

SunLine

TRANSIT AGENCY



EMPLOYEE HANDBOOK

June 2016

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WELCOME TO SUNLINE TRANSIT AGENCY

Dear Employee:

We are glad you are part of the SunLine Transit Agency (“STA”) team. You are an important member of a team effort. We hope that you will find your position with STA rewarding, challenging and productive. Our Agency Vision, Mission Statement, Goals and Values are listed below.

Our Vision

SunLine Transit Agency is the regional transportation mode of choice.

Our Mission

To provide safe and environmentally conscious public transportation services and alternative fuel solutions to meet the mobility needs of the Coachella Valley.

Our Goals

1. To provide dynamic organizational leadership and change consistent with the growth of the Transit Agency.
2. To continue the advancement of innovative transportation and alternative fuel technologies.
3. To provide leadership for the region’s mobility needs.
4. To provide high quality transportation services that are safe, efficient and effective.

Our Values

1. **Respect**. We value and acknowledge that all people deserve to be treated with dignity and respect.
2. **Diversity**. We are committed to the appreciation and acceptance of the rich diversity of our employees and customers.
3. **Teamwork**. We value cooperative and collaborative efforts and opportunities to achieve success.
4. **Integrity**. We are committed to the credibility, reliability and conformance to the highest standards of ethical conduct.
5. **Accountability**. We are committed to be responsive and responsible in conducting the Agency’s business.

6. **Professionalism**. We adhere to the highest level of professional conduct in the performance of our duties.
7. **Safety & Health**. We value maintaining a safe and healthy workforce and environment.

MESSAGE FROM THE CEO/GENERAL MANAGER

Welcome to SunLine Transit Agency (“STA” or “Agency”). We are excited that you have decided to join our Agency. STA is charged with providing safe and environmentally conscious public transportation services, as well as alternative fuel solutions to meet the mobility needs of the Coachella Valley.

The Employee Handbook has been developed to provide you with a comprehensive summary of the working conditions and benefits available to you as a STA employee. It also details the protocol and responsibilities that you and STA must abide by. Please become familiar with the information contained in the Handbook. Bring any questions or concerns you may have to your immediate supervisor or the Human Resources Department.

This Handbook will be updated periodically, and you will be provided with revised copies as they become available. STA management reserves the right to modify, add or delete any section of this Handbook at any time. The modification, addition or deletion of any information contained in this Handbook will not void any other section.

STA strives to provide an employee-friendly environment in which goal-oriented individuals thrive as they meet our transit service and their career goals. STA values the talents and abilities of our employees and seeks to foster an open, cooperative, and dynamic environment in which employees and STA can succeed.

We are happy to welcome you to the STA team!

Lauren Skiver

CEO/General Manager

INTRODUCTION

This Employee Handbook is designed to help employees get acquainted with STA. It describes some of our goals, values and the basic terms and conditions of employment with STA. Employees are expected to read this Employee Handbook carefully, and to know and understand its contents.

STA reserves the right to make changes to this Employee Handbook and to any employment policy, practice, procedure, guideline, rule, instruction, benefit or standard of operation at any time without prior notice. Employees are responsible for knowing about and understanding changes once they have been published. STA also reserves the right to interpret the provisions of this Employee Handbook. For this reason, employees should check with the Human Resources Department to obtain information regarding specific employment guidelines, practices, policies or procedures. This Employee Handbook is not intended to be an exhaustive compilation of STA's employment policies, practices, procedures, guidelines, rules, instructions, benefits or standards of operation.

Because employment at STA is "at-will", employees should not interpret anything in this Employee Handbook as creating a contract or guarantee of continued employment. Bargaining unit employees should refer to the Memorandum of Understanding (MOU) for additional information.

This Employee Handbook is the property of STA and is intended for the personal use and reference by employees of STA.

This Handbook replaces all earlier Employee Handbooks and supersedes all prior inconsistent policies, practices or procedures.

Employees shall sign the acknowledgement form at the back of this Employee Handbook and return it to the Human Resources Department. This will provide STA with a record that each employee has received and read this Employee Handbook.

SECTION 1: GENERAL

GLOSSARY

ACTIVE STATUS shall mean an employee receiving compensation (regular pay, sick leave pay, vacation pay, etc.) through STA payroll. INACTIVE STATUS shall mean an employee on a leave of absence or other interruption of service (including leave for a work-related injury/illness), who is not receiving compensation through STA payroll.

BOARD shall mean Board of Directors of SunLine Transit Agency.

CONTINUOUS SERVICE AND CONTINUOUS EMPLOYMENT shall mean ongoing employment in a regular position with a continuing payroll status, without interruption except for authorized leave of absence without pay.

