, ability to work with others, job knowledge, administrative ability, judgment, dependability and flexibility.

PROCEDURE

1. The evaluation will usually be done by the immediate supervisor and approved by the CEO. All involved parties should sign the evaluation, and a copy will be given to the employee and a copy placed in the individual's personnel file. The employee may submit a written response to the evaluation, which will be placed in the individual's personnel file. At the end of the initial employment period employees will be asked to complete a new hire survey.

2. The Food Bank is not required to make any adjustments to employee's salaries, either at the time of the employee's annual review or at any other time. Any salary adjustment to be made is the sole discretion of The Food Bank and no increase is guaranteed at any time.

3. When, in the opinion of management, it is appropriate, an unscheduled performance evaluation may be completed in the same manner as an annual review. Discretionary performance reviews are completed, reviewed with the employee, and placed in the personnel file.

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Policy #2.3 EMPLOYMENT REFERENCES

Effective Date 11-30-14

Revised Date 11-30-14

POLICY

Upon proper request of a prospective employer or lending institution, only the following information concerning a current or former employee of the Food Bank will be released: dates of employment, positions held, final salary or wage rate, and if the former employee is eligible for rehire.

All requests for verification of employment must be forwarded to the CEO or Finance Director for response, whether by telephone or in writing.

Policy #2.4 SEPARATION OF EMPLOYMENT

Effective Date 11-30-14
Revised Date 12-28-16

POLICY

The employment relationship may be terminated at will any time by the employee or the Food Bank with or without notice.

PROCEDURE

VOLUNTARY RESIGNATION:

1. When an employee intends to resign employment, it is the desire of the Food Bank to receive advance notice in writing, if possible. It is customary practice to consider two (2) weeks' notice as reasonable for most employees and four (4) weeks' notice for Directors.
2. When giving notice, the employee should speak with his or her supervisor.
3. All separating employees are responsible for returning any Food Bank property (i.e. company credit card, electronic equipment, office keys, swipe card, WFAFB clothing purchased by the Food Bank, etc.) prior to leaving.
4. The Finance Director is responsible for scheduling a meeting with the employee to discuss benefits continuation; any monies owed to the Food Bank; etc. At this time, an exit interview may be conducted.
5. Final pay will be provided on the next normal payday following a voluntary separation.
6. In the event an employee is absent for three consecutive work days or more without notice, the Food Bank will consider such action to be resignation by job abandonment.

INVOLUNTARY TERMINATION:

1. An involuntary termination of employment, including lay-offs lasting over 30 days, is a management-initiated dismissal.
2. The inability of an employee to perform the essential functions of his or her job without a reasonable accommodation may result in involuntary termination.
3. An employee may also be terminated for, but not limited to, misconduct, excessive tardiness, excessive absenteeism, insubordination, unsatisfactory performance, defiant behavior, legal issues (personal or professional) that could affect the Food Bank or the ability of the employee to perform their duties, outside influences that cause a work stoppage or slow-down.
4. In some cases, progressive discipline may be used, prior to termination, to correct a performance problem. However, certain types of employee misconduct are so severe that

SEPARATION OF EMPLOYMENT *(continued)*

one incident of misconduct will result in immediate dismissal without prior use of progressive discipline.

5. At the time of involuntary separation of employment, the employee will be paid through the last day of work and final pay will be provided within six (6) calendar days

DEATH:

In the event of an employee's death, the final pay due to that employee will be paid to the deceased employee's estate on the next regularly scheduled pay day.

All guests, including previous employees and their family members, must remain in the front lobby until they have been given permission to enter the office/warehouse areas.
** *No exceptions to this visitor policy will be made.*

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Policy #2.5 Document Retention and Destruction Policy

Effective Date: July 25, 2018

POLICY

General

The Document Retention and Destruction Policy identifies the record retention responsibilities of staff, volunteers, members of the board of directors, and outsiders for maintaining and documenting the storage and destruction of the organization's documents and records.

The organization's staff, volunteers, members of the board of directors, committee members and outsiders (independent contractors via agreements with them) are required to honor the following rules:

a. Paper or electronic documents indicated under the terms for retention in the following section will be transferred and maintained by each Program Director.

b. All other paper documents will be destroyed after three years;

c. All other electronic documents will be deleted from all individual computers, data bases, networks, and back-up storage after one year;

d. No paper or electronic documents will be destroyed or deleted if pertinent to any ongoing or anticipated government investigation or proceeding or private litigation (check with legal counsel or the human resources department for any current or foreseen litigation if employees have not been notified); and

e. No paper or electronic documents will be destroyed or deleted as required to comply with government auditing standards (Single Audit Act).

EMPLOYMENT

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Record Retention

Type of Document	Minimum Requirement
Accounts payable ledgers and schedules	7 years
Audit reports	Permanently
Bank reconciliations	2 years
Bank statements	3 years
Checks (for important payments and purchases)	Permanently
Contracts, mortgages, notes, and leases (expired)	7 years
Contracts (still in effect)	Contract period
Correspondence (general)	2 years
Correspondence (legal and important matters)	Permanently
Correspondence (with customers and vendors)	2 years
Deeds, mortgages, and bills of sale	Permanently
Determination letter for income tax exemption	Permanently
Depreciation schedules	Permanently
Duplicate deposit slips	2 years

EMPLOYMENT

Type of Document	Minimum Requirement
Employment applications	3 years
Expense analyses/expense distribution schedules	7 years
Year-end financial statements	Permanently
Insurance records, current accident reports, claims, policies, and so on (active and expired)	Permanently
Internal audit reports	3 years
Inventory records for products, materials, and supplies	3 years
Invoices (to customers, from vendors)	7 years
Minute books, bylaws, and charter	Permanently
Patents and related papers	Permanently
Payroll records and summaries	7 years
Personnel files (terminated employees)	7 years
Retirement and pension records	Permanently
Tax returns and worksheets	Permanently
Timesheets	7 years
Trademark registrations and copyrights	Permanently

Type of Document	Minimum Requirement
Withholding tax statements	7 years

In addition to the above per the AICPA, the following records and reports specific to the WFAFB should be retained as stated below:

TEFAP (The Emergency Food Assistance Program) information must be kept for 3 years and 3 months. This includes receiving information, invoices, inventory, temp logs, civil rights training, agency meeting info, etc. This also applies to the SFMNP (Senior Farmer's Market Nutrition Program) and FMNP (Farmer's Market Nutrition Program).

Per Feeding America, notification of FA food item recalls must be kept indefinitely.

Social Services

Community Partner Program Case Assistance Quality Assurance Form – 7 years

Sharing Facts About Me and My Case form – 7 years

Case Information Release Form – 7 years

Reports – 7 years

EMPLOYMENT

Policy #2.6 Gift Acceptance Policy

Effective Date: July 25, 2018

POLICY

Board Acceptance of Gifts

The Board shall exercise its public trust, as mandated by statute, in making final decisions for the acceptance of all non-monetary gifts and for any exception to its policies and guidelines. Gifts and gift instruments may be received by the CEO but can be accepted officially only by the board as managers of the public trust.

WFAFB shall accept only those gifts the transference and implementation of which shall be deemed consistent with the public laws and/or regulations of the United States of America and the State of Texas.

Refusal of Gifts
The Board shall have the right to refuse contributions that do not enhance, promote, and ensure further the purpose of WFAFB and the long-range financial viability of the organization.

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Policy #3.0 SALARY PAYMENT

Effective Date	11-30-14
Revised Date	12-30-16

POLICY

The Food Bank pays all employees bi-weekly. There are two (2) workweeks or 14 days in each bi-weekly pay period. Each workweek is Monday through Sunday. Paychecks will include earnings for all work performed through the end of the previous payroll period. If a scheduled payday falls on a holiday, employees will be paid on the following bank business day. Under no circumstances will the Food Bank release any paychecks prior to the announced schedule.

All required deductions such as federal, state, local taxes, and all authorized voluntary deductions, such as health insurance contributions, will be withheld from employee's paychecks. Court-ordered wage assignments must be accepted and honored. If you have questions concerning deductions made from your paycheck or how they were calculated, contact the Finance Director.

PROCEDURE

1. The Food Bank prefers to pay employees for payment of wages by direct deposit. New employees will be asked to complete the necessary enrollment forms at time of hire. Alternate methods for receiving payment of wages must be arranged with the Director of Finance at the time of hire.

2. Nonexempt employees will receive overtime pay for all hours worked over 40 hours in any given workweek. Any hours worked in excess of 40 hours per week must be authorized in advance by the employee's supervisor. For purposes of overtime calculations, hours paid for time off for any reason (holiday, or other causes) will not be deemed hours worked in accordance with applicable state and federal law.

3. At the time of voluntary separation of employment, final pay will be provided on the next normal payday following separation.

4. At the time of involuntary separation of employment, final pay will be provided within six (6) calendar days.

EMPLOYMENT

Policy #3.1 TIME CLOCK

Effective Date	11-30-14
Revised Date	12-30-16

POLICY

Employees must clock in and out when arriving for work shift, leaving work shift and any other breaks.

PROCEDURE

The Wichita Falls Area Food Bank utilizes a Latham time clock for employee time keeping. All non-exempt employees are required to clock-in and clock-out using one of the Latham terminals which are located in the business office and the warehouse. The terminals will display information such as last punch, total hours and PTO time remaining. To view this information, press “view totals” and then wave your RFID employee time card in front of the lower section of the terminal. To transfer departments, press “transfer departments”, scan your RFID card and then select the department to which you are transferring.

Both overtime and clocking in more than 5 minutes before beginning of shift is strictly forbidden without prior authorization from your immediate supervisor. It is expected that you are to clock in at 8:00 a.m. and clock out at 5:00 p.m.

Habitual abuse or falsification of the system in clocking in and clocking out early/late will result in appropriate disciplinary action, up to and including immediate discharge.

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Policy #4.0 ATTENDANCE / EXPECTATIONS

Effective Date	11-30-14
Revised Date	12-28-16

POLICY STATEMENT

Normal business hours are from 8:00 a.m. to 5:00 p.m. Monday through Friday. The standard workweek for full-time, non-exempt employees consists of 40 hours per week, 8 hours per day, Monday - Friday. Time taken for lunch (1 hour) is unpaid. Exempt employees are expected to work such periods as required by their position. Employees also receive one (1) 15-minute break each afternoon while on the clock.

PROCEDURE

Flextime - Flextime is available contingent upon workloads and the organization's needs. Flextime requires employees to work an established number of hours per week but allows starting and ending times to vary. All non-standard work schedules must be approved by the employee's direct supervisor and the CEO.

Inclement Weather Policy – In the case of inclement weather the Food Bank CEO will make the determination in regard to start time for the day. *(In the absence of the CEO's presence, the Operations Director will make the determination in regard to start time for the day.)* CEO will notify directors via text message, and directors in turn will notify their direct report staff. Marketing and Development Department will notify local media.

Food Handler's Certification – All Food Bank employees handling food are required to complete the Texas Food Handler course. Instructions for payment or reimbursement for course fees should be obtained from the employee's direct supervisor prior to taking the course.

Food Distribution / Food Pantry Service – All Food Bank employees are required to work one (1) food distribution, agency site visit, nutrition education event per quarter. A list of locations can be obtained from the employee's direct supervisor and must be scheduled in advance with the supervisor.

Policy 4.171 MOTOR VEHICLE RECORD

Effective Date: 12-11-17

Wichita Falls Area Food Bank policy requires that every employee or volunteer with driving duties has a motor vehicle record (MVR) meeting the grading requirements below. This MVR policy applies both to drivers of organization-owned vehicles, as well as employees or volunteers using personal vehicles in the course of the organization's business.

MVRs will be examined prior to the start of employment, and annually thereafter. Volunteers with driving duties also must have MVRs that meet the standards outlined below. It will be your responsibility to notify Wichita Falls Area Food Bank of any license status changes once you have successfully qualified to be an "Authorized Driver".

Any job offer made to an employee-candidate for a position with driving duties shall be contingent upon an MVR meeting these required standards:

1. All operators must have had at least five years of driving experience.
2. No drivers may have a "borderline" or "poor" MVR. MVRs will be graded based on the table below.
3. Driving records must remain "acceptable" or "clear" as graded on the table below for continued employment/ volunteering in positions with driving duties.

Number of Minor Moving Violations	**Number of Preventable Accidents**			
	0	1	2	3
0	Clear	Acceptable	Borderline	Poor
1	Acceptable	Acceptable	Borderline	Poor
2	Acceptable	Borderline	Poor	Poor
3	Poor	Poor	Poor	Poor
4	Poor	Poor	Poor	Poor

Evaluate over the most recent 3 years.
Any serious violation in any time period is equal to a poor MVR.

Minor Violations	**Serious Violations**
• Motor Vehicle equipment load or size requirement • Improper/failure to display license plate • Failure to sign or display registration • Failure to have drivers license in possession (if valid license exists)	• Driving under the influence of alcohol/drugs or chemical test refusal • Driving after suspension or revocation of license • Any criminal conviction involving an automobile (including fleeing or eluding a police officer or leaving the scene of an accident)

• Any moving violation that is not a serious violation	• Reckless Driving • Speeding 15 miles above posted limit

"Authorized Driver" Annual Evaluation of Violations and Accidents

I, _____, certify that the following is a true and complete list of accidents and traffic violations reported by me, or on my motor vehicle report during the last 3 years.

Date	Moving Violations/Accident	Location	Type of Vehicle

_____ _____

_____ **Date** **Driver Name**

Driver Signature

_____

Reviewed By

FOOD BANK
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Policy 4.181 Procedures for Frozen or Burst Pipes

Effective Date: 12-11-17

Frozen Pipes

Turn off the water supply to minimize any water damage if a pipe bursts.
Move any possessions/inventory which are near frozen pipes in case pipes burst.
Find the frozen pipe and check the flow of water. Zero, or very little flow, indicates you're near the frozen area of piping. Feel along the pipes to locate frozen areas and look for bulging.
Thaw out the pipe by using a hairdryer (if no standing water is in the area) or wrap warm towels around the pipe. Open any taps nearest to the frozen pipe as this will let the water flow as it melts.
If the frozen pipe cannot be located or thawed, call a licensed plumber.
At any time during this procedure it is thought the pipe cannot be thawed or may burst, call a licensed plumber.

Burst Pipe

Shut off the water at the main valve.
If the break is in a hot water pipe, the valve on top of the water heater should be closed.
Call a licensed plumber.

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Policy #4.2 EMPLOYEE CONDUCT

Effective Date	11-30-14
Revised Date	11-30-14

POLICY STATEMENT

All Food Bank employees are required to adhere to accepted business standards of conduct while on the organization's premises or engaged in the organization's business and not to engage in any improper practice of misconduct. An employee's dishonesty or significant misrepresentation is grounds for immediate termination.

DEFINITION

1. The term "improper practice" means any illegal, fraudulent, dishonest, negligent, or otherwise unethical action arising in connection with the Food Bank's operations or activities.

2. The term "misconduct" is defined as a violation of a known reasonable expectation, policy, or rule.

PROCEDURE

1. All employees have a duty to report, verbally or in writing, promptly and confidentially, any evidence of improper practice or misconduct of which they are aware.

2. Reports of improper practice or misconduct should be submitted through the line of administrative supervision except when the alleged impropriety appears to involve a management employee. In such cases, reports should be referred to any department director or the CEO. Any department director alerted to such an incident must immediately notify the CEO.

NOTICE

Nothing in this policy is intended to, or shall, alter an employee's at-will status. The Food Bank may terminate an employee at any time, for any legal reason or for no reason at all and is not obligated to provide any prior notice, warning or discipline.

EMPLOYMENT

FOOD BANK
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Policy #4.21 FOOD BANK VEHICLE POLICY

Effective Date 09-25-16

Company Vehicle/Passenger Car Policy

Passenger vehicles are provided to WFAFB staff who have an approved MVR (Motor Vehicle Report) and are added to commercial insurance.

1. Driver shall be properly licensed to operate the type of vehicle assigned and driven. If the driver's license is suspended, revoked or terminated for any reason, employee **must notify** management
2. The use of any electronic devices while operating the WFAFB vehicle is strictly prohibited
3. Smoking in the vehicle **is prohibited**
4. Employee needs to schedule use of vehicle in advance and communicate with co-workers as to their use and need of vehicle.
5. Vehicles are to be returned to WFAFB on the day your trip has ended. If employee needs vehicle for multiple day use, authorization from the CEO is required (with the exception of field vehicle 2016 Hyundai Accent – orange in color, which is required in the rural area)
6. Employees are required to complete a driver's log (will be located inside each vehicle) for each trip taken while using the vehicle. Employee is required to give the car a visual inspection before and after the trip has ended and record the results on the driver's log. Upon completion, the driver's log is to be left inside the vehicle.
7. Vehicles are for business use only; ***personal use is not allowed***
8. Employees are required to refill vehicles with gasoline after each trip (if trip has expended more than a half tank of fuel)
9. Gas credit cards will be located in the Operations Directors office
10. Employees will be assigned a "pass card" (or password) for each gas card (these are the codes that are entered at the pump when refueling; this will also help WFAFB track the usage of the card). Employee will be required to carry this card when driving the vehicle. This card is to be kept by the employee
11. Employees need to turn in gas card receipts after the completion of each trip
12. Employees and passengers must wear seat belt at all times while inside the vehicle
13. Employee must obey all traffic regulations and follow generally accepted safe driving practices

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14. Employee is responsible for reporting all mechanical problems to their supervisor immediately
15. The driver is responsible for reporting ***all*** accidents, no matter how minor, **immediately** to their supervisor

16. The employee is responsible for ensuring safe and secure parking of the vehicle at all times
17. Vehicle is to be locked and secured upon exiting at all times
18. The employee is responsible for the cleanliness of the vehicle while in his/her possession. When returning the vehicle, employee must not leave any items behind and must clean any spills or mishaps
19. Hitchhikers are not permitted in the vehicle at any time
20. The employee is financially responsible for all traffic and parking violations arising from the use of the company vehicle, which must be reported to his/her supervisor
21. Any hazardous or illegal substances or goods (as defined by law) are prohibited in the vehicle

_____ _____

Employee Name Date

_____ _____

Employee Signature Department

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Policy #4.3 DISCIPLINARY PROCEDURE

Effective Date 11-30-14
Revised Date 11-30-14

POLICY STATEMENT

Since circumstances vary considerably, management has the discretion to decide what action to take in response to employee misconduct, improper practice or poor performance.

** Note - Fraud and theft of Food Bank property will result in immediate dismissal.

PROCEDURE

Depending on the severity of the violation, any or all of the following steps may, but not necessarily will, be taken by a management:

1. Verbal Warning
   - An oral discussion between a supervisor and the employee regarding the problem.
   - A written memorandum of this discussion will be placed in the employee's personnel file.
2. Written Warning
   - A written memorandum or performance appraisal, which may specify corrective action.
   - The warning document will be placed in the employee's personnel file.
3. Termination
   - Termination may be immediate.
   - Prior steps need not be taken (i.e., verbal and/or written warning(s)).