FULL-TIME EMPLOYEE shall mean a person in a full-time regular position. Full-time employees shall work a minimum of 32 hours or more per week and are eligible for all Agency benefits.

PART-TIME EMPLOYEE shall mean a person in a part-time regular position. Part-time employees are not guaranteed a minimum number of work hours per week and have limited Agency benefit eligibility.

EXEMPT EMPLOYEE is defined as an employee who is exempt from California Labor Laws and Wage Orders from the California Industrial Welfare Commission, as well as the Fair Labor Standards Act which sets forth the minimum wage and overtime laws for employees compensated on an hourly basis. Exempt employees are paid on a salary basis and are not entitled to earn overtime.

NON-EXEMPT EMPLOYEE is defined as an employee who is not exempt from California Labor Laws and Wage Orders from the California Industrial Welfare Commission, as well as the Fair Labor Standards Act, which is paid on an hourly basis and is therefore entitled to earn overtime for all hours worked in excess of 8 in one day and 40 in one workweek.

TEMPORARY EMPLOYEE is defined as an employee working on a specific program with stated beginning and end dates. Temporary employee may not work any longer than six (6) months or 1,000 hours, whichever occurs first. If the employee's specific program is to extend beyond the specified months or hours, the position may be considered in the next budget cycle.

INTERIM OR ACTING EMPLOYEE is an appointment made or approved by the CEO/General Manager while STA recruits to fill a vacant position. The position may not work beyond six (6) months or 1,000 hours, whichever occurs first.

INTRODUCTORY PERIOD shall mean a trial period of time in which a new or promoted employee must demonstrate the ability, interest, skill and attitude required to effectively meet the requirements of the position. During the introductory period, an employee shall not be entitled to utilize the grievance procedure.

RANGE shall mean the minimum and maximum of salary rates for a particular position.

PURPOSE AND DESIGNATION OF AUTHORITY

In order to establish an equitable and uniform plan for addressing personnel matters, to attract and retain the best and most competent employees available, and to assure selection, promotion and compensation of employees based on merit and qualifications, the Human Resource Procedures are adopted for all employee classifications not otherwise included in a memorandum of understanding (MOU) or other similar agreement with a recognized employee representative organization, except as otherwise noted.

In order to retain necessary flexibility in the administration of policies and procedures, STA reserves the right to change or revise policies, procedures and benefits described in this document, other than the employment-at-will provisions, without notice whenever STA determines that such action is warranted.

Designation of Authority

The CEO/General Manager is responsible for the implementation and administration of all Board approved SunLine Transit Agency (STA) policies and procedures.

The CEO/General Manager, or his/her designee, shall ensure that Agency Policies and Procedures are administered to provide an effective organizational structure staffed with qualified employees receiving equitable treatment and advancement opportunities.

The CEO/General Manager, or his/her designee, shall ensure that the functions of personnel administration are developed and maintained in the best interests of STA and its employees.

Except as otherwise noted, the CEO/General Manager shall have final authority on interpretation and administration of all Agency Policies and Procedures as established by the Board.

AFFIRMATIVE ACTION /EQUAL EMPLOYEE OPPORTUNITY

SunLine Transit Agency is an Equal Employment Opportunity/Affirmative Action employer and is committed to a policy of equal employment opportunity for applicants and employees. As an equal opportunity employer, decisions made concerning employment with SunLine Transit Agency will not be based on race, sex, color, ancestry, national origin, alienage, gender, sexual orientation, religion, creed, age, marital status, family status, pregnancy, military status, veteran status, medical condition, disability, genetic information or any other legally protected status. Employment decisions will comply with all laws prohibiting discrimination. SunLine's employment practices seek to place employees in the job that best suits their abilities, interests, and skills, as well as SunLine's needs.

It shall be the policy of STA to hire the most qualified people to perform the various tasks necessary in providing an attractive and efficient transportation system at reasonable costs. An integral part of this policy is to provide equal opportunity to all applicants for

employment and to administer all personnel practices such as recruitment, hiring, training, promotions, and other terms, conditions, and privileges of employment in a manner which does not discriminate on the basis of race, color, age, religion, sex, national origin, physical or mental disability, medical condition, sexual orientation, marital status, ancestry or genetic information, amnesty or veteran status.

It shall also be the policy of STA to take affirmative steps to recruit and hire the best qualified candidates from those classes of applicants who have been historically underrepresented in employment within the transit industry, to the extent required or permitted by applicable law.

HARASSMENT, DISCRIMINATION, AND RETALIATION PREVENTION

In keeping with our commitment to provide a work environment that is free of discrimination, SunLine strictly prohibits and will not tolerate harassment, discrimination, or retaliation in any form, including sexual harassment and harassment based on any other protected characteristic, as set forth in this policy. Verbal, physical and visual conduct that creates an intimidating, offensive or hostile working environment or that unreasonably interferes with job performance is also considered harassment.