NOTICE

Nothing in this policy is intended to, or shall, alter an employee's at-will status. The Food Bank may terminate an employee at any time, for any legal reason or for no reason at all and is not obligated to provide any prior notice, warning or discipline.

Policy #4.4 INSUBORDINATION

Effective Date	11-30-14
Revised Date	11-30-14

POLICY STATEMENT

For the purpose of this handbook, insubordination is any act of defiance, disobedience, dissension or resistance to authority. Employees are required to obey company directives issued by their supervisor or manager. A refusal to obey a supervisor's order or a lack of respect directed toward that supervisor will subject that employee to the Food Bank's Disciplinary Procedure (Policy # 4.3).

PROCEDURE

1. All employees shall follow the instructions and orders issued by supervisory personnel. The only exception will be when the instructions fall outside the limits of the law, and in that case, the employee should report the incident to their direct supervisor or the CEO.

2. Should an order or directive be issued, and a Food Bank employee has information that may adversely affect the intent of the directive, the employee should discuss the information with their supervisor, so that further evaluation can be considered.

3. Any employee who uses profane or obscene language toward his/her supervisor or any Food Bank employee or volunteer or threatens physical violence or attempts to carry out any threat shall immediately be relieved of their duties and dealt with according to the Food Bank Disciplinary Procedure.

VIOLATIONS

Examples of violations include, but are not limited to, the following:

1. Deliberate defiance of management’s direction.

2. Inciting others to react negatively to a management directive or making critical comments or insinuations directed at management decisions that cause disruption of the work force or create a substantial risk of disrupting the work of another or affecting other’s morale.

3. Refusal to accept (directly or constructively) management’s lawful and ethical directives or decisions.

**Note* this procedure does not require that the employee agree with management's directives. It does, however, require that employees comply. And to do so with respect to the authority of the management.*

INSUBORDINATION *(continued)*

4. Refusing to comply positively (directly or constructively) with the rules, policies, procedures, practices or directives of management.
5. Refusing to perform assigned work duties or tasks for the position being held.
6. Refusing to report to a place of work at the designated time and location.
7. Refusing to sign a performance/evaluation review.
8. Refusing to submit required specimens for drug/chemical test when directed to do so by a supervisor.
9. Refusing to meet deadlines as set forth in the employee's job description or direction of management.
10. Repeatedly being unable to be contacted by management.
11. Using the tactic of habitually asking for specific clarification of rules or directives that have the effect of slowing down work or frustrating supervisors or other members of the staff.

Policy #4.5 Attire and Grooming Policy

Effective Date	11-30-14 (formerly Everyday Appropriate Dress Policy)
Revised Date	9-27-21

Objective

The Wichita Falls Area Food Bank strives to maintain a workplace environment that functions well and is free from unnecessary distractions and annoyances. As part of that effort, the company requires employees to maintain a neat and clean appearance that is appropriate for the workplace setting and for the work being performed. To that end, Wichita Falls Area Food Bank department heads may determine and enforce guidelines for workplace-appropriate attire and grooming for their areas; guidelines may limit natural or artificial scents that could be distracting or annoying to others.

Procedures

All Wichita Falls Area Food Bank staff members are expected to present a professional, businesslike image to clients, visitors, customers and the public. Acceptable personal appearance, like proper maintenance of work areas, is an ongoing requirement of employment with Wichita Falls Area Food Bank.

Supervisors should communicate any department-specific workplace attire and grooming guidelines to staff members during new-hire orientation and evaluation periods. Any questions about the department's guidelines for attire should be discussed with their immediate supervisor.

Any staff member who does not meet the attire or grooming standards will be subject to corrective action and may be asked to leave the premises to change clothing. Hourly paid staff members will not be compensated for any work time missed because of failure to comply with designated workplace attire and grooming standards.

All staff members (except warehouse staff) must wear the Wichita Falls Area Food Bank Name tag at all times while at work. Replacement nametags needed will be charged to the employee.

Specific requirements

Certain staff members may be required to meet special dress, grooming and hygiene standards, such as wearing protective clothing and or equipment, depending on the nature of their job. Protective clothing and or equipment may be required for certain positions and will be provided to employees by Wichita Falls Area Food Bank.

At the discretion of the department head, in special circumstances, such as during unusually hot or cold weather or during special occasions, staff members may be permitted to dress in a more casual fashion than is normally required. On these

Policy #4.5 Attire and Grooming Policy (continued)

occasions, staff members are still expected to present a neat appearance and are not permitted to wear ripped, frayed or disheveled clothing. Likewise, tight, revealing or otherwise workplace-inappropriate dress is not permitted

While working with food and in special circumstances involving contagious diseases, Wichita Falls Area Food Bank may require all or some of the employees to wear Personal Protective Equipment (PPE) such as masks, gloves, gowns (sterile), hair bonnets or other specific equipment to protect themselves, their peers, customers and visitors. In such circumstances these items will be provided to employees by Wichita Falls Area Food Bank.

Reasonable accommodation of religious beliefs

Wichita Falls Area Food Bank recognizes the importance of individually held religious beliefs to persons within its workforce. Wichita Falls Area Food Bank will reasonably accommodate a staff member's religious beliefs in terms of workplace attire unless the accommodation creates an undue hardship. Accommodation of religious beliefs in terms of attire may be difficult in light of safety issues for staff members. Those requesting a workplace attire accommodation based on religious beliefs should be referred to the human resources department.

NOTE: All staff, except warehouse employees, must adhere to wearing business attire as outlined below. Warehouse staff are allowed to wear jeans or appropriate length shorts during the week and casual shirts that follow the WFAFB policy.

Fridays are considered casual dress days. On these days jeans and other more casual clothing is allowed. It is possible that on some Fridays we will revert to a business casual policy. That could be for days where we have a special guest or a special event at the Food Bank. All staff must follow the WFAFB dress code policy unless prior approval has been given by their direct supervisor.

Business attire

The following guidelines apply to **business attire**:

Appropriate

- Slacks, pants & suit pants
- Skirts, dresses, skirted suits (skirts should be at or below the knee)
- Jeans, sweatpants, exercise pants, shorts, spandex or other form fitting pants

Inappropriate

- Mini skirts, sundresses, spaghetti-strap dresses
- Tank Tops, midriff, t-shirts, halter-tops, shirts with cartoons, slogans or offensive words

Policy #4.5 Attire and Grooming Policy (continued)

Casual or dress-down days

Departments that adopt **casual or dress-down days** must use the following guidelines to define appropriate casual attire.

Appropriate	Inappropriate
In all cases, appropriate PPE when required.	
Slacks	
• Khakis or corduroys • Jeans (must be clean and free of rips, tears and fraying; may not be excessively tight or revealing) • Skorts, capris • Appropriate length shorts (warehouse staff only – or other staff on approved designated days)	• Sweatpants • Low-rise or hip-hugger pants or jeans
Shirts	
• Polo collar knit or golf shirts • Oxford shirts • Company logo wear • Short-sleeved blouses or shirts • Turtlenecks • Blazers or sport coats • Jackets or sweaters • T-shirts (short or long sleeve only)	• Shirts with writing that is offensive or questionable • Tank tops • Beachwear • Exercise wear • Crop tops, clothing showing midriffs, spaghetti straps • Sleeveless t-shirts
Shoes	
• Boating or deck shoes, moccasins • Casual, low-heel, open-back shoes (e.g., mules, sling backs – but cannot be worn in the warehouse) • Safety shoes when required • Closed toe and closed heel shoes are required in the warehouse	• Sandals, thongs, flip-flops, open-toe shoes, slippers • Croc-like sandals

Policy #4.5 Attire and Grooming Policy continued)

Food Bank Clothing – While it is understood that employees may go directly from work to dinner or other events, it is expressly forbidden to consume alcohol in public while wearing clothing with the Food Bank logo. If you plan on attending an afterhours event, it is suggested that you bring extra clothing to change into before you leave.

Addressing workplace attire and hygiene problems

Violations of the policy can range from inappropriate clothing items to offensive perfumes and body odor. If a staff member comes to work in inappropriate dress, he or she will be required to go home, change into conforming attire or properly groom, and return to work.

If a staff member's poor hygiene or use of too much perfume/cologne is an issue, the supervisor should discuss the problem with the staff member in private and should point out the specific areas to be corrected. If the problem persists, supervisors should follow the normal corrective action process.

Policy #4.6 CUSTOMER SERVICE

Effective Date	11-30-14
Revised Date	11-30-14

POLICY STATEMENT

This policy outlines the Food Bank's expectations regarding the telephone and email systems for customer service.

Every employee has a responsibility to maintain and enhance the Food Bank's public image, and the customer service provided by the Food Bank employees have a direct impact on that image.

PROCEDURE

1. Telephone – All telephone calls shall be answered promptly and in a professional and courteous manner. Answering the telephone is every employee's responsibility throughout the main office of the Food Bank. As a general rule, telephone calls should be answered within two (2) rings.

   When answering the telephone, use a friendly, professional manner. Our greeting is the first thing heard by callers, so you are setting an example and making the first impression for the Food Bank. Speak distinctly, stating the name of the Food Bank along with your name. Be very cognizant of the length of time a caller is on hold – be respectful of their time.

   When co-workers are on the phone, please be aware of the noise level around them. It is extremely difficult to carry on a professional conversation when loud conversations are taking place around them.

2. Voice Mail – Voice Mail greetings shall be professional, kept current, and updated when necessary, such as when you will be out of the office with an alternate person to contact in your absence.

   It is your responsibility to check your Voice Mail throughout each and every day, and it should never fill up. Always return phone calls promptly, preferably within 12 hours. Callers may get very frustrated when they leave a message and do not receive a response in a timely manner. If the caller's message will require a lengthy follow-up but you don't immediately have the time and/or the answer, place a short phone call to let them know that you have received the message and will call back to talk more fully later.

CUSTOMER SERVICE *(continued)*

3. Written Communication – Written communication can be a very effective way to respond to internal and external customers/community partners. Care should be taken to ensure that all responses provide the appropriate information.

   Letters and memoranda should be written in a professional format on Food Bank letterhead with the standard style, font and size. Please refer to the common messaging framework.

4. Electronic Mail (Email) – Email can be another very effective and quick communication method to use when corresponding with internal and external customers. Email "signatures" must be uniform and reflect the current program highlighted by the Food Bank. Updated signatures will be distributed by the Marketing Director and should not be changed in any manner.

   Food Bank employees are expected to check email frequently and handle appropriately and in a timely manner. If you don't have an immediate answer and/or it may require a lengthier follow-up than normal, acknowledge receipt of the email, but note that you need additional time to research and respond.

   Communicate in a professional manner when using email. Never put anything in an email message that could be viewed as offensive or inappropriate for the business environment. Remember that all information contained in the email message is considered public information. The email response should give complete and clear information with the option to use email or call if there are questions.

5. Out of Office Response – When you are away from your office for longer than a normal timeframe, an automated email and voice mail greetings should reflect that schedule. If there is someone else who will be handling your duties while you are out that should be noted in your voice mail greeting and automated email response.

NOTE - Employees who violate these policies will be subject to disciplinary actions, up to and including employment termination.

Policy #4.7 PUBLICITY / STATEMENTS TO THE MEDIA

Effective Date 11-30-14

Revised Date 11-30-14

POLICY STATEMENT

All media inquiries regarding the position of the Wichita Falls Area Food Bank as to any issues must be referred to the Director of Marketing. Only the Director of Marketing or CEO is authorized to make or approve public statements on behalf of the Wichita Falls Area Food Bank. No employees, unless specifically designated by the Director of Marketing or the CEO, are authorized to make those statements on behalf of the Wichita Falls Area Food Bank. Any employee wishing to write and/or publish an article, paper, or other publication on behalf of the Wichita Falls Area Food Bank must first obtain approval from the Director of Marketing or CEO.

NOTICE

Any violation of this policy may result in disciplinary action, up to and including immediate termination.

Policy #4.8 ELECTRONIC DATA

Effective Date	11-30-14
Revised Date	11-30-14

POLICY STATEMENT

The Food Bank provides and maintains the following forms of Electronic Data: voicemail, internal and external email, computer software and Internet access. These systems are intended for work-related purposes only, although they may be used for incidental personal purposes in a reasonable manner.

Every employee has a responsibility to maintain and enhance the Food Bank's public image, and to use all forms of electronic data in an effective, ethical and lawful manner. In no case may any electronic data be used as solicitation for personal business purposes, religious or political causes.

The Food Bank expressly prohibits the dissemination or printing of copyrighted materials, including articles and software, in violation of copyright laws.

PROCEDURE

1. Ownership

    - All Electronic Data and all Messages are the exclusive property of the Food Bank. The term "Message(s)" refers to any message, file or other electronic data, created, uploaded, downloaded, sent, received or stored on any electronic data system.

    - Upon termination of employment (voluntary or involuntary), such messages remain the property of the Food Bank and must be turned over to the employee's supervisor and/or the CEO. In addition passwords, locations of electronic files, and directories must also be provided.

2. Message Content

    - No Message may contain content that may be reasonably considered offensive, disruptive, defamatory, or derogatory or which would be in violation of the Food Bank's Non-Discrimination and Anti-Harassment Policy. Examples include, but are not limited to, sexual comments or images, racial slurs, or other comments or images that would offend someone on the basis of his or her race, color, sex, religion, national origin, sexual orientation, age, political affiliation, disability or any other basis prohibited by applicable law.

ELECTRONIC DATA *(continued)*

3. Privacy

    - No employee should assume that any message is private. Despite features of any electronic data giving the appearance privacy (e.g., passwords and the apparent ability to delete message), message are not necessarily private. Even when a message is deleted, it still may be "backed-up" elsewhere and/or it may be possible to recreate the message without your consent or knowledge. Highly confidential or sensitive information should not be communicated by means of any electronic data.

4. Right to Monitor

    - The Food Bank reserves the right to, and shall, monitor, access, copy, retrieve and/or read any message and to disclose any message to persons other than the intended recipient, including but not limited to law enforcement or other third parties, without any prior notice to the originator or recipient of the message.

5. Software

    - All employees are bound by the software license restrictions imposed on the Food Bank by the manufacturer or distributor of the software used by the company. Without prior written permission, an employee may not install Food Bank software on a non-company owned computer. Nor may the employee alter or otherwise modify the software without the permission of the software producer.

    - To ensure proper licensing and to prevent viruses, all software acquisition, whether purchased or downloaded from the World Wide Web, should be coordinated through the Information Technology department.

NOTICE

Any violation of this policy may result in disciplinary action, up to and including immediate termination.

Support personnel entrusted with the administration or maintenance of any electronic system shall exercise appropriate and reasonable care with regard to their duties, enforcement of this policy, and messages contained on such systems.

Policy #4.9 CELL PHONE USAGE

Effective Date	11-30-14
Revised Date	11-30-14

POLICY STATEMENT

The Food Bank maintains specific policies about cell phone usage and applies to all Food Bank employees. For purposes of this policy, the term “cell phone” is defined as any handheld electronic device with the ability to receive and/or transmit voice, text, or data messages without a cable connection (including, but not limited to, cell phones, digital wireless phones, pagers, tablets). This policy addresses both personal and company phones. The Food Bank reserves the right to modify or update these policies at any time without any prior notice.

PROCEDURE

Cell phone usage applies to any device that makes or receives phone calls, leaves messages, sends text messages, surfs the Internet, or downloads and allows for the reading of and responding to email whether the device is company-supplied or personally owned.

Cell phone usage while driving or using company equipment is explicitly prohibited. This includes receiving or placing calls, text messaging, surfing the Internet, receiving or responding to email, checking for phone messages. Employees who are observed using any phones while operating equipment will be subject to disciplinary action.

The Food Bank administration strongly encourages all employees to have calls to them routed through our office number. We realize that in some cases where you use your phone for business and personal usage that you will receive calls on your cell phone while you are at the Food Bank. It would not be considered rude to either call them back on our office line or to ask them to call you back on our office line.

Personal use of cell phone while on the clock is strongly discouraged due to the disruptions it causes in the work place. Occasional usage for personal reasons is discouraged but we understand that there will sometime be exceptions. Those however who abuse this policy will be subject to disciplinary action.

During working hours and during meetings your cell phones must be on mute or turned off completely to prevent disruption.

Policy #4.10 SOCIAL MEDIA USAGE

Effective Date	11-30-14
Revised Date	11-30-14

POLICY STATEMENT

This policy governs the publication of and commentary on social media by employees of the Food Bank. For the purposes of this policy, social media means any facility for online publication and commentary, including without limitation blogs, wiki's, social networking sites such as Facebook, LinkedIn, Instagram, Twitter, Flickr, YouTube, etc. This policy is in addition to and complements any existing or future policies regarding the use of technology, computers, e-mail and the internet.

PROCEDURE

1. Posting or participating in social media in any capacity while on the job is strictly prohibited, unless it is a duty listed in your job description.
2. Before work, after work, or during the lunch hour, Food Bank employees are free to publish or comment via social media in accordance with this policy. Food Bank employees are subject to this policy when identified as a Food Bank employee.
3. Publication and commentary on social media carries similar obligations to any other kind of publication or commentary. All uses of social media must follow the same ethical standards that Food Bank employees must otherwise follow.
4. At the Food Bank, we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also represents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media. This policy applies to all employees who work for the Food Bank.

    Don't Tell Secrets - It's perfectly acceptable to talk positively about your work and have a dialog with the community, but it's not okay to publish confidential information. Confidential information includes things such as unpublished details about our software, details of current projects, future projects, financial information, partnering agency information, etc.

    Be Honest - Do not blog anonymously, using pseudonyms or false screen names. We believe in transparency and honesty. Use your real name, be clear who you are, and identify that you work for the Food Bank. Nothing gains you notice in social media more than honesty - or dishonesty. Do not say anything that is dishonest, untrue, or misleading. If you have a vested interest in something you are discussing, point it out. But also, be smart about protecting yourself and your privacy. What you publish will be around for a long time, so consider the content carefully and also be cautious about disclosing personal details.

SOCIAL MEDIA USAGE *(continued)*

Respect your audience, the Food Bank, and your coworkers - The community, and the Food Bank's employees and partnering agencies, reflect a diverse set of customs, values and points of view. Don't say anything contradictory or in conflict with the Food Bank website. Don't be afraid to be yourself but do so respectfully. This includes not only the obvious (no ethnic slurs, offensive comments, defamatory comments, personal insults, obscenity, etc.) but also proper consideration of privacy and of topics that may be considered objectionable or inflammatory - such as politics and religion. Use your best judgment and be sure to make it clear that the views and opinions expressed are yours alone and do not represent the official views of the Food Bank.

Protect partnering agencies and suppliers - Partnering agencies or suppliers should not be cited or obviously referenced without their approval. Never identify any partnering agency or supplier by name without permission and never discuss confidential details of a client engagement. Strict attention must be paid so the information provided does not violate any non-disclosure agreements that may be in place with the customer or make it easy for someone to identify the customer. Your posts are not the place to "conduct business" with a customer.

Controversial Issues - If you see misrepresentations made about the Food Bank in the media, you may point that out. Always do so with respect and with the facts. If you speak about others, make sure what you say is factual and that it does not disparage that party. Avoid arguments. Brawls may earn traffic, but nobody wins in the end. Don't try to settle scores or goad competitors or others into inflammatory debates. Make sure what you are saying is factually correct.

Be the first to respond to your own mistakes - If you make an error, be up front about your mistake and correct it quickly. If you choose to modify an earlier post, make it clear that you have done so. If someone accuses you of posting something, deal with it quickly - better to remove it immediately to lessen the possibility of a legal action.

Disclaimers - Many social media users include a prominent disclaimer saying who they work for, but that they're not speaking officially. This is good practice and is encouraged, but don't count on it to avoid trouble - it may not have much legal effect.

The Marketing Director can provide you with applicable disclaimer language and assist with determining where and how to use that.

Don't forget your day job. - Make sure that posting on social media does not interfere with your job or commitments to customers.

Note Policy violations will be subject to disciplinary action, up to and including termination for cause.

Policy #4.11 COMPANY EQUIPMENT

Effective Date	11-30-14
Revised Date	11-30-14

POLICY STATEMENT

The Food Bank provides its employees with such materials and equipment as are necessary for the efficient and effective execution of responsibilities. The employee is expected to display good judgment and exercise due diligence in the requisitioning, use, and care of such materials and equipment.

PROCEDURE

1. In-Office telephones as well as cell phones may be used for short personal calls or emergency purposes; they are not intended to be used for lengthy non-business purposes. Because most calls to the Food Bank are dialed direct, the employee should identify himself or herself by name when receiving a call.

2. All office supplies are intended for business use only and are **not** to be used for personal reasons.

3. Copy and fax machines are intended for business use only and are not to be used for personal reasons without prior approval by the employee's supervisor.

4. Portable equipment, such as cell phones, computers (desktop or laptop), wireless internet cards, calculators, cameras / video players, etc. are to be used for company business only. At no time may such equipment be removed from the offices unless prior written approval has been secured, and then only for specified periods of time. Employee Equipment Loan Forms must be completed for use of all Food Bank equipment. These forms can be obtained from the IT Manager.

5. The employee is personally responsible for any equipment in his or her care, whether in the office, at home, or during travel. While the Food Bank will maintain all company owned equipment and will provide the necessary and appropriate insurance coverage, the employee is expected to care for and use such equipment in a manner that protects the equipment from damage other than normal wear and tear. When equipment is available for upgrade, the existing equipment must be turned in for exchange for the upgrade.

6. If equipment is lost or stolen, please report the incident to your supervisor immediately. Employees will be allowed one (1) replacement of damaged or lost or stolen equipment. All replacement(s) following the one (1) allowance will be at the employee’s personal expense regardless of upgrade availability.

Policy # 4.12.0 Procurement Policy

Effective Date: 3.1.22

All procurements made by Wichita Falls Area Food Bank. Inc. involving the expenditure of Federal Funds will be made in accordance with the following procurement standards.

Procurement transactions, regardless of method or dollar value, will maximize open and free competition consistent with the standards of 2 CFR § 200.318 through § 200.326. The Wichita Falls Area Food Bank. Inc. shall not engage in procurement practices which may be considered arbitrary or restrictive.

I. METHODS FOR PROCUREMENT

Procurements shall be made using one of the following methods: (a) micro purchase procedures, (b) small purchase procedures, (c) competitive sealed bids, (d) competitive negotiations, (e) non-competitive negotiation and shall be made in accordance with procedures set forth at 2 CFR § 200.320 (a) through (f) at a minimum.

A. Micro Purchases

Purchases which cost less than $1,500 and are for the acquisition of supplies or services can be awarded without soliciting competitive quotations if Wichita Falls Area Food Bank. Inc. considers the price to be reasonable. To the extent practicable, these purchases should be distributed among qualified suppliers with consideration especially for small businesses, Minority Business Enterprises (MBEs) and Women's Business Enterprises (WBEs).

B. Small Purchases

Purchases which cost between $1,500 and $50,000 will require three over-the- telephone quotations of rate, price, etc. The Requisitioner will complete a Vendor Selection Form setting forth the date calls were made, parties contacted and prices obtained.

(See Attachment A for a copy of the VENDOR SELECTION FORM.)

C. Competitive Sealed Bids

Bidding will be employed when detailed specifications for the goods or services to be procured can be prepared and the primary basis for award is cost. When the cost of a contract, lease or other agreement for materials, supplies, equipment or contractual services, other than those personal or professional, exceeds $50,000, an Invitation for Bids (IFB) notice will generally be prepared. This notice will be published at least once in a newspaper of general circulation in the county or counties in which Wichita Falls Area Food Bank. Inc. is soliciting the IFB. This newspaper notice will appear not

less than seven (7) days and not more than twenty-one (21) days before the due date for bid proposals. Wichita Falls Area Food Bank. Inc. may also solicit sealed bids from responsible prospective suppliers by sending them a copy of such notice.

The IFB will include a complete, accurate and realistic specification and description of the goods or services to be procured, the bid deposit, payment bond and bond performance required (if applicable), the location where bid forms and specifications may be secured, the time and place for opening bids, and whether the bid award will be made on the basis of the lowest price or the lowest evaluated price. If the lowest evaluated price is used, the measurable criteria to be used must be stated in the IFB. The newspaper notice must also contain language which calls to the attention of bidders all applicable requirements which must be complied with such as Supplemental Nutritional Assistance Program (SNAP), The Emergency Food Assistance Program (TEFAP), Technical Assistance to Needy Families (TANF), Farmers Market Nutrition Program (FMNP), Senior Farmers Market Nutrition Program (SFMNP), etc.

Sealed bids will be opened in public at the time and place stated in the IFBs. The bids will be tabulated by the Chief Executive Officer or his/her designee at the time of bid opening. The results of the tabulation and the bid procurements will be examined for accuracy and completeness by the appropriate Director or his designee who will make recommendations to Wichita Falls Area Food Bank. Inc. In addition, the appropriate Director or his designee shall determine that all firms are responsive and responsible. Wichita Falls Area Food Bank. Inc. will make the decision as to whom the contract shall be awarded. After the bid award is made by Wichita Falls Area Food Bank. Inc., a contract will be prepared for execution by the successful bidder. If the IFB was for a significant construction project and a bid deposit was required to be submitted in conjunction with the bid, after the contract is signed, all bid deposits will be returned to all unsuccessful bidders.

Wichita Falls Area Food Bank. Inc. may cancel an Invitation for Bid or reject all bids if it is determined that such is in the best interests of Wichita Falls Area Food Bank. Inc. Bidders will be notified in writing of such cancellation or rejection. Wichita Falls Area Food Bank. Inc. may allow a vendor to withdraw a bid if requested at any time prior to the bid opening. Bids received after the time set for bid opening shall be returned to the vendor unopened.

D. Competitive Negotiations

Wichita Falls Area Food Bank. Inc. will use competitive negotiations, regardless of contract amount, upon a written determination that:

1. Specifications cannot be made specific enough to permit the award of a bid on the basis of either the lowest bid or the lowest evaluated bid price (in other words, bidding is not feasible).

2. The services to be procured are professional in nature. With the exception of certain professional services (principally

Architectural/Engineering services - see 2 CFR § 200.320(d)(5)), competitive negotiations will proceed as follows:

a. Requests for Proposals

For purchases expected to be greater than $50,000 proposals will be solicited through newspaper advertisement; additionally, a Request for Proposal (RFP) may be prepared and mailed to qualified vendors. The newspaper advertisement must be published at least seven

(7) days and not more than twenty-one (21) days before the date for receipt of the proposals. The RFP will describe services needed and identify the factors to be considered in the evaluation of proposals and the relative weights assigned to each selection factor. The RFP will also state where further details regarding the RFP may be obtained. The RFP will call attention to the same regulations discussed in the bidding process. Requests for proposals will always include cost as a selection factor.

For purchases expected to be greater than $50,000, a Request for Proposal (RFP) shall be prepared and mailed to qualified vendors. The RFP will describe services needed and identify the factors to be considered in the evaluation of proposals and the relative weights assigned to each selection factor. The RFP will also state where further details regarding the RFP may be obtained. The RFP will call attention to the same regulations discussed in the bidding process. Requests for proposals will always include cost as a selection factor.

Award must be made to the offer or whose proposal is determined in writing by Wichita Falls Area Food Bank. Inc. to be the most advantageous to Wichita Falls Area Food Bank. Inc. Evaluations must be based on the factors set forth in the Request for Proposal and a written evaluation of each response prepared. The review committee may contact the firms regarding their proposals for the purpose of clarification and record in writing the nature of the clarification. If it is determined that no acceptable proposal has been submitted, all proposals may be rejected. New proposals may be solicited on the same or revised terms or the procurement may be abandoned.

E. Noncompetitive Negotiations

Noncompetitive negotiations may be used for procurements in excess of $10,000 when bidding or competitive negotiations are not feasible. Wichita Falls Area Food Bank. Inc. may purchase goods and services through non-competitive negotiations when it is determined in writing by the appropriate Director that competitive negotiation or bidding is not feasible and that:

1. An emergency exists which will cause public harm as a result of the delay caused by following competitive purchasing procedures,

   or

2. The product or service can be obtained only from one source, or

3. A vendor has offered to sell a product or products directly to Wichita Falls Area Food Bank. Inc. on an expedited basis and Wichita Falls Area Food Bank. Inc.'s official representative has verified that the price offered for the product or products is competitive, or

4. Only one satisfactory proposal is received through RFP process.

Procurement by non-competitive negotiation requires the strictest attention to the observation of impartiality toward all suppliers. The Texas Department of Agriculture needs to approve all non-competitive negotiation procurements that involve the FMNP, SFMNP and TEFAP programs when only one supplier is involved or only one bid or response to an RFP is received. All other procurements by noncompetitive negotiation that do not relate to the FMNP or TEFAP programs must be approved by the Wichita Falls Area Food Bank. Inc. when only one supplier is involved or only one bid or response to an RFP is received.

F. Bids will be accepted only from those contractors who have a proven record of ability to successfully complete the scope of work being bid. References from vendors who have not previously done business with Wichita Falls Area Food Bank. Inc. will be requested along with the contractor's bid proposal. Any contractors submitting a bid must produce (along with his/her bid documents) written proof of liability insurance and worker's compensation coverage. Consideration will be given to such matters as contractor integrity, compliance with public policy, record of past performance and financial and technical

resources in awarding contracts.

G. Wichita Falls Area Food Bank. Inc. will ensure that all procurement transactions are conducted in a manner providing full and open competition. In order to ensure objective contractor performance and eliminate unfair competitive advantage, contractors that develop or draft specifications, requirements, statements of work and invitations for bids or requests for proposals will be excluded from competing for such procurements.

H. Wichita Falls Area Food Bank. Inc. will perform a cost or price analysis in connection with every procurement action in excess of $150,000, including contract modifications. The method and degree of analysis will be dependent on the facts surrounding the particular procurement situation but as a starting point Wichita Falls Area Food Bank. Inc. must make independent estimates before receiving bids or proposals.

I. Wichita Falls Area Food Bank. Inc. shall maintain lists of pre-qualified persons, firms or products which are used in acquiring goods and services. The lists shall be current and contain enough qualified sources to ensure maximum open and free competition. Potential bidders can qualify during the solicitation period

J. In instances when the contract involves a federal award of cash, after a vendor has been selected but before the contract has been awarded, the purchasing manager must verify through the federal government's System for Award Management website (www.SAM.GOV) to determine that the vendor selected is neither debarred, suspended nor otherwise excluded from or ineligible for participation in federal programs or activities. The purchasing manager shall print the report from the SAM.GOV website and file it with the other documentation relating to this award.

K. Notwithstanding this Procurement Policy, a purchasing manager must adhere to the "Purchasing Authorization Matrix" of Wichita Falls Area Food Bank. Inc. The Purchasing Authorization Matrix specifies which forms a purchasing manager should use depending on the good or services being purchased and which managers must approve an expenditure at specific dollar levels.

L. Appeal of Lost Bids

Bidders will be notified that they may appeal a decision on a competitive bid by notifying the Chief Executive Officer or Finance Dept and specifying the reasons that the bid process was not fair or competitive. Appeals must be received within three business days of the initial award/rejection notification. A representative of the finance department will notify all bidders of the RFP's appeal status within two business days.

Appeals associated with bid's using federal funding will be disclosed to the Texas Department of Agriculture (TDA) within two business days of its receipt.

The Board of Directors will be provided all information regarding the RFP requirements, including timeline, scope of work, communication between bidders and SFC, bids, evaluation forms, and Vendor Selection Form. The committee may take up to 4 weeks to review the proposals, pose questions to the bidders and schedule an in person or virtual meeting with the bidders. The committee will make the final decision on the appeal. Notification of the resolved appeal will be distributed to all bidders.

II. CAPITAL EXPENDITURES

For all capital purchases greater than $5,000, the purchasing manager must complete a Capital Eexpenditure Request Form prior to initiating the purchasing process, whether that process is conducted through Sealed Bids, Competitive Negotiation or Noncompetitive Negotiation.

(See Attachment C for a copy of the CAPITAL EXPENDITURE REQUEST FORM.)

III. CONSTRUCTION PROJECTS

a. Upon submission of a bid for a significant construction project, the contractor will present a bid guarantee equivalent to *5* percent of the amount of the contractor's submitted bid. Unsuccessful bidders will have their bid guarantee returned to them with the notice which advises them they are an unsuccessful bidder. The successful bidder will post (at the signing of the contract and notice to proceed) a performance bond equal to 100 percent of the contract amount, along with a payment bond equivalent to 100 percent of the contract amount.

b. Requests for proposals for a significant construction project will be structured to utilize value-engineering for any construction project in excess of $50,000. Value engineering will allow the total job to be broken down and bid in sections, so as to produce the lowest overall cost of the project to Wichita Falls Area Food Bank. Inc. A project will request proposals for heating as one element, electrical as one element, etc. In some cases, this will make for a more cost- effective project. However, this does not preclude a bidder from making a lump- sum bid. Total cost will be calculated when value-engineering produces different bids for different scopes of work. Those segmented bids will then be added together to give a final project cost.

IV. CONTRACTS

Generally, all procurement in excess of $10,000 will be memorialized and supported by a written contract or Purchase Order. Where it is not feasible or is impractical to prepare a contract, a written finding to this effect will be prepared and some form of documentation regarding the transaction will also be prepared. The contractual provisions required by 2 CPR§ 200.326 and all others as applicable will be included in all contracts. (See

Appendix II to Part 200 - Contract Provisions for Non-Federal Entity Contracts Under Federal Awards.) All contracts will contain language which allows Wichita Falls Area Food Bank. Inc. the opportunity to cancel any contract for cause. Said cause shall include (but not be limited to) demonstrated lack of ability to perform the work specified, unwillingness to complete the work in a timely fashion, cancellation of liability insurance or worker's compensation insurance, failure to pay suppliers or workers, unsafe working conditions caused by the contractor, failure to comply with Davis-Bacon wage laws

(where applicable), failure to keep accurate and timely records of the job, or failure to make those records available to Wichita Falls Area Food Bank. Inc. on request or any other documented matter which could cause a hardship for Wichita Falls Area Food Bank. Inc. if a claim should arise or the work not be completed on schedule at the specified cost.

V. DOCUMENTATION

All source documents supporting any given transaction (receipts, purchase orders, invoices, RFP data and bid materials) will be retained and filed in an appropriate manner.

a. For purchases greater than $3,000 but less than $10,000, the purchasing manager shall separately file and maintain source documents pertinent to each individual procurement.

b. For purchases greater than $10,000, the purchasing manager shall forward the source documents to the Chief Executive Officer, or their designee shall separately file and maintain source documents pertinent to each individual procurement.

Where it is not feasible to maintain individual procurement files, source documents will be filed and maintained in a reasonable manner (examples include chronologically, by vendor, by type of procurement, etc.). Whatever form of documentation and filing is employed, the purpose of this section is to ensure that a clear and consistent audit trail is established. At a minimum, source document data must be sufficient to establish the basis for selection, basis for cost, (including the issue of reasonableness of cost), rationale for method of procurement and selection of contract type, and basis for payment.

All records relating to procurement must be retained for a minimum of three years from the date the contract of the submission of the final expenditure report or, for Federal awards that are renewed quarterly or annually, from the date of the submission of the quarterly or annual financial report, respectively.

VI. SMALL BUSINESSES, MINORITY BUSINESS ENTERPRISES, WOMEN'S BUSINESS ENTERPRISES AND LABOR SURPLUS AREA FIRMS

All necessary affirmative steps will be taken and documented to solicit participation of locally owned, minority-owned, female-owned and small businesses. Wichita Falls Area Food Bank. Inc. will solicit proposals from small businesses, minority business enterprises, women's business enterprises and labor surplus area firms that provide the goods or services that are being sought. Where possible and feasible, delivery schedules will be established and work will be subdivided to maximize participation by small businesses, minority business enterprises, women's business enterprises and labor surplus area firms. Subdivided components will be bid as a separate contract. Where feasible, evaluation criteria will include a factor with an appropriate weight for these firms. A list of small businesses, minority business enterprises, women's business enterprises and labor

surplus area firms located within the trade region shall be maintained and used when issuing IFBs and RFPs. This list shall also be consulted when making small purchases.
Wichita Falls Area Food Bank. Inc. will use the services and assistance of the Small Business Administration and the Minority Business Development Agency of the Department of Commerce. The successful bidder will be required to use this same criteria in selection of suppliers and subcontractors whenever possible.

VII. CODE OF CONDUCT

c. Conflict of Interest - Individuals

No Wichita Falls Area Food Bank. Inc. member, employee, consultant, elected official, appointed official, board member or designated agent of Wichita Falls Area Food Bank. Inc. will take part or have an interest in the award of any procurement transaction if a conflict of interest, real or apparent, exists. A conflict of interest occurs when the member, official, board member, employee or designated agent of Wichita Falls Area Food Bank. Inc., partners of such individuals, immediate family members, or an organization which employs or intends to employ any of the above has a financial or other interest in any of the competing firms.

No Wichita Falls Area Food Bank. Inc. member, employee, official, board member or designated agent of Wichita Falls Area Food Bank. Inc. may acquire a financial interest in or benefit in any way from any activity which uses any portion of federal funding, nor shall they have any interest in any contract, subcontract or agreement for themselves or any family members.