This policy applies to all employees of STA, as well as paid and unpaid interns, and volunteers. In accordance with state and federal law, STA prohibits all persons, including supervisors and managers, co-workers, and third parties from engaging in unlawful conduct against STA employees.

Employees who believe they have been the subject of harassment, discrimination, or retaliation must notify STA as soon as possible. Please contact STA's EEO Officer with complaints.

Employees may instead choose to relay their concern to any supervisor/manager. Any supervisor/manager who receives a complaint of harassment, discrimination, or retaliation must notify the EEO Officer immediately.

All harassment, discrimination, and retaliation complaints will be treated as confidentially as possible and investigated promptly, fairly and thoroughly in accordance with this policy. As set forth in this policy, retaliation against anyone making a complaint of harassment, discrimination, or retaliation, or assisting in the investigation of a complaint is strictly prohibited and will subject the offender to disciplinary action.

Information About Harassment

Sexual harassment is against the law. No manager or supervisor may threaten that an employee's submission to or rejection of sexual advances will influence wages, advancement, or any other term or condition of employment.

Unwelcome visual, verbal, or physical conduct of a sexual nature which creates a hostile, intimidating or offensive work environment is also prohibited.

In addition, harassment is also prohibited when based on an employee's protected class. "Protected class" includes race, color, age, sex, gender (including gender identity and gender expression), religion, national origin, physical or mental disability, medical condition, sexual orientation, marital status, ancestry or genetic information, military or veteran status, or any other class protected by state or federal law. This means that if an STA employee, public official or contractor directs unwelcome conduct toward an employee because of his or her protected class and the conduct has the purpose or effect of creating a hostile work environment for the employee, that individual has engaged in prohibited harassing conduct.

When harassment is reported, STA will take prompt and appropriate remedial action, including disciplinary action against the harasser(s), up to and including termination.

Any employee who feels he/she has been harassed, or who is aware of another employee who has been harassed, should immediately contact our Agency's representative responsible for receiving such complaints. No adverse employment action will be taken against an employee who submits a complaint he/she believes to be valid, or an employee who assists in the investigation of such a complaint--no matter what the outcome of the investigation.

Sexual Harassment Defined By Law

The Equal Employment Opportunity Commission (EEOC) "Guidelines on Discrimination Because of Sex" state:

"Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitute sexual harassment when:

- 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 substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment."

Thus, as defined by law, sexual harassment includes unwanted sexual advances, and visual, verbal, or physical conduct of a sexual nature. It includes suggestive remarks, unwanted touching, and pressure for sexual favors.

Conduct occurring off-duty, or outside of the workplace, may still constitute sexual harassment prohibited by this policy. Conduct involving individuals outside STA with whom an employee interacts in the performance of job responsibilities may also constitute a violation of this policy.

There are two types of illegal sexual harassment: quid pro quo and hostile work environment. Quid pro quo (this for that) is harassment that affects any aspect of an employee's terms or conditions of employment; for example, an offer of promotion by a supervisor in exchange for sexual favors. Hostile work environment is sexual harassment that creates a "hostile, intimidating, or offensive environment." A hostile environment can be created by verbal harassment (such as slurs or derogatory comments), physical harassment (such as offensive touching or interference with movement) and visual harassment (such as derogatory drawings and cartoons). Generally, hostile work environment harassment involves more than one incident--unless a single incident consists of outrageous conduct.

Employees who have a question about whether particular conduct is sexual harassment, contact STA's EEO Officer.

Retaliation

Anti-Retaliation Policy: STA prohibits retaliation against any employee because of the employee's opposition to a practice the employee reasonably believes to constitute employment discrimination or harassment; or because of the employee's participation in an employment investigation, proceeding, or hearing. Any retaliatory adverse action because of such opposition or participation is prohibited and will not be tolerated. The procedures for reporting and investigating harassment and discrimination also apply for reporting and investigating retaliation.

1. **Examples of Opposition:** Opposition to perceived harassment or discrimination includes, but is not limited to, threatening to file or filing a harassment and/or discrimination complaint with the Department of Fair Employment and Housing ("DFEH") or court, or complaining or protesting about alleged harassment or discrimination to a supervisor, manager, co-worker, or other official. Opposition also includes a complaint or protest made on behalf of another employee or made by the employee's representative.

2. **Examples of Participation:** STA will not tolerate retaliation against any individual because he/she has filed a charge, testified, assisted, or participated in any manner in an investigation, proceeding, hearing or litigation under federal or state harassment or discrimination statutes or at other hearings regarding protected employee rights, such as an application for unemployment benefits. STA also prohibits retaliation against somebody closely related to or associated with the employee exercising such rights.