NOTE: These rules apply to all named parties and shall be effective for the period of service and for one year after leaving said position.

d. Acceptance of Gratuities

No Wichita Falls Area Food Bank. Inc. member, employee or designated agent of Wichita Falls Area Food Bank. Inc. shall solicit or accept gratuities, favors or anything of monetary value from contractors, potential contractors, subcontractors or potential subcontractors.

e. Penalties

Any Wichita Falls Area Food Bank. Inc. member, board member, employee or designated agent of Wichita Falls Area Food Bank. Inc. who knowingly and deliberately violates the provisions of this code will be open to civil suit by Wichita Falls Area Food Bank. Inc. without the legal protection of Wichita Falls Area Food Bank. Inc. Furthermore, such a violation of these procurement standards by an employee is grounds for dismissal by Wichita Falls Area Food Bank. Inc.: by a member or designated agency, grounds for debarment from future activities with Wichita Falls Area Food Bank. Inc.

Any contractor or potential contractor who knowingly and deliberately violates the provisions of these procurement standards will be barred from future transactions with Wichita Falls Area Food Bank. Inc.

FOOD BANK
WICHITA FALLS AREA

Policy #4.12.1 PURCHASING GOODS & SERVICES

Effective Date 4.18.18
Revised Date 3.1.22

POLICY STATEMENT

Purchasing decisions are business decisions made on behalf of the Food Bank and therefore should be made with the utmost consideration for what is in the best interest of the Food Bank, including appropriate stewardship of the Food Bank assets, integrity when acquiring goods and services, and accountability to funding sources and stakeholders. This ensures competitive purchasing requirements and a fair and ethical process across the Food Bank's purchasing process.

PROCEDURE

Code of Ethics – Employees who have purchasing responsibility must document a commitment to ethical purchasing practices by signing a Purchasing Code of Ethics, which can be found in the Attachments section of the Handbook.

Competitive Purchasing Requirements – Employees must purchase goods and services as economically as possible according to standards of quality and service while giving responsible suppliers fair consideration. When placing orders over $1,500, employees will conduct a competitive process by taking a minimum of three (3) quotes and select the supplier with the lowest quote. When purchasing supplies from a storefront, the employee will research what store has the most competitive price before the purchase is made. Quotes as well as storefront pricing must be submitted for documentation. Formal bids will be obtained for purchases above the simplified acquisition threshold (currently at $50,000).

Annual Contracts – In the instances where there is a contract with a supplier, the same competitive process will take place entering into a new contract with any supplier.

Separation of Duties – Careful consideration must be given to the assignment of duties to staff in regards to procurement transactions so that the same employee is not allowed to select the supplier, place an order, receive the goods/services, approve the transactions, and process the associated payment(s).

Policy #4.12.2 COMPANY ISSUED CREDIT CARDS

Effective Date	02-24-17
Revised Date	02-24-17

COMPANY-ISSUED CREDIT CARDS

Unnecessary or negligent purchases of non-personal items or services is NOT allowed.

The Company will issue company credit cards to certain employees for use in their jobs; this policy sets out the acceptable and unacceptable uses of such credit cards. Use of company-issued credit cards is a privilege, which the Company may withdraw in the event of serious or repeated abuse. Any credit card the Company issues to an employee must be used for business purposes only, in conjunction with the employee's job duties. Employees with such credit cards shall not use them for any non-business, non-essential purpose, i.e., for any personal purchase or any other transaction that is not authorized or needed to carry out their duties.

Employees must pay for personal purchases (i.e., transactions for the benefit of anyone or anything other than the Company) with their own funds or personal credit cards. The Company will not regard expenses for one's own business-related use, such as lodging and meals while on company-approved business trips, as personal purchases, as long as such expenses are consistent with the Company's travel and expense reimbursement policy.

Any purchases an employee makes with a company credit card in violation of this policy will result in disciplinary action, up to and possibly including termination of employment, depending upon the severity and repeat nature of the offense.

Policy #4.13 CONFLICT OF INTEREST

Effective Date	11-30-14
Revised Date	11-30-14

POLICY STATEMENT

Employees should avoid any situation, which involves or may involve a conflict between their personal interest and the interest of the Food Bank. As in all other facets of their duties, employees dealing with clients, vendors, consultants or any person doing or seeking to do business with the company are to act in the best interest of the Food Bank

DEFINITION

Examples of conflicts include, but are not limited to, the following:

1. Acting as a broker, go-between or otherwise for the benefit of a third party in transactions involving or potentially involving the Food Bank's or its interests.

2. Any other arrangements or circumstances, including family or other personal relationships, which might dissuade the employee from acting in the best interest of the Food Bank

Policy #4.14 INTERNET / INTRANET ACCEPTABLE USE

Effective Date	11-30-14
Revised Date	11-30-14

POLICY STATEMENT

The Food Bank provides some, if not all, employees with electronic access, consisting of an email system, a network connection, and Internet / Intranet access. This policy governs all use of the Food Bank's network, Internet / Intranet access, and email systems in all Food Bank offices and vehicles. This policy includes, but it is not limited to, electronic mail, chat rooms, the Internet, news groups, electronic bulletin boards, the Food Bank's Intranet and all other Food Bank electronic messaging systems.

PROCEDURE

Email – The Food Bank's email system is designed to improve service to our customers, enhance internal communications, and reduce paperwork. Employees using the Food Bank's email system must adhere to the following policies and procedures:

- The Food Bank's email system, network, and Internet / Intranet access are intended for business use only
- Employees may access their Food Bank email during non-working hours only if in compliance with the terms of this policy
- All information created on Food Bank computers and sent or received via the Food Bank's email system, network, Internet, or Intranet, including all email messages and electronic files, is the property of the Food Bank. Employees should have no expectation of privacy regarding this information. The Food Bank reserves the right to access, read, review, monitor, and/or copy all messages and files on its computer system at any time and without notice. When deemed necessary, the Food Bank reserves the right to disclose text or images to law enforcement agencies or other third parties without the employee's consent.
- Use extreme caution to ensure that the correct email address is used for the intended recipients(s)
- Any message or file sent via email must have the employee's Food Bank signature attached
- All Food Bank employees are expected to update their email signature with the appropriate information and graphics as provided by the Marketing Director
- Only authorized management personnel are permitted to access another person's email without consent
- Email messages must contain professional and appropriate language at all times. Employees are prohibited from sending abusive, harassing, intimidating, threatening, and discriminatory or otherwise offensive messages via email. Sending these types of offensive messages via email will result in disciplinary action up to and including termination

INTERNET / INTRANET ACCEPTABLE USE *(continued)*

- Email must conform to the Food Bank's harassment and discriminatory policies
- Use of the Food Bank's email system to solicit for any purpose, personal or otherwise, without the consent of the Food Bank is strictly prohibited
- Misuse and/or abuse of electronic access, including but not limited to, personal use during working hours, copying or downloading copyrighted or confidential materials, visiting pornographic sites or sending abusive email messages will result in disciplinary action, up to and including termination. Violation of any of these policies will subject an employee to disciplinary action, up to and including termination

Personal Responsibility – By accepting an account password, related information, and accessing the Food Bank's Network or Internet system, an employee agrees to adhere to the Food Bank policies regarding their use. You also agree to report any misuse or policy violation(s) to your direct supervisor or the CEO.

Permitted Use and Term – Use of the Network and the Internet is a privilege, not a right. Use of Network and Internet access extends throughout an employee's term of employment, providing the employee does not violate the Food Bank's policies regarding Network, Internet or Intranet use.

Availability and Access – The Food Bank reserves the right to suspend access at any time, without notice, for technical reasons, possible policy violations, security or other concerns.

Content and Communications – The Food Bank, at its sole discretion, will determine what materials, files, information, software, communications, and other content and/or activity will be permitted or prohibited.

Privacy – Network and Internet access is provided as a tool for the Food Bank's business. The Food Bank reserves the right to monitor, inspect, copy, review, and store at any time, without prior notice, any and all usage of the Network and the Internet, as well as any and all materials, files, information, software, communication, and other content transmitted, received or stored in connection with this usage. All such information, content, and files are the property of the Food Bank. An employee should have no expectation of privacy regarding them. Network administrators may review files and intercept communications for any reason, including but not limited to maintaining system integrity and ensuring employees are using the system consistently with this policy.

Confidential Information – Employees may have access to confidential information about the Food Bank, other employees and clients. With the approval of management, employees may use

INTERNET / INTRANET ACCEPTABLE USE *(continued)*

email to communicate confidential information internally to those with a need to know. Such email must be marked "Confidential." For purposes of the policy, confidential information includes, but is not limited to:

- Procedures for computer access and passwords of the Food Bank clients and customers, program manuals, user manuals, or other documentation, screen, file, or database layouts, systems flowcharts, and all documentation normally related to the design or implementation of any computer programs developed by the Food Bank relating to computer programs or systems installed either for customers or for internal use.
- Lists of present clients and customers and the names of individuals at each client or customer location with whom the Food Bank deals, the type of orders or supplies they purchase or use, and information relating to those clients and customers which has been given to the Food Bank.
- Lists or information about personnel seeking employment with or who are employed by the Food Bank.
- Prospect lists for actual or potential clients and customers of the Food Bank and contact persons at those locations.
- Any other information relating to the Food Bank's research, development, purchasing, marketing, programs and services.

Prohibited Activities – Employees are prohibited from using the Food Bank's email system, network, or Internet/Intranet access for the following activities:

- Downloading or installing software without the approval of the IT Manager.
- Printing or distributing copyrighted and uncopyrighted materials. This includes, but is not limited to software, articles and graphics.
- Using unlicensed software.
- Modifying system settings on all Food Bank equipment, including but not limited to computers, laptops, tablets, and cell phones.
- Streaming audio or video on Food Bank equipment. Exceptions to this policy will be those positions within the Food Bank whose duties include creating and monitoring the Food Bank's online presence.
- Sending, printing, or otherwise disseminating the Food Bank's proprietary data, or any other information deemed confidential by the Food Bank, to unauthorized persons.
- Operating a business, soliciting money for personal gain or otherwise engaging in commercial activity outside the scope of employment.
- Searching for outside employment.
- Making offensive or harassing statements based on race, color, religion, national origin, veteran status, ancestry, disability, age, sex, or sexual orientation.

INTERNET / INTRANET ACCEPTABLE USE *(continued)*

- Sending or forwarding messages containing defamatory, obscene, offensive, or harassing statements. An employee should notify their supervisor and/or the CEO immediately upon receiving such a message.
- Sending or forwarding a message that discloses personal information without Food Bank authorization. This shall also include accessing, transmitting, receiving, or seeking confidential information about clients or fellow employees without authorization.
- Sending ethnic, sexual-preference or gender-related slurs and/or jokes via email. “Jokes”, which often contain objectionable material, are easily misconstrued when communicated electronically.
- Sending or soliciting sexually oriented messages or images.
- Attempting to access or visit sites featuring pornography, terrorism, espionage, theft, or drugs.
- Gambling or engaging in any other criminal activity in violation of local, state, or federal law.
- Spending excessive time using personal email accounts during company time, for non-business purposes.
- Engaging in unethical activities or content.
- Participating in activities, including the preparation or dissemination of content, which could damage the Food Bank’s professional image, reputation and/or financial stability.
- Permitting or granting use of an email or system account to another employee or persons outside the Food Bank. Permitting another person to use an account or password to access the Network or the Internet, including, but not limited to, someone whose access has been denied or terminated, is a violation of this policy.
- Using another employee’s password or impersonating another person while communicating or accessing the Network or Internet.
- Introducing a virus, harmful component, corrupted data or the malicious tampering.
- Accessing social media sites such as Facebook, LinkedIn, Twitter, Instagram, YouTube, etc.
- Shopping online.

Compliance – Though each individual is responsible for his/her own actions, management personnel are responsible for ensuring employee compliance with Food Bank policy. Any employee aware of a policy violation should immediately report the violation to their supervisor and/or the IT Manager.

Employees who violate this policy and/or use the Food Bank’s email system, network, Internet, or Intranet access for improper purposes will be subject to disciplinary action, up to and including termination.

Noncompliance – Violation of these policies will result in immediate disciplinary action up to and including termination.

Policy #4.15 CONFIDENTIALITY

Effective Date	11-30-14
Revised Date	11-30-14

POLICY STATEMENT

Employees must not disclose any confidential information, purposefully or inadvertently (through casual conversation), to any unauthorized person inside or outside the Food Bank. Employees who are unsure about the confidential nature of specific information must ask their supervisor for clarification.

The misuse, unauthorized access to, or mishandling of confidential information, particularly personnel information and electronic data, is strictly prohibited and may result in disciplinary actions up to and including immediate termination.

At all times during the day the Food Bank has guests on the premises, such as board members, volunteers and partnering agencies. At all times employees should be aware of these guests and must protect any and all confidential information. Confidential conversations, whether in person or on the phone, should be conducted behind closed doors.

Policy #4.16 SUBSTANCE ABUSE

Effective Date	11-30-14
Revised Date	11-30-14

POLICY STATEMENT

The Food Bank is committed to complying with all applicable provisions of the Drug-Free Workplace Act. Any illegal manufacture, distribution, dispensing, possession or use of illegal drugs, or unauthorized possession or use of alcoholic beverages on the Food Bank's time or premises is strictly prohibited.

Alcohol abuse or illegal drug use and its physiological effects represent a threat to the wellbeing and security of employees and could cause extensive damage the Food Bank's reputation and community standing.

PROCEDURE

1. Any employee reporting for work under the influence of illegal drugs, alcohol, prescription drugs taken in non-prescribed amounts, or in an otherwise unfit condition to work may be subject to suspension without pay, referral for testing, or discharge or other action as deemed appropriate by management.

2. As a condition of employment each employee must notify the Food Bank of any criminal drug statute conviction or violation occurring on the Food Bank's premises or on the premises of any company client no later than 5 days after the conviction.

3. If an employee voluntarily seeks help regarding a drug or alcohol problem, he or she will be referred to the CEO on a confidential basis. In such cases, the employee may be placed on a medical leave of absence. An employee may not attempt to use this section to avoid discipline or discharge.

Policy #4.17.1 VEHICLE USE

Effective Date	11-30-14
Revised Date	01.22.20

POLICY STATEMENT

Vehicles used for Food Bank business must be operated in a consistent manner. The following policy addresses the procedures.

PROCEDURE

The procedures must be followed to avoid damage, injury, or abuse to the vehicles, facility and/or its users.

1. Company Vehicle
   - Use of Food Bank owned or leased vehicles for personal purposes is prohibited.
   - Drivers must have an appropriate state required class of license for the vehicle operated.
   - Requests for vehicles will be honored on a first-come, first-served basis. The Operations Director may use their discretion to ensure that no group or individual monopolizes the use of the vehicles. When scheduling conflicts arise, the Operations Director may request a final decision from the CEO to resolve the conflict in schedules.
   - Only licensed drivers who have been approved by the Operations Director and/or the CEO may drive any vehicle for Food Bank business.
   - Drivers must drive responsibly at all times and follow all traffic regulations, including the speed limit.
   - Upon returning the vehicle, please remove trash and belongings from interior.
   - Report any maintenance needs and/or accidents/damage immediately to the Operations Director. Return all key(s) to the Operations office. Staff and/or members may not keep copies of the vehicle keys in their possession.
   - For all accident/damages see Vehicle Incident Policy below.
   - All passengers must be seated and in their seat belts at all times while vehicle is moving. There may not be more passengers in any vehicle than the number of seatbelts in the vehicle.
   - Smoking is prohibited at all times in any of the Food Bank vehicles.
   - Drivers may not answer, or talk on their cell phones while operating a Food Bank vehicle.
   - The Food Bank reserves the right to remove any driver from the approved driver list.

2. Personal Vehicle
   - Use of your personal vehicle for Food Bank business must be approved by the CEO.
   - Drivers must have an appropriate state required class of license for the vehicle operated.

VEHICLE USE *(continued)*

- Food Bank policy states that Individuals who use their personal vehicle for Food Bank business must have insurance with minimum coverage as stipulated by state requirements. Employee must provide a copy of insurance from your personal auto insurer that indicates the coverage meets state requirements. Employee is required to notify the Food Bank immediately if they are no longer covered by their personal auto insurance or no longer obtain a license to drive.
- The Food Bank reimburses employees who use their personal vehicle for Food Bank business based on the IRS recommendations which covers insurance and fuel costs. *(The standard mileage rate for business is based on an annual study of the fixed and variable costs of operating an automobile. The rate for medical and moving purposes is based on the variable costs. (Updated from IRS.gov 17 Dec 2015))*
- Drivers must drive responsibly at all times and follow all traffic regulations, including the speed limit.
- For all accident/damages see Vehicle Incident Policy below.
- In the event of an accident the Food Bank will pay the deductible and rental car with the following conditions:
  - The accident was not the employee's fault.
  - There was not a Food Bank vehicle available for the employee to use.
- All passengers must be seated and in their seat belts at all times while vehicle is moving. There may not be more passengers in any vehicle than the number of seatbelts in the vehicle.
- Drivers may not answer, or talk on their cell phones while operating their personal vehicle for Food Bank business.

3. Vehicle Incident Policy – If you are involved in a vehicle incident, the following are required steps you must take:

- Pull out of the driving lane onto the shoulder or into a parking lot.
- Activate emergency flashers.
- If another vehicle is involved immediately contact police (911) to advise them of the accident and report any injuries. If this happens in a parking lot and involves property contact the business.
- Call your supervisor and explain what happened.
- Do not admit fault or give a written statement.

Exchange the following information with parties involved:

- Company name
- Driver's name
- Driver's license number and state
- Phone number
- Address
- Insurance company and policy number
- License plate number

FOOD BANK
WICHITA FALLS AREA

VEHICLE USE *(continued)*

- When you return to the Food Bank be prepared to provide the following additional information:
  - Make, model and year of vehicle
  - Damage to both vehicle (or property)
  - Injury to driver, if any
  - Date, time, road and weather conditions
  - Names and phone numbers to any passengers
  - Injuries to any passengers
  - Names and phone numbers to any witness
  - Copy of any photographs
- Upon your return you will be subject to a drug screen.

FOOD BANK
WICHITA FALLS AREA
Employment

Policy #4.17.2 MOTOR VEHICLE RECORD Effective Date: 12-11-17

Wichita Falls Area Food Bank policy requires that every employee or volunteer with driving duties has a motor vehicle record (MVR) meeting the grading requirements below. This MVR policy applies both to drivers of organization-owned vehicles, as well as employees or volunteers using personal vehicles in the course of the organization's business.

MVRs will be examined prior to the start of employment, and annually thereafter. Volunteers with driving duties also must have MVRs that meet the standards outlined below. It will be your responsibility to notify Wichita Falls Area Food Bank of any license status changes once you have successfully qualified to be an "Authorized Driver".

Any job offer made to an employee-candidate for a position with driving duties shall be contingent upon an MVR meeting these required standards:

4. All operators must have had at least five years of driving experience.
5. No drivers may have a "borderline" or "poor" MVR. MVRs will be graded based on the table below.
6. Driving records must remain "acceptable" or "clear" as graded on the table below for continued employment/ volunteering in positions with driving duties.