3. **Examples of Adverse Action:** For purposes of this policy, an adverse action can include, but is not limited to, the following acts, when the act is taken because of the employee's opposition to harassment or discrimination, or because of the employee's participation in an employment investigation, proceeding, or hearing: disciplinary actions, negative performance evaluations, undesirable transfer, undesirable assignments, negative comments, unwarranted criticism, actions that harm the employee outside the workplace, undesirable change in benefits, undesirable change in work schedule, unwarranted exclusion from meetings or events, or undesirable change in work duties.

Option for Employees to Attempt to Prevent/Stop Harassment on Their Own

Employees who believe that they are being harassed (either sexually or based on another protected class as defined in this policy), may respond directly to that person regarding behavior that is offensive. Employees may also choose to immediately advise a supervisor/manager of any type of conduct believed to be harassing.

In addition, employees who are not comfortable trying to stop the harassment on, their own, or believe that efforts to do so have been unsuccessful, should submit a complaint as explained in the next section.

Where to Submit a Complaint

Employees who believe that they have been the subject of harassment, should contact (by phone, mail, or a visit) STA's representative for complaints or any STA supervisor or manager. The complaint should include details of the incident(s), names of individuals involved, and the names of any witnesses. Supervisors or managers must report any complaints received immediately to the EEO Officer.

Employees also have the option of contacting the California Department of Fair Employment and Housing (DFEH) at <http://www.dfeh.ca>. or the federal Equal Employment Opportunity Commission (EEOC)., www.eeoc.gov.

Please note that the failure to use STA's internal complaint procedure may have an adverse effect on any claim under this policy if such claims are litigated.

Investigation of Complaints

1. STA's representative will discuss the complaint with the employee and obtain any additional information needed to investigate.
2. Complaints will be promptly , impartially, and thoroughly investigated by qualified personnel. The investigation will include obtaining information from the accused harasser and anyone who may have been a witness to the harassment. Statements made in the course of the investigation will be kept as confidential as practicable.
3. STA will document each complaint and track each investigation to ensure reasonable progress, timely closure, and reasonable findings based on the evidence collected.
4. If harassment is found to have taken place, prompt and appropriate corrective action will be taken.
5. STA will follow up with the complainant to ensure that no further harassment takes place.

6. STA will ensure that no employee is subjected to retaliation because he/she made a complaint or participated in an investigation as a complainant, accused, or witness.

CODE OF ETHICS AND BUSINESS CONDUCT

STA is committed to the application of high ethical standards in the conduct of its business and has adopted the following code of ethics.

It is the practice of STA to conduct its business in accordance with applicable laws of the State of California, the United States of America, and in accordance with ethical standards of business conduct. All STA employees shall adhere strictly to these practices.

It is the responsibility of each employee:

- To protect the STA's assets, and those assets of others entrusted to us, including physical properties and confidential information, against loss, theft, and misuse.
- To handle all information accurately, honestly and properly and, where appropriate, confidentially.
- To refrain from giving, accepting or requesting gifts or favors which could improperly influence the recipient.
- To perform assigned tasks in a responsible, reliable and cooperative manner and with a commitment to high levels of productivity and quality.
- To represent STA in a manner which is law abiding and sensitive to the needs and justifiable expectations of the public and of the people we serve -- our passengers, fellow employees, subcontractors, vendors and suppliers, and local and national communities and governments.

No less than the standards set forth above can be accepted. Violations can lead to disciplinary action, dismissal or prosecution.

STANDARDS OF CONDUCT/AT-WILL EMPLOYMENT

STA requires order and discipline to succeed and to promote efficiency, productivity, and cooperation among employees. For this reason, we find it helpful to identify some examples of types of conduct that are not permitted and that may lead to disciplinary action, possibly including immediate discharge. Although it is not possible to provide an exhaustive list of all types of impermissible conduct and performance, the following are some examples.

1. Insubordination, including improper conduct toward a manager/supervisor or refusal to perform tasks assigned by a manager/supervisor in the appropriate manner.

2. Possession, distribution, sale, use or being under the influence of alcoholic beverages or illegal drugs while on Agency property, on duty, or while operating a vehicle or potentially dangerous equipment leased or owned by STA.
3. Release of confidential information about STA or its employees.
4. Theft or unauthorized removal or possession of property from the Agency, fellow employees, customers or anyone on STA property.
5. Altering or falsifying any time-keeping record.
6. Absence for more than three (3) consecutive workdays without notice to the manager/supervisor or department chief, unless a reasonable excuse is offered and accepted by STA.
7. Falsifying or making a material omission on an employment application or any other Agency record.
8. Misusing, destroying or damaging STA property, or property belonging to a fellow employee, a customer, or a visitor.
9. Fighting or threatening physical violence on duty or anytime on STA property.
10. Bringing dangerous or unauthorized materials on STA property, such as explosives, firearms or other similar items.
11. Misconduct.
12. Unsatisfactory performance.
13. Violation of the harassment , discrimination, and retaliation prevention policy.
14. Lying, dishonesty, omitting or failing to report information required to be reported.
15. Submitting fraudulent workers' compensation documents.
16. Being convicted of a felony or misdemeanor which demonstrates that the employee may not be fit to perform the duties of his or her position or which reflects negatively on the Agency.

However, since the employment relationship is at-will, an employee may be terminated for any of these reasons or for no reason so long as the reason is not unlawful.

PROGRESSIVE DISCIPLINE

It is the policy of STA to take appropriate disciplinary action when employees are found to have violated STA policies, procedures, work rules, or otherwise conduct themselves in an unprofessional or inappropriate manner.

Appropriate disciplinary action may involve progressive disciplinary measures; or may result in immediate discharge. Discipline may include verbal warning, written warning, suspension, and termination. Nothing in this Employee Handbook changes the at-will nature of the employment relationship. Bargaining unit employees are required to abide by all STA work rules and standards of conduct and are subject to the disciplinary guidelines established in the MOU. No one other than the CEO/General Manager has the right or the authority to enter into any written or verbal agreement for different terms of employment.

While it is impossible to list every type of behavior that may result in disciplinary action, this handbook is an important guide. It communicates the spirit and substance of STA's major commitment, goals, policies, prohibitions and expectations of its employees. STA's policies, procedures and work rules outlined in this Employee Handbook are not all-inclusive and may be changed periodically at the Agency's sole discretion.

SAFETY

Safety and regulatory compliance is management's first consideration when developing and implementing policies, procedures and programs affecting the Agency's operation.

Every employee should understand the importance of safety in the workplace. By remaining safety conscious, employees can protect their own interests as well as those of their co-workers. Accordingly, STA emphasizes "safety first" and expects all employees to take steps to promote safety in the workplace.

Parking Lot Safety & Security

- Employees must park in non-visitor and non-carpool (unless authorized) parking spaces.
- Employees shall follow all signs relating to right-of-way and proper direction of travel. Parking lot speed limit is 10 mph.

Reporting Unsafe Conditions

It is the responsibility of every employee to be aware of their surroundings and to report any unsafe or unsecure condition to their supervisor or the Safety Department. STA has established a program through which employees can identify and make suggestions relating to safety issues. All suggestions or issues identified are addressed at the Agency's Safety Committee meetings.

First Aid

STA provides basic first aid supplies for employee use. First aid supplies are located throughout the facility. First aid kits should be visible or a sign should be displayed indicating its location. Any injury, no matter how minor, should be reported to a manager/supervisor immediately.

VIOLENCE IN THE WORKPLACE

STA has a zero tolerance for violence in the workplace. If an employee engages in any violence in the workplace, or threaten violence in the workplace, his/her employment will be terminated immediately. No talk of violence or joking about violence will be tolerated. "Violence" includes physically harming another, shoving, pushing, harassing, intimidating, coercing, brandishing weapons, and threatening or talking of engaging in those activities (whether seriously or in jest). It is our intent to ensure that everyone associated with this Agency, including employees and customers, never feels threatened by any employee's actions or conduct.

In an effort to fulfill this commitment to a safe work environment for employees, customers, and visitors, STA has established the following rules:

1. Access to the Agency's property is limited to those with a legitimate business interest.
2. All visitors must register with the receptionist.
3. All weapons are banned. STA specifically prohibits the possession of weapons by any person while on Agency property. This ban includes keeping or transporting a weapon in a vehicle in a parking area, whether public or private. Employees are also prohibited from carrying a weapon while performing services off the Agency's business premises. Weapons include guns, knives, explosives, and other items with the potential to inflict harm. Appropriate disciplinary action will be taken against any employee who violates this policy.
4. No talk of violence or joking about violence will be tolerated. "Violence" includes physically harming another, shoving, pushing, harassing, intimidating, coercing, brandishing weapons, and threatening or talking of engaging in those activities (whether seriously or in jest). It is not a defense to later state that the threat was not serious or was made jokingly.

Reporting Violence

It is everyone's responsibility to prevent violence in the workplace. Employees can help by reporting what they see in the workplace that could indicate that a co-worker is in trouble. Employees are in a better position than management to know what is happening with those they work with.