Number of Minor Moving Violations	**Number of Preventable Accidents**			
	0	1	2	3
0	Clear	Acceptable	Borderline	Poor
1	Acceptable	Acceptable	Borderline	Poor
2	Acceptable	Borderline	Poor	Poor
3	Poor	Poor	Poor	Poor
4	Poor	Poor	Poor	Poor

Evaluate over the most recent 3 years.
Any serious violation in any time period is equal to a poor MVR.

Minor Violations	**Serious Violations**
• Motor Vehicle equipment load or size requirement • Improper/failure to display license plate • Failure to sign or display registration • Failure to have drivers license in possession (if valid license exists) • Any moving violation that is not a serious violation	• Driving under the influence of alcohol/drugs or chemical test refusal • Driving after suspension or revocation of license • Any criminal conviction involving an automobile (including fleeing or eluding a police officer or leaving the scene of an accident) • Reckless Driving • Speeding 15 miles above posted limit

FOOD BANK
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"Authorized Driver" Annual Evaluation of Violations and Accidents

I, _____, certify that the following is a true and complete list of accidents and traffic violations reported by me, or on my motor vehicle report during the last 3 years.

Date	Moving Violations/Accident	Location	Type of Vehicle

_____ _____ _____

Date **Driver Name** **Driver Signature**

_____

Reviewed By

Policy #4.18.1 SAFETY

Effective Date	11-30-14
Revised Date	11-30-14

POLICY STATEMENT

The Food Bank is committed to providing a safe and healthful workplace for all employees and complies with all applicable provisions of OSHA (Occupational Safety and Health Administration) as well as City Ordinances. Maintaining a safe work environment, however, requires the continuous cooperation of all employees. You are responsible for reporting all safety, health, and fire hazards promptly to your supervisor or the CEO.

PROCEDURE

1. Employees are responsible for reporting all safety, health, and fire hazards promptly to his or her supervisor or the CEO.

2. When an injury is sustained while at work, it must be reported immediately to their direct supervisor or the CEO. Upon notification the employee is required to assist with the completion of the Incident/Accident Report form and any additional forms as needed. The employee will also be required to submit to a drug test. If an employee is injured on the job, the Food Bank provides coverage and protection in accordance with the Workers' Compensation law.

   Failure to report accidents is a serious matter as it may preclude an employee's coverage under Workers' Compensation Insurance.

3. Use of tobacco and tobacco products is prohibited on the Food Bank's premises except in the designated smoking areas. Use of tobacco products refers to the lighting and/or smoking of cigarettes, e-cigarettes, cigars, pipes, vapes, chewing tobacco, snuff, or other similar items is acceptable only in the designated smoking areas.

   The designated smoking area is the grass square behind the semi-trailers on the east end of the building. Tobacco use is only allowed during the employee's lunch hour and their 15-minute afternoon break.

   Violation of this policy could result in one of the following forms of corrective actions: immediate discharge, suspension, probation, oral warning or written warning. In arriving at a decision for proper action, the seriousness of the infraction, the past record of the employee and the circumstances surrounding the matter will all be taken into consideration.

SAFETY *(continued)*

4. No firearms are allowed in the Food Bank building at any time.

5. All staff members, volunteers, board members, and guests are required to sign in/out at the front desk. This allows the Food Bank to know who is on the property in the event of an emergency.

6. Fire & Tornado drills will be conducted on a regular basis. A complete copy of the Emergency Action Plan is included with this document.

   - FIRE – In the event of a fire, all staff members, volunteers, board members, and guests will meet in the gravel parking lot across the street from the Food Bank.
   - TORNADO – In the event of a tornado, all staff members, volunteers, board members, and guests should gather in one of the two (2) tornado-safe bathrooms located in the warehouse.

7. Warehouse Guidelines – Anyone working in the warehouse as staff and volunteers must observe the following guidelines:
   - Absolutely no food, beverages, or tobacco products in the warehouse
   - Trash or other debris on the floor can be a health or safety hazard. It is everyone's responsibility to pick it up and dispose of it properly
   - All outerwear such as coats, jackets, vests, or other clothing must be hung on the designated coat hooks – they must never be placed on the floor or on pallets (full or empty)
   - All jewelry and cosmetic items must be removed while working in the warehouse. Examples include, but are not limited to:
     - Visible or exposed piercings and body jewelry *
     - Watches
     - Earrings
     - Necklaces
     - Bracelets
     - Rings with settings
     - False fingernails
     - False eyelashes
     - Fingernail polish

**Body jewelry is defined as adornments to the face or body that are seemingly suspended on the skin with no visible piercings or other attachment point. There are typically suspended on the body or face through implantation of a magnet below the skin to hold the jewelry in place.*

Policy #4.18.2 Procedures for Frozen or Burst Pipes **Effective Date: 12-11-17**

Frozen Pipes

Turn off the water supply to minimize any water damage if a pipe bursts.
Move any possessions/inventory which are near frozen pipes in case pipes burst.
Find the frozen pipe and check the flow of water. Zero, or very little flow, indicates you're near the frozen area of piping. Feel along the pipes to locate frozen areas and look for bulging.
Thaw out the pipe by using a hairdryer (if no standing water is in the area) or wrap warm towels around the pipe. Open any taps nearest to the frozen pipe as this will let the water flow as it melts.
If the frozen pipe cannot be located or thawed, call a licensed plumber.
At any time during this procedure it is thought the pipe cannot be thawed or may burst, call a licensed plumber.

Burst Pipe

Shut off the water at the main valve.
If the break is in a hot water pipe, the valve on top of the water heater should be closed.
Call a licensed plumber.

Policy #4.19 TRAVEL TIME AND EXPENSES

Effective Date	11-30-14
Revised Date	12-30-16

POLICY STATEMENT

In an effort to provide the most current and relevant information and resources to the staff of the Food Bank, attendance at trainings and conferences may be required. These opportunities could be in or out of town. The Food Bank will make every effort to provide ample notice to employees who are expected to attend these trainings.

- **Overnight, Out-of-Town Trips**
  Non-exempt employees who will be traveling to or attending trainings/conferences during their normally scheduled working hours will be compensated just as they would be if they were at the Food Bank (except for meal periods). Time spent outside of trainings and/or conferences will not be considered for compensation.

- **Out-of-Town Trips for One Day**
  Non-exempt employees who travel out of town for a one-day assignment will receive compensation for all travel time, except for, among other things: (a) time spent traveling between the employee's home and the railroad, bus or plane terminal; and (b) meal periods.

- **Local Travel**
  Non-exempt employees will receive compensation for time spent traveling from one job site to another job site during a workday. The trip home, however, is non-compensable when an employee goes directly home from his/her final job site.

- **Commuting Time**
  Under the Portal to Portal Act, travel from home to work and from work to home is generally non-compensable. However, if a non-exempt employee regularly reports to a worksite near his/her home, but is required to report to a worksite farther away than the regular worksite, the additional time spent traveling is compensable.

- **Meals & Incidentals**
  The Food Bank follows the recommended per diem rates set forth on the U.S. General Services Administration website. General and location specific per diem rates can be located at the following link: http://www.gsa.gov/portal/content/101518. The rates listed are the maximum amounts that will be reimbursed while traveling for the Food Bank.

TRAVEL TIME AND EXPENSES *(continued)*

- **Mileage Reimbursement**
  If employees use their personal vehicles for business travel, mileage will be reimbursed as per
  the Treasury Board Guidelines and for appropriate parking fees. The Food Bank will not be responsible for fuel, maintenance, traffic or parking violations.

GENERAL GUIDELINES

- Original detailed receipts are required for reimbursement of all expenses.
  Examples of expenses:
  - Original receipts for airplane / train travel
  - Credit card and cash receipts
  - Detailed merchant receipts: meals, hotels and cab/shuttle receipts, etc.

  ** Note - alcoholic beverages are not covered expenses and will not be reimbursed.

- Receipts must be accompanied with notations which outline:
  - The nature of the expense
  - The name and titles of the individuals involved
  - The purpose for the expense

- All receipts must be the original receipt and must be submitted within 7 days of returning to work to the Food Bank along with the coordinating Expense Report.

- **Expense Reports**
  Expense reports (for both out of pocket and credit card use) will need to be filled out and turned in to the immediate supervisor for approval before any reimbursement will be distributed. Copies of the Expense Reports can be found in the Attachments section of the employee handbook.

Policy #4.20 WHISTLEBLOWER

Effective Date 11-30-14
Revised Date 11-30-14

POLICY STATEMENT

The Food Bank is committed to the highest possible standards of ethical, moral and legal conduct. This policy aims to provide an avenue for employees to raise concerns and reassurance that they will be protected from reprisals or victimization for whistleblowing in good faith.

The whistleblowing policy is intended to cover serious concerns that could have a large impact on the Food Bank, such as actions that:

- May lead to incorrect financial reporting;
- Are unlawful;
- Are not in line with company policy, including the Code of Ethics; or
- Otherwise amount to serious improper conduct.

The Food Bank subscribes to the services of Lighthouse, which is a comprehensive and confidential reporting tool to assist management and employees to work together to address fraud, abuse, and other misconduct in the workplace, all while cultivating a positive work environment.

Why do we need a system like Lighthouse?

- We believe that our employees are our most important asset. By creating open channels of communication, we can promote a positive work environment and maximize productivity.
- An effective reporting system will support our other efforts to foster a culture of integrity and ethical decision-making.

To Make a Report to Lighthouse

You may use either of the following two methods to submit a Lighthouse report:

Telephone: Call the Hotline at 844.710.0006 (toll-free in the United States and Canada)

OR

Online: Go to: www.lighthouse-services.com/wfafb

WHISTLEBLOWER *(continued)*

Calls to the Hotline will be answered by a Lighthouse representative, *not by a Wichita Falls Area Food Bank employee.* No retaliatory action will be taken against anyone for reporting or inquiring in good faith about unethical behavior or for seeking guidance on how to handle suspected breeches of conduct. All reports made will be carefully reviewed by Feeding Texas, then referred to the CEO at the Wichita Falls Area Food Bank. Complaints about the CEO will be forwarded to the Chairmen of the Board.

After you complete your report you will be assigned a unique code called a "report key." Write down your report key and password and keep them in a safe place. After 5 business days, you can use your report key and password to check your report for feedback or questions.

Wichita Falls Area Food Bank Code of Ethics and Conduct Code requires directors, officers and employees to observe high standards of business and personal ethics in the conduct of their duties and responsibilities. As employees and representatives of the Food Bank, we must practice honesty and integrity in fulfilling our responsibilities and comply with all applicable laws and regulations.

Reporting – General

May I report using either the Internet or the telephone?

Yes. With Lighthouse, you have the ability to file a confidential, anonymous report via either the telephone or the Internet.

What type of situations should I report?

The Lighthouse system is designed for employees to report any violation of our stated Code of Conduct, or other concern you may have.

If I see a violation, shouldn't I just report it to my manager, security, or human resources and let them deal with it?

When you observe some behavior that you believe violates our code of conduct, we expect you to report it. Ideally, you should bring any concerns forward to your direct manager, or other member of our management team. We recognize, however, that there may be circumstances when you are not comfortable reporting the issue in this manner. It is for such circumstances that we have partnered with Lighthouse. We would rather you report anonymously than keep the information to yourself.

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WHISTLEBLOWER *(continued)*

Why should I report what I know? What's in it for me?

We all have the right to work in a positive environment and with that right comes the responsibility of acting in an ethical manner and letting the appropriate people know if someone is not acting appropriately. By working together, we can maintain a healthy and productive environment. Corporate misconduct can threaten the livelihood of an entire company.

Does management really want me to report?

We certainly do. In fact, we *need* you to report. You know what is going on in our company - both good and bad. You may have initial knowledge of an activity that may be cause for concern. Your reporting can minimize the potential negative impact on the company and our people. Also, offering positive input may help identify issues that can improve corporate culture and performance.

Where do these reports go? Who can access them?

Reports are entered directly on the Lighthouse secure server to prevent any possible breech in security. Lighthouse makes these reports available only to specific individuals within the company who are charged with evaluating the report, based on the type of violation and location of the incident. Each of these report recipients has had training in keeping these reports in the utmost confidence.

Isn't this system just an example of someone watching over me?

The Lighthouse system concentrates on being a positive aspect of our overall philosophy, and allows us to assure a safe, secure, and ethical workplace. You are encouraged to seek guidance on ethical dilemmas, provide positive suggestions, or communicate a concern. Effective communication is critical in today's workplace and this is a great tool to enhance that communication. We have carefully chosen the best reporting tool to meet our compliance obligations while maintaining a positive reporting environment.

WICHITA FALLS AREA

WHISTLEBLOWER *(continued)*

Reporting Security & Confidentiality

It is my understanding that any report I send from a company computer generates a server log that shows every web-site that my PC connects with, and won't this log identify me as a report originator?

Lighthouse does not generate or maintain any internal connection logs with IP addresses, so no information linking your PC to Lighthouse is available. In fact, Lighthouse is contractually committed not to pursue a reporter's identity.

If you feel uncomfortable making a report on your work PC, you have the option of using a PC outside our work environment (such as one located at an Internet café, at a friend's house, etc.) through the Lighthouse secure website. .

Can I file a report from home and still remain anonymous?

A report from home, a neighbor's computer, or any Internet portal will remain secure and anonymous. An Internet portal never identifies a visitor by screen name and the Lighthouse system strips away Internet addresses so that anonymity is totally maintained. Plus, Lighthouse is contractually committed not to pursue a reporter's identity.

I am concerned that the information I provide Lighthouse will ultimately reveal my identity. How can you assure me that will not happen?

The Lighthouse system is designed to protect your anonymity. However, if you wish to remain anonymous, you - as a reporting party - need to ensure that the body of the report does not reveal your identity by accident. For example, "From my cube next to Jan Smith…" or "In my 33 years…"

Is the telephone toll-free hot line confidential and anonymous too?

Yes. You will be asked to provide the same information that you would provide in an Internet-based report and an interviewer will type your responses into the Lighthouse Web site. These reports have the same security and confidentiality measures applied to them during delivery.

What if I want to be identified with my report?

There is a section in the report for identifying yourself, if you wish.

Tips & Best Practices

I am aware of some individuals involved with unethical conduct, but it doesn't affect me. Why should I bother reporting it?

Our company chooses to promote ethical behavior. All unethical conduct, at any level, ultimately hurts the company and all employees, including you. You only have to consider what happened in recent corporate scandals to see the disastrous effects that a seemingly harmless lapse in ethics can have on an otherwise healthy company. So if you know of any incidents of misconduct or ethical violations, consider it your duty to yourself and your coworkers to report it.

I am not sure if what I have observed or heard is a violation of company policy, or involves unethical conduct, but it just does not look right to me. What should I do?

File a report. Lighthouse can help you prepare and file your report so it can be properly understood. We'd rather you report a situation that turns out to be harmless than let possible unethical behavior go unchecked because you weren't sure.

What if my boss or other managers are involved in a violation? Won't they get the report and start a cover-up?

The Lighthouse system and report distribution are designed so that implicated parties are not notified or granted access to reports in which they have been named.

What if I remember something important about the incident after I file the report? Or what if the company has further questions for me concerning my report?

When you file a report at the Lighthouse Web site or through the Lighthouse Call Center, you receive a unique user name and are asked to choose a password. You can return to the Lighthouse system again either by Internet or telephone and access the original report to add more detail or answer questions posed by a company representative and add further information that will help resolve open issues. We strongly suggest that you return to the site in the time specified to answer company questions. You and the company now have

entered into an “anonymous dialogue” where situations are not only identified but can be resolved, no matter how complex.

Are these follow-ups on reports as secure as the first one?

All Lighthouse correspondences are held in the same strict confidence as the initial report, continuing under the umbrella of anonymity.

Can I still file a report if I don’t have access to the Internet?

You can file an Lighthouse report from any computer that can access the Internet. You can file from home. Many public locations, including the public library, have Internet computers. If you don’t have access or are uncomfortable using a computer, you can call the Lighthouse toll-free hotline 844.710.0006 which is available 24 hours a day, 365 days a year.

Policy #5.0 UNSCHEDULED ABSENCES

Effective Date	11-30-14
Revised Date	11-30-14

POLICY STATEMENT

Regular attendance and punctuality is expected from all employees. Habitual or unexpected absences may be cause for termination of employment. If you are absent from work for three consecutive workdays without reporting the absence, you will have abandoned your job and will be considered to have resigned effective the first day of your absence.

PROCEDURE

1. If it is necessary to be late or absent because of illness or for some other unanticipated reason, the employee should personally phone his/her immediate supervisor or director. If emergency circumstances prevent the employee from calling personally, notification from a family member or friend meets this requirement. If the employee's supervisor or director is not available, the call should be placed to a co-worker who must notify both the supervisor and other employees as necessary. This should be done by the time the employee would normally report to work, failure to do so may result in disciplinary action.

2. If the employee will be absent more than one day, the employee's supervisor should be notified on the subsequent day(s) by the time the employee would normally report to work. For each subsequent unscheduled day of absence an employee must notify his/her supervisor or co-worker within the time frame outlined above, unless the absence falls under short-term or long-term disability.

3. If an employee receives a directive from a doctor with a release date to return to work, the Food Bank is required to honor that directive.

Policy #5.1 PAID TIME OFF

Effective Date	11-30-14
Revised Date	03.28.18

POLICY STATEMENT

Employees will be awarded paid time off (PTO) based on length of service:

PROCEDURE

1. Employees will not be allowed to work overtime without approval from their immediate Supervisor or CEO. It is mandated that each employee take a one-hour lunch break each day, and prior approval must be received from the supervisor to allow an employee to work through the lunch break. Employees will not be allowed to earn overtime by working through their lunch breaks. PTO or holiday pay is not used to calculate overtime.

2. Up to eight (8) hours of PTO may be carried over to the immediate next year. It cannot be accrued year over year.

3. If you voluntarily resign from WFAFB you will be paid for unused PTO time provided that a minimum of two weeks' notice was provided, you are eligible for rehire and remain in good standing with the Company. Employees, who are involuntarily discharged from WFAFB, resign without a two weeks' notice, or are not in good standing with the Company are not eligible to receive payment for unused PTO time. Upon termination of employment, employees will be paid for unused Vacation Leave, however, there will be a pro-rationing of the last annual amount of Vacation Leave granted the employee. For example, an employee who leaves in June will be eligible for 50% payout of their PTO based on years of services; however, if an employee has already used more than 50% they will not be eligible for any payout. It is the intent of the Food Bank that employees use the time they have earned in the course of the year.

4. New employees (with less than one year of service) will accrue PTO for each month served based on the attached schedule. On the one-year employment anniversary date, an employee's vacation will be pro-rated at the rate of 15 days of vacation from the anniversary date through the following December 31. On January 1st, (the second year January 1 of employment at the WFAFB), the employee will receive a full 15 days of Vacation Leave.

5. Employees will be allowed to use five (5) days of emergency PTO without providing prior notice. In order to allow for the occasional 24 hours virus, bereavement, or other family emergency, PTO will be deducted from the employee for any time totaling 8 hours or more. Violations of this policy, however, will result in a written warning to the employee. Any employee in violation of the policy for a second time is subject to termination at the will of the Food Bank. The CEO will review and make a determination on any extenuating circumstances that may apply.

6. Paid time off must be scheduled in a timely manner, a minimum of five (5) working days of notice to their supervisor for PTO is required. A supervisor may approve or deny PTO based on workload and scheduling. Each employee is encouraged to schedule PTO well in advance. In the event of intra-departmental conflicts, the following priorities for awarding PTO will be followed:

- CEO determination
- Length of notification. In order to secure desired time off, employees are encouraged to submit requests in writing as soon as possible.
- Length of service. In the event that PTO is requested at the same time for the same dates, length of service will be the determining factor.

PAID TIME OFF

7. Under extenuating circumstances, such as bereavement, employees in good standing who have used their PTO for the year may, borrow no more than five (5) PTO days from the next year. In the event the employee leaves before starting their next anniversary year, the borrowed PTO days will be deducted from their final paycheck. Employees must submit a request to be approved by their direct supervisor and the CEO.

Full Months of Service	Number of PTO Hours
1	
2	
3	
4	*4*
5	*8*
6	*12*
7	*16*
8	*20*
9	*24*
10	*28*
11	*32*

Full Years of Service as of anniversary work start date	Number of PTO days
1	*15*
2	*16*
3	*17*
4	*18*
5	*20*
6	*21*
7	*22*
8	*23*
9	*24*
10	*25*
11	26
12	27
13	28
14	29
15	30

Policy #5.2 PAID HOLIDAYS

Effective Date	4.2.18
Revised Date	3.11.21

POLICY STATEMENT

Full time employees will be granted ten (11) eight-hour paid holidays per year. Part time employees will receive pay based on Employment Classification Policy 2. These days will be:

- New Year's Day
- Martin Luther King, Jr. Day
- Good Friday
- Memorial Day
- Juneteenth
- Independence Day (July 4th)
- Labor Day
- Thanksgiving Day
- The day after Thanksgiving Day
- Christmas Eve and Christmas Day

PROCEDURE

1. A holiday that falls on a Saturday or Sunday will be observed on the nearest Friday or Monday. Holidays are not counted as part of PTO.

2. Full-time employees on an unpaid leave of absence are not entitled to holiday pay for holidays occurring during their leave.

Policy #5.3 OTHER PAID LEAVES

Effective Date 4.2.18
Revised Date 3.28.18

POLICY STATEMENT

Employees are entitled to paid leave under specific circumstances.

PROCEDURE

1. Jury Duty

   - A leave of absence will be granted to any employee who has been notified to have jury duty. Upon receipt of the summons to serve jury duty, the employee should immediately notify his/her supervisor. Additionally, a copy of the summons and a signed certificate of jury service must be turned in to the employee's direct supervisor and the Finance Director.

   - During this leave, employees will be compensated with their regular salary. Any check received for jury duty must be endorsed over to the Food Bank

2. Military Leave

   - An employee shall be granted military leave as specified below and by applicable law, provided that the supervisor receives advance verbal or written notice of the leave except when such notice is prohibited by military necessity or impossibility. In the granting of such leave, the Food Bank may require verification of an employee's military orders.

   - An employee granted temporary military leave for reserve training or active duty training will be entitled to receive the difference between their normal pay and the amount received
     from the military for the first 10 business days of such leave in any one fiscal year, provided that the employee has completed 12 months of continuous service prior to granting of the leave.

   - Following release from military service, an employee will be entitled to reinstatement as provided by State and Federal law.

3. Bereavement Leave

   All regular, full time and part-time employees are eligible for paid bereavement leave. An eligible employee may be paid up to three (3) days bereavement in the event of the death of an immediate family member for the purpose of making arrangements for and/or attending the funeral. Immediate family is defined as: spouse, children, stepchildren, parents, parents-

in-law, grandparents, brother, sister, son or daughter-in-law, brother or sister-in-law, grandparents-in-law and grandchildren. Pay for bereavement leave will be paid at your regular rate and for the hours actually missed. Bereavement paid time does not count towards the calculation of overtime.

Policy #5.4 Infectious Disease Control Policy

Effective Date: 9.27.21

Infectious Disease Control Policy

Wichita Falls Area Food Bank will take proactive steps to protect the workplace in the event of an infectious disease outbreak. It is the goal of Wichita Falls Area Food Bank during any such time period to strive to operate effectively and ensure that all essential services are continuously provided and that employees are safe within the workplace.

Wichita Falls Area Food Bank is committed to providing authoritative information about the nature and spread of infectious diseases, including symptoms and signs to watch for, as well as required steps to be taken in the event of an illness or outbreak.

Preventing the Spread of Infection in the Workplace

Wichita Falls Area Food Bank will ensure a clean workplace, including the regular cleaning of objects and areas that are frequently used, such as bathrooms, breakrooms, conference rooms, door handles and railings.

We ask all employees to cooperate in taking steps to reduce the transmission of infectious disease in the workplace. The best strategy remains the most obvious—frequent hand washing with warm, soapy water; covering your mouth whenever you sneeze or cough; and discarding used tissues in wastebaskets.

Unless otherwise notified, our normal attendance and leave policies will remain in place. Individuals who believe they may face particular challenges reporting to work during an infectious disease outbreak should take steps to develop any necessary contingency plans. For example, employees might want to arrange for alternative sources of childcare should schools close and/or speak with supervisors about the potential to work from home temporarily or on an alternative work schedule.

Temperature Screening

Wichita Falls Area Food Bank may decide to initiate a temporary program to measure temperatures during any outbreak of a contagious disease. In that case, all employees will have their temperature taken upon reporting to work. Employees should enter through the front door upon arrival to work and take their temperature using the touchless thermometer mounted on the wall prior to entering any other areas of Wichita Falls Area Food Bank property.

An employee who has a fever at or above 100.4 degrees Fahrenheit will be sent home.

Vaccinations

Wichita Falls Area Food Bank will provide information to its employees in the event there are vaccinations available concerning any communicable disease. It is the intent of Wichita Falls Area Food Bank to strongly encourage all employees to receive the vaccinations available to protect themselves, their peers, and the customers and visitors. Employees are to report when they have received any such vaccination to HR so it can be recorded in the appropriate personnel records.

Limiting Travel

All nonessential travel should be avoided until further notice. Employees who travel as an essential part of their job should consult with management on appropriate actions.

Telecommuting

Telework requests will be handled on a case-by-case basis. While not all positions will be eligible, all requests for temporary telecommuting should be submitted to your manager for consideration.

Policy #5.4 Infectious Disease Control Policy (continued)

Staying Home When Ill

Many times, with the best of intentions, employees report to work even though they feel ill. During an infectious disease outbreak, it is critical that employees do not report to work while they are ill and/or experiencing the following symptoms include: fever, cough, sore throat, runny or stuffy nose, body aches, headache, chills and fatigue, etc. Employees who report to work ill will be sent home in accordance with these health guidelines or others recommended by the Center for Disease Control or the local health department.

Requests for Medical Information and/or Documentation

If you are out sick or show symptoms of being ill, it may become necessary to request information from you and/or your health care provider. In general, we would request medical information to confirm your need to be absent, to show whether and how an absence relates to the infection, and to know that it is appropriate for you to return to work. As always, we expect and appreciate your cooperation when medical information is sought.

Confidentiality of Medical Information

Our policy is to treat any medical information as a confidential medical record. In furtherance of this policy, any disclosure of medical information is in limited circumstances with supervisors, managers, first aid and safety personnel, and government officials as required by law.

Social Distancing Guidelines for Workplace Infectious Disease Outbreaks
In the event of an infectious disease outbreak, Wichita Falls Area Food Bank may implement these social distancing guidelines to minimize the spread of the disease among the staff.

During the workday, employees are requested to:

1. Avoid meeting people face-to-face. Employees are encouraged to use the telephone, online conferencing, e-mail or instant messaging to conduct business as much as possible, even when participants are in the same building.
2. If a face-to-face meeting is unavoidable, minimize the meeting time, choose a large meeting room and sit at least one yard from each other if possible; avoid person-to-person contact such as shaking hands.
3. Avoid any unnecessary travel and cancel or postpone nonessential meetings, gatherings, workshops and training sessions.
4. Do not congregate in work rooms, pantries, copier rooms or other areas where people socialize.
5. Bring lunch and eat at your desk or away from others (avoid lunchrooms and crowded restaurants).
6. Encourage members and others to request information and orders via phone and e-mail in order to minimize person-to-person contact. Have the orders, materials and information ready for fast pick-up or delivery.

Policy #5.4 Infectious Disease Control Policy (continued)

Outside activities

Employees might be encouraged to the extent possible to:

1. Avoid public transportation (walk, cycle, drive a car) or go early or late to avoid rush-hour crowding on public transportation.
2. Avoid recreational or other leisure classes, meetings, activities, etc., where employees might meet contagious people.

Policy #5.4.1 Covid Protocol

Effective Date: 9.27.21

POLICY STATEMENT

The Wichita Falls Area Food Bank (WFAFB) is committed to providing a safe and healthy workplace for all our employees and [clients, agencies, guests, etc.]. To ensure we have a safe and healthy workplace, we have developed the following COVID-19 Preparedness Policies in response to the COVID-19 pandemic. All employees are responsible for implementing this policy. The goal is to mitigate the potential transmission of COVID-19 in our workplace and community, and that requires full cooperation from our employees. These policies follow guidance developed by the Centers for Disease Control and Prevention (CDC) and the Wichita County Health Department.

PROTOCOL

a. Employees should familiarize themselves with the common symptoms of COVID-19 and monitor for those. If any symptoms should develop, employees should stay home, notify their supervisor, and contact their health care provider to seek testing.
b. All employees will use the provided equipment to measure their temperature once each day upon entering the front door of the building. Anyone with a temperature greater than 100.4° F should immediately leave the building, inform their supervisor of their fever, begin quarantining at home, and contact their health care provider to seek testing.
c. WFAFB requires all employees to stay at least six feet apart whenever possible, regardless of if masks are being worn. If physical distancing is not possible, employees should limit the time of the contact and avoid any physical contact.

If an employee is made aware of an exposure to COVID-19 outside of the workplace (either by the positive individual or the Health Department), they must inform their supervisor and immediately begin quarantining at home.

A sick or exposed employee must quarantine as recommended by the CDC, Local Health Department or their physician whichever is the most restrictive.
An employee whether vaccinated or unvaccinated that must quarantine due to a positive test will be paid up to 80 hours of COVID pay per calendar year. Any employee that is required to quarantine but does not test positive will be required to utilize their PTO during their time off or take time without pay.

Policy #5.5 UNPAID LEAVE OF ABSENCE

Effective Date	11-30-14
Revised Date	08.22.18

POLICY STATEMENT

The CEO may grant an unpaid leave of absence subject to management discretion and the needs of the organization.

DEFINITION

An unpaid leave of absence is an absence from work, with the approval of the employee's supervisor and the CEO, normally lasting a minimum of 5 days and a maximum of 12 weeks. It is granted for personal reasons other than those specifically defined under other leave policies.

PROCEDURE

1. Employees who have completed 1 year of service (measured from the anniversary date of hire) are eligible to request an unpaid leave of absence.

2. An employee must request an unpaid leave of absence in advance and submit supporting documentation when necessary.

3. An employee on an unpaid leave of absence will not accrue PTO.

4. Arrangements can be made for an employee to pay for continuation of insurance benefits during the unpaid leave period.

5. Reinstatement

    - Any employee returning to the Food Bank immediately upon conclusion of taking an unpaid leave of absence will be reinstated at prior benefit levels and tenure.

    - Insurance benefits will be handled in accordance with the insurance carriers' requirements. Full reinstatement without waiting periods and eligibility cannot be guaranteed.

5.6 Customer Complaint Program

Effective Date: 12-11-17

Purpose

Wichita Falls Area Food Bank (WFAFB) is responsible for ensuring that all products handled by our facility are safe, unadulterated, correctly labeled, and effective for their intended use. The Customer Complaint Program is intended to address agency and client complaints regarding food safety, food quality or distribution service in an effort to protect public health. WFAFB uses standards from FDA, Feeding America and City of Wichita Falls Health Department safety codes, including its authority to inspect, take samples, review records and investigate complaints. To the extent possible, WFAFB solicits the cooperation of industry partners to resolve complaints but, when necessary, may seek legal action.

Scope

WFAFB will investigate complaints to determine the seriousness of the problem, take appropriate actions, and when necessary report complaints to manufacturers and the local health department. This program outlines the processes for investigating complaints, identifying and correcting issues, and communicating results to the complainant and appropriate staff, and others as identified.

For the purpose of this program, the term *Customer* is defined as either a Partner Agency OR the client of a Partner Agency. Food safety complaints are defined as those which could result in illness or injury. A food quality complaint is one in which the food smells, appears, or taste is compromised or appears compromised. A service complaint is any concern related to any service provided by WFAFB to Partner Agencies, including but not limited to distribution of food products, educational programs, site visits, meetings, etc. It also includes a concern related to any service provided by a Partner Agency to a person seeking food assistance.

Complaints involving any of these issues require an immediate response and detailed documentation, from the onset of the complaint through resolution. In addition to documenting complaints, all necessary efforts will be made to identify and correct problems, with particular concern for those that could result in unsafe food being distributed from the Food Bank.

Procedures:

All customer complaints will be reported to Michelle Oates, Administrative Director via email at michelleoates@WFAFB.org or by phone at 940-766-2322 or mailed to: Wichita Falls Area Food Bank, 1230 Midwestern PKWY, Wichita Falls, TX 76302, Attn: Michelle Oates.

If the situation is an emergency that requires immediate action, please direct callers to contact Emergency Services at 911 prior to logging their complaint.

Upon receipt of a customer complaint, WFAFB takes all complaints seriously and investigates promptly, and may request additional information from the person who filed the report before taking action. A Complaint Investigation will be initiated by the Administrative Director or their designate. Investigations may include contacting the retailer, distributor, or manufacturer to identify the responsible firm, and visiting the facility location. Once the basic information is established, WFAFB will determine if the complaint requires referral to an outside agency. If the complaint is for a product outside WFAFB's jurisdiction, the appropriate food safety agencies are notified.

The following staff members have responsibilities within this process:

Step 1:	Administrative Director
Step 2:	Administrative Director
Steps 3-5:	Operations Director, Facilities Manager, Administrative Director
Step 6:	Operations Director, Receiving Clerk
Step 7:	Operations Director, Administrative Director
Step 8:	Administrative Director

In addition to those positions with responsibility for the process, any staff member with relevant knowledge may be interviewed as a witness. The Administrative Director will provide oversight and may request additional assistance from other Directors when needed. For example, should there be media involvement, the Director of Marketing and Development will be notified and will liaise with media per direction of the CEO.

FOOD BANK
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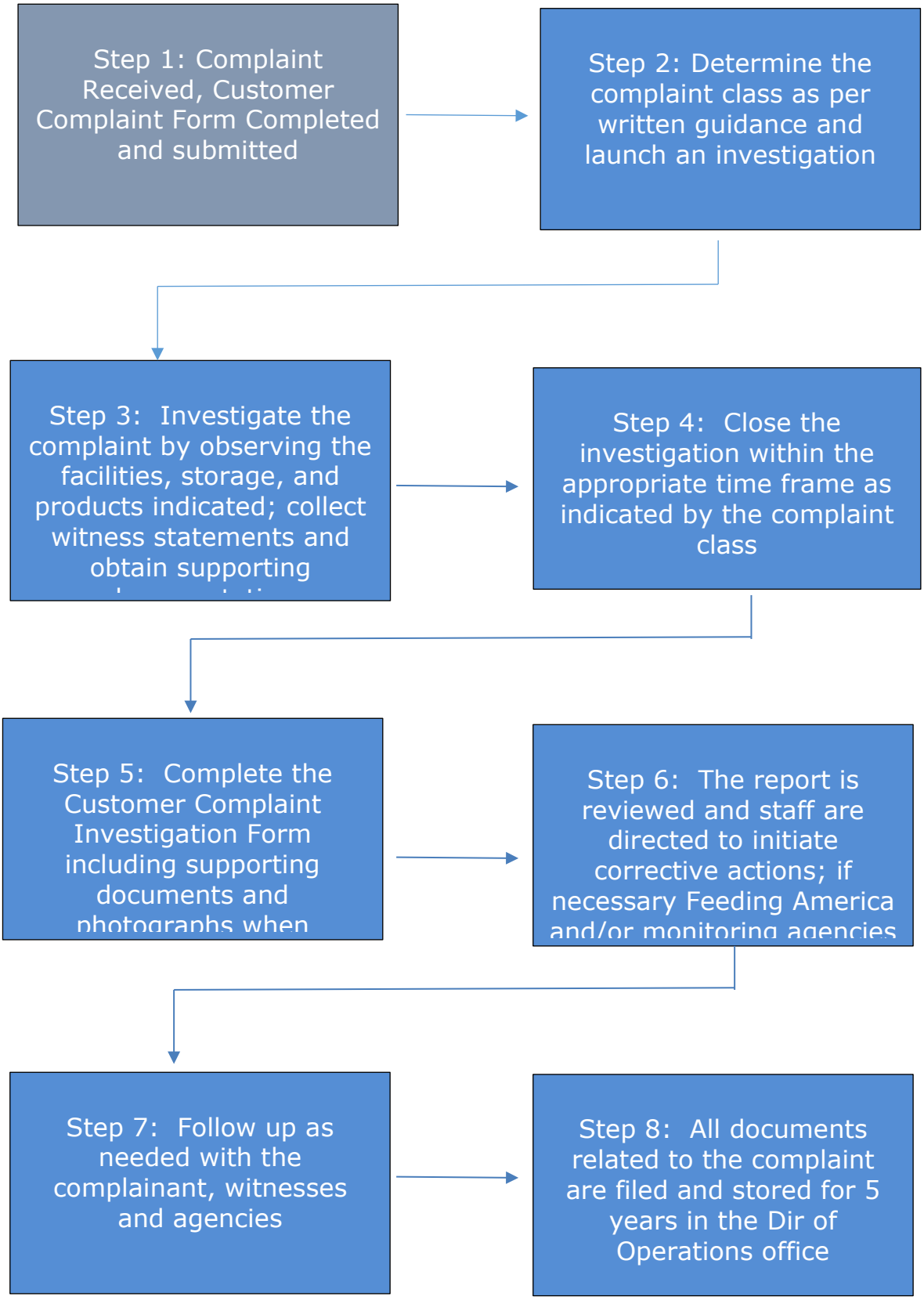
Complaint Process Diagram



Categories for Food Safety and Quality Complaints

Class I (Emergency):

This category includes any incident, which presents, or may reasonably be expected to present: (a) serious adverse health consequences including a threat to life, a necessity for immediate medical or surgical intervention by professional medical or health personnel or permanent damage or impairment of a body structure or function; or (b) other adverse health consequences where significant numbers of people are or may be expected to be at risk (e.g., botulism, paralytic shellfish poisoning, or product tampering).