Employees are encouraged to report any incident that may involve a violation of any of the Agency's policies that are designed to provide a safe workplace environment. Concerns may be presented to an employee's manager/supervisor, or to the Human Resources Department. All reports will be investigated and information will be kept confidential.

DRUG-FREE WORKPLACE

STA has established a drug-free awareness program that informs employees about the dangers of drug abuse in the workplace (through employee meetings, seminars, printed material, etc.), and encourages employees to utilize the Employee Assistance Program (EAP) for alcohol and/or drug abuse and other personal/emotional problems.

Employees must notify STA of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) days after such conviction. If an employee is convicted of a drug abuse violation, he/she shall be subject to disciplinary action, up to and including termination, and/or the employee will be referred to the EAP for rehabilitation.

Any decision to discipline, discharge or require participation in the EAP will be carried out in conformance with STA's Drug and Alcohol Policy, Policies and Procedures, the Memorandum of Understanding and/or appropriate state and federal laws and regulations.

When an employee is convicted of a drug statute violation occurring within the workplace, STA is required to report the incident to the federal government in accordance with the Drug Free Workplace Statute.

STA prohibits the unlawful manufacture, distribution, dispensing, possession or use of a controlled substance while on duty, subject to duty, on Agency property or at other transit facilities.

IMMIGRATION LAW COMPLIANCE

STA is committed to employing only United States citizens and aliens who are authorized to work in the United States and does not unlawfully discriminate on the basis of citizenship and national origin. In compliance with federal law, each new employee, as a condition of employment, must complete the Employment Eligibility (Form I-9) and present documentation establishing identity and employment eligibility. Former employees who have been rehired must also complete the form if they have not completed an I-9 within the past three years.

LABOR RELATIONS PHILOSOPHY

Specific STA employees and employee classifications are currently represented by the Amalgamated Transit Union (ATU), Local 1277. Employees represented by ATU will be provided a copy of the Memorandum of Understanding (MOU) so they will understand the rights, privileges and membership requirements they must observe with union membership.

No part of this “Employee Handbook” is intended to supersede the MOU. If the MOU does not address a topic, the Employee Handbook will apply, providing guidelines, practices, rules and instruction for Agency administration and standards of operation. Members of ATU Local 1277 should refer to the MOU for additional information.

AMERICANS WITH DISABILITIES ACT (ADA) /FAIR EMPLOYMENT AND HOUSING ACT (FEHA)

To comply with requirements under the ADA/FEHA regarding equal employment opportunities for qualified individuals with a disability, STA will make reasonable accommodations for the known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an employee unless undue hardship would result.

Any applicant or employee who requires an accommodation in order to perform the essential functions of the job should contact Human Resources to discuss the need for an accommodation. STA will engage in an interactive process with the employee to identify possible reasonable accommodations, if any, that will help the applicant or employee perform the job.

An employer is required to make a reasonable accommodation to the known disability of a qualified applicant or employee if it would not impose an "undue hardship" on the operation of the employer's business. Undue hardship is defined as an action requiring significant difficulty or expense when considered in light of factors such as an employer's size, financial resources, and the nature and structure of its operation.

An employer is not required to lower quality or production standards to make an accommodation, nor is an employer obligated to provide personal use items such as glasses or hearing aids.

Nothing in this Employee Handbook is intended to conflict with STA’s legal obligation to provide certain reasonable accommodations as required by state and federal laws. Nothing in this policy is intended to prevent or discourage employees from requesting such accommodations.

SECTION 2: EMPLOYMENT

SELECTION OF EMPLOYEES/PERSONAL RELATIONSHIPS IN EMPLOYMENT

To establish the Agency’s policy on selection of employees and personal relationships in employment.

The CEO/General Manager shall be considered the appointing authority for all positions and shall be responsible for approving the development of job descriptions for each position, and for the selection and termination of all employees in accordance with the established Human Resource policies and procedures and STA rules and regulations.

The CEO/General Manager may delegate responsibility as the appointing authority when appropriate.

Nepotism

To prevent the risk of close family relationships adversely affecting job performance or creating a conflict of interest, STA will not employ an immediate family member in a position with responsibility to supervise another immediate family member. Immediate family for the purposes of this policy shall mean individuals who are related to employee by blood, marriage, registered domestic partnership, or adoption including the following relationships: father, father-in-law, mother, mother-in-law, brother, half-brother, brother-in-law, sister, half-sister, sister-in-law, son-in-law, daughter-in-law, child, step-children, aunt, uncle, niece, nephew, grandparent or grandchild.

In addition, STA prohibits employees who are married or involved in a personal relationship from being in supervisor-subordinate roles in the workplace. A conflict arises if one employee in the relationship directly supervises, works in a position where an employee verifies monies received by, or has access to confidential records concerning a relative or someone with whom the employee has a close, personal relationship.