Class I complaints are immediately investigated to protect the public health. Investigations are initiated immediately and completed within 24 hours. The local health department or FDA officials and other state or federal agencies are advised as required. If it becomes apparent from the investigation that products outside Texas are affected, the appropriate federal agencies and Feeding America are notified.

Class II (Urgent):
This category includes any incident, which presents, or may reasonably be expected to present, other adverse health consequences, which are temporary or medically reversible in nature. (Example: finding a foreign object in a food product.)

Class II complaints are investigated based on the inherent risk of injury that the issue poses. Investigations are initiated immediately and completed within 2 business days. Appropriate officials and other state or federal agencies are advised as needed.

Class III (Other):
This category includes any incident, which presents, or may reasonably be expected to present, no adverse health consequences. (Example: short-fill weight, high fat in hamburger.) Class III complaints are generally referred to the responsible firm for corrective action. The complaint is most often referred by telephone or letter, and FDA requests to be notified of the follow-up actions taken by the firm. Complaints involving products manufactured out-of-state are coordinated with the appropriate federal agency (e.g., FDA, USDA, or City Health Department) for follow-up with the manufacturer.

Class III complaints do not involve illness or injury (e.g., spoiled foods, unidentified particles, bugs inside food packages). Investigations are initiated within 1 business day and responded to within 3-4 business days. This type of complaint may be referred to the Local Health Department for further investigation. All other food complaints not involving an illness or injury (e.g., swollen cans of tomato sauce, a cupcake with metal fragments in it or "foul" tasting produce) should be referred to the manufacturer or distributor.

Education and Training

WFAFB staff members will be trained on the proper gathering of information, identifying root causes, solving immediate concerns and developing preventative
action to prevent recurrence of similar issues. Employees shall be reminded in the annual food safety training about the importance of receiving feedback, from clients and agencies.

Monitoring

Program review will be conducted as follows:

- Annually
- When program procedures fail

- When a lapse in the program occurs, or could have resulted in a program failure

Verification and Record Keeping

Safety Committee will conduct periodic review of Consumer Complaint Program and its process. Should any discrepancies in the program or process be identified, immediate revision or corrective actions will be taken. Preventative actions may include revision of Consumer Complaint Program or communication to employee, volunteers, clients or agencies. Records will be retained for two years.

Document Modification History

Maintain the Document Modification History table:

Date:	Page(s) modified:	Modified by:	Modification Description
10-1-17		Kara Nickens	Document created

Policy #6.0 HEALTH, LIFE AND RETIREMENT BENEFITS

Effective Date	11-30-14
Revised Date	11-19-21

POLICY STATEMENT

Employees working a minimum of 30 hours per week may be entitled to certain employee benefits, which may include: health and life insurance, etc. These benefits may be modified or changed or eliminated at the Food Bank's sole discretion at any time. Please see the Benefits Manual, as well as the insurance carriers' Summary Plan Description (SPD) or contact the Finance Director for more information.

Employees become eligible for the medical plan after 60 days of employment. Coverage does not start until the first of the month after 60 days. Included in the plan is a $20,000 life insurance plan which is provided at no cost, subject to age restrictions. There are two plans available and the benefits for each plan are as listed on the attached chart. Effective Jan. 1, 2015 employees will be responsible for paying for 10% of their own medical plan as well as 100% of plans covering their spouse, children or family. Payments for the plan are done on a pre-tax basis, and are deducted from bi-weekly payroll. There will be two pay periods during the year in which no deductions will occur.

In addition to the medical plan, we also provide access to AFLAC benefits which are paid 100% by employees and can also be paid through payroll deduction.

We also make available a 403B retirement plan. Employees may contribute to this through payroll deduction. There is no employee match nor employer contribution.

We now offer a Simple IRA Plus plan. The board will determine annually if they make a matching contribution.

Policy #6.3 FEEDING AMERICA NETWORK BENEFITS

Effective Date	11-30-14
Revised Date	11-30-14

POLICY STATEMENT

From time to time, discounts and opportunities will be made available to the employees of Food Banks who are part of the Feeding America network.

PROCEDURE

Descriptions of current opportunities and any forms necessary to take advantage of those opportunities can be found in the Attachments section of this Personnel Handbook.

Policy 7.0 Administration of Federal Awards **Effective Date: 4.18.18**

7.11 Definitions

There are several types of agreements through which The Wichita Falls Area Food Bank may receive financial assistance from a Federal Department or Agency. Inserting "the WFAFB" as appropriate, these assistance types include:

Term	Definition
Grant	A financial assistance award given to WFAFB to carry out its programmatic purpose.
Contract	A mutually binding legal agreement where an organization agrees to provide supplies or services and the grantor agrees to pay for them.
Cooperative Agreement	A legal agreement where an organization implements a program with the direct involvement of the donor
Award	Throughout this manual, Federal assistance received will be referred to as a Federal "award."
Direct Costs	Costs that are incurred specifically for one award or non-Federal function.
Indirect Costs	Costs that either benefit more than one award (overhead costs) or non-federal function or that are necessary for the overall operation of WFAFB (management and general costs). WFAFB does not currently maintain an annual indirect cost budget.

With the exception of the Single Audit threshold increase, few new, significant Federal regulations were enacted in the Federal Office of Management and Budget's new regulation - 2 CFR Part 200 – issued and effective on December 26, 2013, that consolidated the Federal Government's guidance on grant Administrative Requirements. The prior separate regulations were assembled into a single document. The non-Federal entity total annual Federal expenditure that requires a Single Audit be performed increased from $500,000 to $750,000.

State of Texas Departments and Agencies issue program specific Handbooks with additional requirements for use and management of Federal funds passed through the State Agencies. The State Department of Agriculture Handbooks for each program are available on-line at: squaremeals.org/Publications/Handbooks.aspx.

7.12 Compliance with Laws, Regulations and Provisions of Awards

The Wichita Falls Area Food Bank recognizes that as a recipient of Federal funds, the Organization is responsible for compliance with all applicable laws, regulations, and provisions of grants. To ensure The Wichita Falls Area Food Bank meets this responsibility, the following policies apply with respect to every grant or contract received directly or indirectly from a Federal agency:

1. For each Federal award, the Marketing & Development Department is responsible for monitoring the award.
2. The Marketing & Development Department shall take the following steps to identify all applicable laws, regulations, and provisions of each grant and contract:
    a. Read each award and prepare a summary of key compliance requirements and references to specific laws and regulations.
    b. Review the "Uniform Guidance" (updated annually) published by the Office of Management and Budget (OMB) for compliance requirements unique to the award and for compliance requirements common to all Federal awards.
    c. Review the section of the Catalog of Federal Domestic Assistance applicable to the award.
3. The Marketing & Development Department shall obtain copies of applicable laws regulations (such as revisions to applicable CFRs, OMB Circulars, pertinent sections of compliance supplements, and other regulations)
4. The Marketing & Development Department shall identify and communicate any special changes in Policies and Procedures necessitated by Federal awards as a result of the review of each award.
5. The Marketing & Development Department shall take all reasonable steps necessary to identify applicable changes in laws, regulations, and provisions of contracts and grants. Steps taken in this regard shall include, but not be limited to:
    - Reviewing subsequent grant and contract renewals.
    - Reviewing annual revisions to the "Uniform Guidance" and
    - Communications with Federal awarding agency personnel.

7.13 Preparation and Review of Applications/Proposals

The Marketing & Development Department, working with department Directors, is responsible for preparing proposals/applications for projects for which WFAFB seeks special funding. All budgets prepared as part of application(s)/proposal(s) are to be developed in concert with the Accounting Department.

Copies of all completed federally-funded grant applications, as submitted, are to be copied to the Chief Executive Officer.

7.14 Post-Award Procedures

After an award has been made, the following steps shall be taken:

1. Verify the specifications of the grant or contract. The Marketing & Development Department shall review the terms, time periods, award amounts and expected expenditures associated with the award. All reporting requirements under the contract or award shall be summarized.
2. Compile Documentation. A file shall be established within the Marketing & Development Department for each grant. The file shall contain:

    - the proposal,
    - the application as submitted
    - all correspondence regarding the grant or contract,
    - the final signed award document
    - required documents – milestone progress reports, financial status reports, and funding requests submitted to the funding source.
    - procurement documents and associated copies of vendor invoices.
3. Grant management activities. Grant management activities include but are not limited to maintaining financial records in accordance with Federal requirements, ensuring procurements are in compliance with Federal procurement regulations; monitoring and maintaining grant budgets to avoid project overruns.

7.15 Fiscal Management of Federal Awards

7.15.1 Standards for Financial Management Systems

In accordance with 2 CFR Part 15, Standards for Financial Management Systems, it is the policy of The Wichita Falls Area Food Bank to maintain a financial management system that provides for the following:

1. Accurate, current and complete disclosure of the financial results of each federally-sponsored project or program in accordance with the reporting requirements of 2 CFR Part 15 and/or the award.
2. Adequate records that identify the source and application of funds for federally sponsored activities. These records shall contain information pertaining to Federal awards, authorizations, obligations, unobligated balances, assets, outlays, income and interest.
3. Effective control over and accountability for all funds, property and other assets. The Wichita Falls Area Food Bank shall adequately safeguard all such assets and assure they are used solely for authorized purposes.
4. Comparison of outlays with budget amounts for each award. Whenever possible, financial information shall be related to performance and unit cost data.

7.15.2 Billing and Financial Reporting

The Wichita Falls Area Food Bank strives to provide management, staff and funding sources with timely and accurate financial reports applicable to Federal awards. These reports include information regarding the project budget, cumulative expenditures, unliquidated contractual obligations and remaining available grant funds.

7.15.2 Billing and Financial Reporting (continued)

The Accounting Department shall prepare and submit financial reports as specified by the financial reporting clause of each grant or contract award.

The following policies shall apply to the preparation and submission of reimbursement drawdowns to federal agencies.

1. It is the policy of The Wichita Falls Area Food Bank to request reimbursement after expenditures have been incurred, unless an award specifies another method.
2. Some awards specify a particular billing cycle. Therefore, a schedule shall be established for each grant to ensure that reimbursement requests are made on a timely basis,
3. Requests for reimbursement of grant eligible expenditures will use the actual amounts as posted to the general ledger as the source for all invoice amounts.
4. All financial reports required by each Federal award will be prepared and filed on a timely basis. To the extent the year-end audit results in adjustments to amounts previously reported to Federal agencies, revised reports shall be prepared and filed in accordance with the terms of each Federal award.

The Accounting Department shall maintain separate billing records in addition to the official general ledger accounting records. Reimbursement records shall be reconciled to the general ledger on a monthly basis.

7.15.3 Budget and Program Revisions

It is the policy of The Wichita Falls Area Food Bank to request prior approval from Federal awarding agencies for any of the following program or budget revisions:

1. Change in the scope or objective of the project or program.
2. Change in a key person specified in the application or award document.
3. ~~3.~~ The need for additional Federal funding.
4. The transfer of amounts budgeted for indirect costs to absorb increases in direct costs, or vice versa.

7.16 Purchases Made with Federal Funds

Purchases made with federal dollars will follow Policy #4.12.1 Purchasing Goods and Services which specifies when placing orders over $1,500, employees will conduct a competitive process by taking a minimum of 3 quotes and select the supplier with the lowest quote. When purchasing supplies from a storefront, the employee will research what store has the most competitive price before the purchase is made. Bid quotes as well as storefront pricing must be submitted for documentation. Formal bids will be obtained for purchases above the simplified acquisition threshold (currently at $150,000).

The federal purchasing policy will be implemented during Fiscal Year 2018.

7.16.1 Equipment and Furniture Purchased With Federal Funds

The Wichita Falls Area Food Bank may occasionally purchase equipment and furniture that will be used exclusively in a program funded by a Federal agency. In addition to those policies on Fixed Asset Management, equipment and furniture charged to Federal awards will be subject to certain additional policies as described below.

For purposes of Federal award accounting and administration, "equipment" shall include all assets with a unit cost equal to the lesser of $5,000 or the capitalization threshold described under Fixed Asset Management.

The following policies shall apply regarding equipment purchased and charged to federal awards:

1. Any equipment that is owned by the Federal government shall be marked as such.
2. Adequate insurance coverage will be maintained with respect to equipment and furniture charged to Federal awards.
3. For equipment (or residual inventories of supplies) with a remaining per unit fair market value of $5,000 or less at the conclusion of the award, WFAFB shall retain the equipment without any requirement for notifying the federal agency. If the remaining per unit fair market value is $5,000 or more, WFAFB shall gain a written understanding with the federal agency regarding disposition of the equipment. This understanding may involve returning the equipment to the federal agency, keeping the equipment and compensating the federal agency, or selling the equipment and remitting the proceeds, less allowable selling costs, to the federal agency.

4. The Wichita Falls Area Food Bank Accounting Department shall determine whether a specific award with a Federal agency includes additional equipment requirements or thresholds and requirements that differ from those described above.

5. A physical inventory of all equipment purchased with federal funds shall be performed at least once every two years by the Operations Department. The results of the physical inventory shall be reconciled to the accounting records of and federal reports filed.

7.17 Close Out of Federal Awards

The Wichita Falls Area Food Bank shall follow the close out procedures described in 2 CFR Part 215 and in the grant agreements as specified by the granting agency.

Wichita Falls Area Food Bank and all subrecipients shall liquidate all obligations incurred under the grant or contract within 90 days of the end of the grant or contract agreement.

7.18 Code of Conduct

The Wichita Falls Area Food Bank's code of conduct is addressed in the WFAFB Policies & Procedures Policy #4.12.1 Purchasing Goods and Services, Code of Ethics section and a Purchasing Code of Ethics Form.

7.19 Subawards

7.19.1 Making of Subawards

From time to time, The Wichita Falls Area Food Bank may find it practical to make subawards of federal funds to other area nonprofits or client agencies. In addition, all subrecipients must agree to the subrecipient monitoring provisions described in the next section.

The Wichita Falls Area Food Bank requires that subrecipients have a procurement policy which adheres to government procurement regulations. This shall be included in all new agreements between WFAFB and subrecipients. For subrecipients with existing agreements WFAFB shall work with them during the active contract to create or revise their procurement policy and provide training and support accordingly.

7.19.2 Monitoring of Subrecipients

When The Wichita Falls Area Food Bank utilizes Federal funds to make subawards to subrecipients, the Organization is subject to a requirement to monitor each subrecipient in order to provide reasonable assurance that subrecipients are complying, in all material respects, with laws, regulations, and award provisions applicable to the program.

In fulfillment of its obligation to monitor subrecipients, the following policies apply to all subawards of federal funds made to subrecipients:

WFAFB Program Staff

1. Subaward agreements shall include all information necessary to identify the funds as Federal funding. This information shall include:
    - The applicable Catalog of Federal Domestic Assistance (CFDA) title and number.
    - Award name, year and identifying number provided by the funding agency.
    - Name of Federal agency.
    - Amount of subaward.

2. Subaward agreements shall identify all applicable audit requirements, including the requirement to obtain an audit in accordance with Uniform Guidance, if the subrecipient meets the criteria for having to undergo such an audit.
3. Subawards shall include a listing of all applicable Federal requirements for each subrecipient.
4. Documentation shall be maintained in support of all efforts associated with subrecipient monitoring.

7.19.2 Monitoring of Subrecipients (continued)

WFAFB Administrative Director & Development Director

1. Shall determine whether all required audits have been completed and will cease all funding of subrecipients failing to meet the requirement to undergo an audit in accordance with Uniform Guidance. For subrecipients that properly obtain an audit in accordance with Uniform Guidance, WFAFB shall obtain and review the resulting audit reports for possible effects on Feeding America's accounting records or audit.
2. Ongoing monitoring of subrecipients will inherently vary from subrecipient to subrecipient, based on the nature of work assigned to each subrecipient. However, ongoing monitoring activities may involve any or all of the following:
   - Regular contacts with subrecipients and appropriate inquiries regarding the program.
   - Reviewing programmatic and financial reports prepared and submitted by the subrecipient and following up on areas of concern.
   - Monitoring subrecipient budgets.
   - Performing site visits to the subrecipient to review financial and programmatic records and assess compliance with applicable laws, regulations, and provisions of the subaward.
   - Offering subrecipients technical assistance where needed.
   - Maintaining a system to track and follow up on deficiencies noted at the subrecipient in order to assure that appropriate corrective action is taken.
   - Establishing and maintaining a tracking system to assure timely submission of all reports required of the subrecipient.
3. Documentation shall be maintained in support of all efforts associated with subrecipient monitoring.

7.20 Overview

It is the policy of Wichita Falls Area Food Bank that only costs that are reasonable, allowable and allocable to a Federal award shall be charged to that award directly or indirectly. All unallowable costs shall be appropriately segregated from allowable costs in the general ledger in order to assure that unallowable costs are not charged to Federal awards.

7.20.1 Segregating Unallowable From Allowable Costs

The following steps shall be taken to identify and segregate costs that are allowable and unallowable with respect to each federal award:

1. The budget and grant or contract for each award shall be reviewed for costs specifically allowable or unallowable.
2. Accounting Department personnel shall be familiar with the allowability of costs provisions of 2 CFR Part 230, "Cost Principles for Non-Profit Organizations," particularly:

The list of specifically unallowable costs found in Attachment B (Selected Items of Cost), such as alcoholic beverages, bad debts, contributions, fines and penalties, lobbying, etc.

Those costs requiring advance approval from Federal agencies in order to be allowable in accordance with Attachment B.

3. No costs shall be charged directly to any Federal award until the cost has been determined to be allowable under the terms of the award and/or 2 CFR Part 230 .
4. Credits associated with reimbursable expenses shall be reflected in the current month's claim.

7.20.2 Indirect Costs

Indirect costs are those costs that either benefit more than one award (overhead costs) or non-federal function or that are necessary for the overall operation of WFAFB (management and general costs).

The Wichita Falls Area Food Bank does not currently maintain an annual indirect cost budget. To receive approval of an indirect cost rate an indirect cost budget should be prepared and submitted to The Wichita Falls Area Food Bank's Cognizant Agency for approval. The indirect cost rate approved may be used when determining the overhead applied to each federal award.

Examples of the types of expenditures normally included in the indirect cost pool are:

- General administration.
- Salaries and benefits of the executive officers, finance, accounting and administrative personnel.
- Depreciation of equipment and buildings.
- Office rent and maintenance.
- General office repairs and maintenance.

The Wichita Falls Area Food Bank's Independent Auditor has the responsibility of reviewing any indirect cost rates. These rates shall be submitted to WFAFB's Oversight Agency and will be binding on all other federal agencies and their contracting officers unless specifically prohibited by statute.

7.20.3 Cost Sharing and Matching

It is the policy of The Wichita Falls Area Food Bank to value contributed services and property that are to be used to meet a cost sharing or matching requirement at their fair market values at the time of contribution, unless award documents or Federal agency regulations identify specific values to be used.

WFAFB shall claim contributions as meeting a cost sharing or matching requirement of a Federal award only if all of the following criteria are met:

1. They are verifiable from WFAFB's records.

2. They are not included as contributions for any other federally assisted project or program.
3. They are necessary and reasonable for proper and efficient accomplishment of project or program objectives.
4. They are allowable by 2 CFR Part 230.

5. They are not paid by the Federal government under another award, except where authorized by Federal statute to be used for cost sharing or matching.
6. They are provided for in the approved budget when required by the Federal awarding agency.
7. They conform to all provisions of 2CFR Part 215.

Contributed services used for cost sharing or matching purposes shall be valued at rates consistent with those rates paid for similar work by The Wichita Falls Area Food Bank, including an estimate of reasonable fringe benefits. In cases where required skills are not found in The Wichita Falls Area Food Bank, rates used shall be consistent with those paid for similar work in the 12 county area where The Wichita Falls Area Food Bank competes.

Matching funds can be either cash or in-kind depending on the specifications of the grant. The cash or in-kind matching funds should be secured prior to the submission of a request for funding to ensure the Wichita Falls Area Food Bank is fully compliant and capable of meeting all requirements.

Policy # 8.0 Texas Farmers/Farmers' Market Sanction Policy

Effective Date: 1.24.18

Monitoring of Markets and Farmers

1. Participating farmers and markets may be monitored by TDA and/or WFAFB representatives for compliance with program guidelines.

2. TDA and/or WFAFB representatives will conduct on-site monitoring visits of authorized farmers and approved farmers' markets.

3. Monitoring will normally consist of an unannounced visit to a farmers' market, with an on-site evaluation of prices, quality and quantity of produce, and procedures for redeeming SFMNP vouchers. It may include attempts by a representative to redeem vouchers.

4. The Association and individual farmers may be notified at the time of the visit, or by letter in the case of a compliance buy, of the outcome of the visit. The Association or farmer may be sanctioned, based on the nature and frequency of violations that have been substantiated by observation, compliance buys, or other means.

5. Following a suspension or disqualification period, a farmer or Association will be on probation for the remainder of the SFMNP season or the following season and may be closely monitored for continued compliance by both announced visits and compliance buys during the probationary period. Any further violations could cause termination from the program.

TDA and the WFAFB will regularly monitor the sales and redemption of all vendors to be sure that vouchers are valid, and are used only for the purchase of fresh, unprocessed, locally grown fruits, vegetables and herbs. Monitors may visit at any time unannounced. If the monitor identifies any activity that violates the rules of the SFMNP, the Association or the farmer, or both, may be sanctioned in accordance with program polices.

Change of Contact Information

Notify the WFAFB in writing of any change in contact information for the Association. It is important to keep the information current to avoid any delay in payments. Please send changed information to the WFAFB.

FOOD BANK
WICHITA FALLS AREA

Texas Farmers/Farmers' Market Sanction Policy

	Infraction	Explanation/Example	Points
1	Redemption of invalid vouchers: 1. Missing Signature 2. Redeemed after end date	Must not exceed 5% of redeemed vouchers	1 Point
2	Providing unauthorized food or goods, with the exception of firearms, ammunition, or controlled substances as defined in 21 USC 802 (including alcohol and tobacco) See #9 below	Nuts or clothing	5 Points
3	Charging SFMNP customers more than other customers	$4.00 worth of food for a participant is less than for a non-participant	4 Points
4	Requiring cash to be paid by SFMNP participant in addition to voucher	Making participants pay cash when presenting a voucher	5 Points
5	Asking SFMNP participants to pay for vouchers not redeemed by TDA		5 Points
6	Falsifying information on vouchers	Date redeemed	5 Points
7	Charging for food items not received	Rain checks	5 Points
8	Providing false information on farmer/farmers' market application		15 Points
9	Exchanging vouchers for money or non-food items	Alcohol, tobacco, firearms, ammunition or other controlled substances	25 Points
10	Refusing to provide access to records, prices or redeemed vouchers to TDA staff or contractors		15 Points

Acknowledgements / Revision Log

Effective Date	Revision Date	Description	Developers / Reviewers/ Revisors
		Creation	
		Review	Kara Nickens, CEO

GLOSSARY

COBRA
Federal Continuation Rights - If your group medical and dental benefits end due to your termination of employment (for reasons other than gross misconduct) or reduction of work hours, you may elect to continue your benefits for up to 18 months.

Disabled
Unable to perform your job due to illness, injury, or accident.

Electronic Funds Transfer
A method of transferring funds such that your paycheck can be deposited directly to your bank account.

Eligible Employee
An employee who satisfies the necessary criteria to take advantage of all group benefits offered. Eligibility requirements include full time status and successful completion of the initial employment period.

Exempt
Employees who are expected to work such periods as are required for their respective positions.

Family Member
A family member is defined as a parent, stepparent, sibling, grandparent, child, stepchild, grandchild, mother-in-law, father-in-law, spouse or spousal equivalent.

Full Time
A full time employee is one who is regularly scheduled to be in the office (or normal place of business) during the normal working hours of the organization. Full time employees are eligible for all company benefits after successful completion of their initial employment period.

Holiday
A day in which the office is closed, other than a weekend, an employee is paid for the day (as long as eligibility requirements are met) and it is not counted against their paid time off pool.

Initial Employment Period
At minimum, the first 90 days of employment. This period of time provides the employee to determine whether the new position meets their expectations and allows the employer to evaluate the employee's capabilities, attitude and work habits. If deemed necessary the initial employment period can be extended.

GLOSSARY

Leave of Absence
A pre-approved, extended period of time (longer than a normal vacation or illness) when an employee is absent from work. Depending on the type of leave, this may be paid or unpaid.

Non-Exempt
Employees who are not exempt from the minimum wage and overtime requirements. The standard workweek for this category of employee is 40 hours.

Overtime
Hours actually worked by non-exempt employees in excess of 40 hours in a calendar week.

Paid Time Off
A pool of days that an employee may use for vacation, sick or personal time off after successfully completing their initial employment period.

Part-Time
An employee is one who is expected to work a portion, but not all, of the normal working hours of the organization. Part time employees are not eligible for any group insurance benefits.

Partially Disabled
An employee is considered partially disabled if he/she is: 1) unable to perform any of the material duties of their regular occupation on a full-time basis; and 2) performing at least one of the material duties of their regular or any occupation on a Full-time or Part-time basis.

Temporary Employee
An employee who is expected to work a finite period of time. Temporary employees are not eligible for any benefits.

Totally Disabled
An employee will be considered Totally Disabled if he/she is unable to perform all the material duties of his/her regular occupation.

Unscheduled Day Off
A day when an employee is absent from work but which was not scheduled in advance. These type of absences for anything else but illness or an emergency are expected to be kept to a minimum.

Employee Handbook Acknowledgement

This Employee Handbook is an important document intended to help you become acquainted with the Wichita Falls Area Food Bank. This document is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention.

Because the Wichita Falls Area Food Bank's operations may change, the contents of this Handbook may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of management. Please read the following statements and sign below to indicate your receipt and acknowledgment of this Employee Handbook.

I have received and read a copy of the Wichita Falls Area Food Bank's Employee Handbook. I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of the Wichita Falls Area Food Bank at any time.

I further understand that my employment is terminable at will, either by myself or the Wichita Falls Area Food Bank, with or without cause or notice, regardless of the length of my employment or the granting of benefits of any kind. The most recent version of the Handbook supersedes all previous versions. Oral representations cannot overrule written policies unless presented in writing by a senior company official.

I understand that my signature below indicates that I have read and understand the above statements and that I have received instructions on how to access a copy of the Wichita Falls Area Food Bank's Employee Handbook and Corresponding Documents online, or I can check out a copy from the office, which includes attachments for the following programs:

_____ *Paid Time Off (PTO) Policy*
_____ *Lighthouse*
_____ *Tobacco Policy*
_____ *Drug Abuse Policy*
_____ *Vehicle Incident Policy*
_____ *Health, Life and Retirement Benefits*
_____ *Feeding America Network Benefits*
_____ *Employee Equipment Loan Form*
_____ *Purchasing Code of Ethics Form*
_____ *Current Board of Directors*
_____ *Current Staff Organizational Chart*
_____ *Food Bank Vehicle Policy*

Corresponding Documents:
_____ *Emergency Action Plan*
_____ *WFAFB Common Messaging Guide*

Employee's Printed Name:_____ Position:_____

Employee's Signature:_____ Date: _____

The signed original copy of this acknowledgment will be filed in your personnel file.

ATTACHMENTS

Lighthouse
Tobacco Policy
Drug Abuse Policy
Vehicle Incident Policy
Health, Life and Retirement Benefits
Feeding America Network Benefits
Employee Equipment Loan Form
Purchasing Code of Ethics Form

Corresponding Documents

Emergency Action Plan
WFAFB Common Messaging Guide

ATTACHMENTS

FOOD BANK
WICHITA FALLS AREA

844-710-0006 provides a reporting hotline
for employees to anonymously report any of the following incidents:

- Ethical Violations
- Improper Conduct
- Discrimination
- Internal Controls
- Wrongful Discharge
- Conflict of Interest
- Fraud
- Vandalism & Sabotage
- Violation of the Law
- Falsification of Contracts
- Unsafe Working Conditions
- Conduct Violations
- Threats
- Bribery & Kickbacks
- Quality of Service
- Alcohol & Substance Abuse
- Theft & Embezzlement
- Misuse of Company Property
- Violation of Company Policy
- Falsification of Reports or Records

Regular business issues and matters not requiring anonymity
should be directed to the employee's supervisor or HR department.

ANONYMOUS REPORTING HOTLINE

All calls are confidential and the identity of the caller will remain anonymous.

call: **844-710-0006**

or visit: **www.lighthouse-services.com/wfafb**

LIGHTHOUSE
Obtaining Information. Delivering solutions.

A service provided by Lighthouse Services, Inc.
www.lighthouse-services.com

Confidentiality Commitment
Lighthouse is an independent provider that assists your company to identify improper activity. We are committed to protecting the identity of all persons who use our secure reporting system. Reports are submitted by Lighthouse to the company's designee, and may or may not be investigated at the sole discretion of the company. Although we will not disclose your identity without your express permission, it is possible that your identity may be discovered during an investigation of the matter reported because of information you have provided.

Tobacco Policy

1. As of June 30th, 2014 the only designated tobacco use area is the grass square behind the semi-trailers on the east end of building.

2. Tobacco use is only allowed during your lunch and during the afternoon break.

Violation of this policy could result in one of the following forms of corrective actions: immediate discharge, suspension, probation, oral warning or written warning. In arriving at a decision for proper action, the seriousness of the infraction, the past record of the employee and the circumstances surrounding the matter will all be taken into consideration.

ATTACHMENTS

Drug Abuse Policy

1. **STATEMENT OF PURPOSE AND SCOPE**
   The Wichita Falls Area Food Bank recognizes that alcohol and drug abuse in the workplace has become a major concern. By eliminating drug and alcohol abuse we will improve the safety, health and productivity of employees. The object of our drug abuse policy is to provide a safe and healthy workplace for all employees, prevent accidents and comply with Section 7.10 of the Texas Workers' Compensation Act.

   The use, possession, sale, transfer, purchase or being under the influence of drugs by employees at any time on company premises or while on company business is prohibited. The illegal use of any drug is prohibited. Employees must not report for duty or be on company property while under the influence of, or have in their possession while on company property, any drug.

2. **DEFINITION OF DRUG**
   For the purpose of this policy, the term "drug", wherever it appears in this policy statement, includes alcoholic beverages as well as inhalants and illegal drugs.

3. **CONSEQUENCES OF VIOLATING THE DRUG ABUSE POLICY**
   Violation of this drug abuse policy will result in one of the following forms of corrective action: immediate discharge, suspension, probation, oral warning or written warning. In arriving at a decision for proper action, the seriousness of the infraction, the past record of the employee and the circumstances surrounding the matter will all be taken into consideration.

4. **TREATMENT PROGRAMS AND EMPLOYEE INSURANCE**
   While we do not sponsor or endorse any specific drug treatment programs, such programs are available through public and private health care facilities in our area. Affected employees are encouraged to seek assistance for themselves and their dependents. The group health insurance offered to employees and their dependents may provide limited coverage for expenses related to drug treatment programs. See your supervisor or refer to the plan description for details.

5. **EDUCATION AND TRAINING PROGRAMS**
   We do not offer, nor require participation in, drug and alcohol abuse education and training programs. However, various public and private facilities in our area offer such programs and affected employees are encouraged to seek assistance.

6. **DRUG TESTING**
   We reserve the right to require drug testing as a condition for employment and random drug testing for continued employment.

I HAVE READ AND UNDERSTAND THIS DRUG ABUSE POLICY AND AGREE TO ABIDE BY ITS TERMS AND CONDITIONS.

_____ _____

Signature of Employee **Date Signed**

Vehicle Incident Policy

Vehicle Incident Policy – If you are involved in a vehicle incident, the following are required steps you must take:

- Pull out of the driving lane onto the shoulder or into a parking lot.
- Activate emergency flashers.
- If another vehicle is involved immediately contact police (911) to advise them of the accident and report any injuries. If this happens in a parking lot and involves property contact the business.
- Call you supervisor and explain what happened.
- Do not admit fault or give a written statement.
- Exchange the following information with parties involved:
  - Company name
  - Driver's name
  - Driver's license number and state
  - Phone number
  - Address
  - Insurance company and policy number
  - License plate number
- When you return to the Food Bank be prepared to provide the following additional information:
  - Make, model and year of vehicle
  - Damage to both vehicle (or property)
  - Injury to driver, if any
  - Date, time, road and weather conditions
  - Names and phone numbers to any passengers
  - Injuries to any passengers
  - Names and phone numbers to any witness
  - Copy of any photographs
- Upon your return you will be subject to a drug screen.

Health, Life and Retirement Benefits

Employees working a minimum of 30 hours per week may be entitled to certain employee benefits, which may include: health and life insurance, etc. These benefits may be modified or changed or eliminated at the Food Bank's sole discretion at any time. Please see the Benefits Manual, as well as the insurance carriers' Summary Plan Description (SPD) or contact the Finance Director for more information.

Employees become eligible for the medical plan after 60 days of employment. Coverage does not start until the first of the month after 60 days. Included in the plan is a $20,000 life insurance plan which is provided at no cost, subject to age restrictions. There are two plans available and the benefits for each plan are as listed on the attached chart. Effective Jan. 1, 2015 employees will be responsible for paying for 10% of their own medical plan as well as 100% of plans covering their spouse, children or family. Payments for the plan are done on a pre-tax basis and are deducted from bi-weekly payroll. There will be two pay periods during the year in which no deductions will occur.

In addition to the medical plan, we also provide access to dental, vision and AFLAC benefits which are paid 100% by employees and can also be paid through payroll deduction.

We also make available a 403B retirement plan. Employees may contribute to this through payroll deduction. There is no employee match nor employer contribution.

ATTACHMENTS

Health Insurance Rates

Health insurance rates are available from the Chief Executive Officer of the Wichita Falls Area Food Bank.

ATTACHMENTS

Employee Equipment Loan Form

This form tracks equipment/items that are in the temporary custody of a Food Bank employee. No equipment shall be removed from the Food Bank premises unless the employee has completed an Employee Equipment Loan Form.

Provide all information requested, including date and initials of employee and authorizing supervisor in the “Loaned” column. Date and initial again in the “Returned” column when equipment is returned.

All equipment loans are for the health and safety of the employee, their convenience, and the benefit of the Food Bank. In the event of termination of employment, the employee must return all loaned equipment prior to receiving his or her final paycheck.

THE FOLLOWING GUIDELINES APPLY TO EQUIPMENT ON LOAN TO AN EMPLOYEE:

The equipment is to be used for Food Bank work-related activities only.
The employee is responsible for safeguarding the equipment while it is in his or her possession.
If the equipment is lost or stolen, immediately notify your supervisor.
The equipment should be returned to the Food Bank once the purpose for its loan has been completed.

ID #	Manufacturer	Model	Item Description	Serial #	Loaned Out			Returned			**Date returned to IT**
					Date	Emp	Auth	Date	Emp	Auth	

Employee Name *(please print)* _____ Department _____

Employee Signature _____ Date _____

Authorized by *(please print)* _____ Title _____

Authorization Signature _____ Date _____

Complete this section upon return of all loaned equipment

I, _____ *(authorizer printed name)* acknowledge receipt and inspection of the equipment listed above.

Authorization Signature _____ Date _____

ATTACHMENTS

Purchasing Code of Ethics Form

RESPONSIBILITY STATEMENT: With regard to my responsibilities for Food Bank purchasing, I accept the responsibility to:

1. Support and uphold the values, policies and procedures of the Wichita Falls Area Food Bank in all my purchasing activities, since compliance with good public purchasing practices ensures the continued flow of public funding to the Food Bank.

2. Maintain a high level of ethics:
   a. Have no financial or personal beneficial interest directly or indirectly with vendors when I am in a position to influence the Food Bank decision to purchase for those vendors.
   b. Decline rebates, gifts, money, or anything of value offered by vendors other than items of nominal value (under $5).

3. Conduct business with vendors:
   a. In an atmosphere of honesty and good faith, without intentional misrepresentation and with equal objectivity and fairness to all vendors. I will also demand honesty of sales representatives in all matters regarding the Food Bank.
   b. Affording prompt and courteous reception as business conditions permit to vendors who arrange to meet with the Food Bank on legitimate business matters.

4. Strive to obtain the maximum value for each purchase, including use of cost-effective purchasing processes.

5. Afford maximum opportunity to small businesses and businesses owned by minorities, women and persons with disabilities.

I have read and understand the above statements, and agree to meet the expectations to the best of my ability while performing my purchasing functions for the Wichita Falls Area Food Bank.

*Print or Type Name*_____

Signature _____Date _____

Violation is subject to disciplinary action by the Wichita Falls Area Food Bank.

ATTACHMENTS

FOOD BANK
WICHITA FALLS AREA

Devah Scholl
Chair

Tony Bates
1st Vice Chair

Iliana Jaramillo
2nd Vice Chair

Kelly Smith
Secretary

Patricia Jones
Treasurer

Chris Horgen

Mike Kuhrt

Monica Wilkinson

Cheryl Hopkins

Frances Sims

Merrill Wood

Board of Directors Organizational Chart 2021

FOOD BANK
WICHITA FALLS AREA