For purposes of this policy “directly supervises” includes one or more of the following roles, undertaken on a regular, acting, overtime, or other basis:

- Occupying a position in an employee’s direct line of supervision; or
- Functional supervision, such as a lead worker, crew leader, or shift supervisor; or
- Participating in personnel actions including, but not limited to, appointment, transfer, promotion, demotion, layoff, suspension, termination, assignments, and approval of merit increases, evaluations, and grievance adjustments.

These relationships could lead to claims of favoritism and affect morale. Any supervisory employee involved in these types of relationships should notify his or her manager/supervisor immediately. STA may take any reasonable and appropriate measures to eliminate the conflict, if necessary, based on the best interests of the Agency.

BACKGROUND INVESTIGATIONS

STA performs background investigations to obtain personal, educational and employment background information on a job applicant that could verify information received during the employment hiring process, clarify discrepancies, provide new information, and assist in making an appropriate selection and placement decision.

New Applicants

Background investigations are made prior to the hiring decision. Information received from a background investigation source should be recorded on a separate form and not on an application or resume. Background information is to be treated confidentially.

Background investigations may be conducted by a third party administrator and include, but are not limited to, verification of employment history, social security identification, education (if applicable), credit history (if applicable) and criminal history.

Verification of Current/Past Employment

When employment verification is requested (telephone or written) on a current or past employee of the Agency, only dates of employment, job title, and salary will be given, unless prior written authorization to release any other information is given by the current or former employee.

It is the policy of STA to provide employment verification only for employment references. If any requests for employee references are received, they shall be referred to the Human Resources Department.

Letters of reference on former employees or current employees will be issued by the Human Resources Department on Agency letterhead.

PHYSICAL EXAMINATIONS

As part of the hiring process, and after a conditional offer of employment is made, every candidate selected for designated full-time, part-time, temporary, intern or on-call position by STA may be required to pass a medical examination. To determine whether applicants are capable of performing the essential functions of the position, with or without restrictions. For those positions requiring heavy lifting, a functional capacity test will also be conducted. All such examination results must be certified by a qualified licensed physician selected by STA. Results of all examinations are strictly confidential. The examination costs shall be paid by STA.

STA shall provide physical examinations to employees who are required, as a condition of employment, to possess a California Commercial Driver's License (Class B).

All safety sensitive pre-employment physicals shall include a drug test/urinalysis.

ORIENTATION PROCEDURES

The Human Resources Department is responsible for developing and implementing an orientation procedure for introducing a new employee to the policies, procedures, facilities and people associated with the individual's employment.

In order to provide an appropriate orientation, the Human Resources Department's orientation will incorporate procedures consistent with the guidelines indicated as follows:

1. An orientation checklist should be used by the Human Resources Department and the supervisor/manager or department chief to provide structure to the orientation subjects covered with the new employee.
 - a. STA's policies and procedures will be covered by the Human Resource Department on a "walk-through" basis highlighting the key benefits and policies established by the Agency.
 - b. Keys, safety and/or other equipment (if applicable) will be issued to the individual by the Human Resources Department, Safety and Security Department, or the supervisor of the individual on the first day of employment.
2. Human Resources, the supervisor/manager or department chief will introduce the individual to other Agency employees and conduct a tour of the facility.
3. Supervisors should establish a format for instructing the new employee in the duties and responsibilities of the position, department procedures and practices, etc.
4. The Human Resources Department will conduct a post-orientation evaluation and contact the employee and the responsible department chief thirty (30) to sixty (60) days after date of hire to determine if they have any questions regarding their position, policies, benefits, etc.

INTRODUCTORY PERIOD

All new, rehired and promoted employees work in an "introductory" status for the first six (6) months after their date of hire/promotion. This "getting acquainted" or "introductory period" gives the manager/supervisor the opportunity to determine the ability with which the employee performs his/her job. It also provides the employee with the opportunity to decide if he/she is satisfied with the position. The employer reserves the right to extend the duration of the introductory period when such an extension is determined appropriate at the employer's sole and absolute discretion.

Upon completion of the introductory period, a performance evaluation will be conducted to ascertain the advisability of continued employment. The employee will be advised in writing if and when the introductory period is satisfactorily completed. Completion of the introductory period is not a guarantee of continued employment. Either the employee or the employer may terminate the employment relationship at-will, at any time, for any reason, during or after the introductory period, either with or without cause or advance notice.

Successful completion of the introductory period is not intended to and/or does not confer upon the employee's permanent rights to his/her position.

Any employee promoted to a new position shall have the option of returning to his/her former position, if available, within this six (6) month period. The date of promotion becomes the anniversary date for the purpose of granting merit increases (if applicable).

PERFORMANCE EVALUATIONS

An employee performance evaluation is a vital link of communication between the manager/supervisor and the employee. It can serve as a guide for discussion and as documentation of the employee's responsibilities, performance and development. Performance evaluations should be conducted at minimum, once a year.

Guidelines:

1. The manager/supervisor will evaluate the employee's performance using the established appraisal guidelines.
2. The manager/supervisor will instruct the employee to complete a self-evaluation form and request that they conduct a self-evaluation.
3. The manager/supervisor will forward the completed evaluation to the department chief for review and approval. Thereafter, the evaluation will be returned to the manager/supervisor to be used, along with the employee's self-evaluation, as a basis for discussion during the appraisal interview.
4. The manager/supervisor or department chief will schedule a mutually convenient appointment with the employee to discuss the evaluation ratings.
5. The employee and manager/supervisor or department chief should discuss each objective and rating and list any objectives or goals that should be accomplished within a certain time frame.
6. The employee's manager/supervisor will provide the employee with a copy of the evaluation.
7. The employee's manager/supervisor will send the original evaluation to the Human Resources Department to be placed in the individual's personnel file.

Note: The CEO/General Manager shall provide approval for all formal performance evaluations rated "extraordinary" by the employee's manager/supervisor.

PERSONNEL RECORDS

General Provisions.

1. STA maintains a personnel file on each employee. The personnel file may include such information as the employee's job application, resume, records of training, documentation of performance appraisals and salary increases, and other employment records.
2. Personnel files are the property of STA and shall be maintained by the employer in strict confidence. Access to the information contained therein is restricted, except as permitted by law. Only supervisors and management personnel of STA, or other authorized STA representatives, who have express authorization from Human Resources and a legitimate reason to review information in a file are allowed to do so without being subject to the procedures set forth in this section.
3. As provided by law, letters of reference, recruitment files, and reports regarding ongoing investigations concerning a current or former employee shall be excluded from the provisions of this policy. In addition, names of all non-supervisory employees shall be redacted from records to be provided under this policy.
4. Supervisor/managers and department chiefs must not retain original personnel documents. All original personnel documents must be filed in the employee's personnel file.
5. If a current or former employee files a lawsuit for which his/her personnel records are relevant, his/her right to inspect and receive copies of his/her personnel file, or to authorize another individual to do, so shall cease during the pendency of the lawsuit in the court with original jurisdiction.
6. Employees must immediately report any change of name, address, telephone number, marital status, number of dependents, military classification, beneficiary information, additional education, or other similar personnel-related changes, to the Human Resources Department.

Inspection of a Current or Former Employee's Personnel File.

1. A current or former employee wishing to inspect his/her personnel file must submit a written request to Human Resources, along with reasonable proof of identity, if requested.. A form that may be used for this purpose is available from Human Resources. A current or former employee who seeks to authorize another person to inspect copies of his/her personnel file must provide a satisfactory written authorization in addition to the written request and proof of identity.

2. Human Resources shall issue a written notice setting a date for inspection of the personnel file within thirty calendar days of receipt of the request, to take place during normal business hours. With the requesting person's written consent, the date for inspection may be extended on one occasion by up to five calendar days. If the requesting person is a former employee who was terminated for violation of STA's policy, or law, involving harassment or workplace violence, STA shall have discretion to mail a copy of the personnel file at STA's expense instead of scheduling an in-person inspection.
3. A current employee may inspect his/her personnel file at the place the employee reports to work, or may instead consent to inspect his/her personnel file at the Human Resources Department without loss of compensation. Inspection by former employees and authorized representatives shall take place at the Human Resources Department unless otherwise mutually agreed in writing by STA, and may require additional reasonable proof of identity.
4. A designated Human Resources representative or other authorized employee must be present throughout the inspection. No personnel files nor contents of personnel files shall be removed from the place of inspection without advance written authorization from the C.E.O./General Manager.

Obtaining Copies of a Current or Former Employee's Personnel File.

1. A current or former employee wishing to obtain copies of documents or other materials in his/her personnel file in person or by mail must submit a written request to Human Resources along with reasonable proof of identity. A current or former employee who seeks to authorize another person to obtain copies of his/her personnel file must provide a satisfactory written authorization along with the written request. Reasonable proof of identity may be required at the time of in-person pick up of requested documents.
2. Human Resources shall issue a written notice setting a date on which the requested copies may be picked up in person during the normal business hours of the Human Resources Department and identifying the cost of reproduction that must be paid to STA at the time of pick up. The date for in-person pick up of the documents shall be no more than thirty calendar days after receipt of the request in Human Resources. With the requesting person's written consent, that date may be extended on one occasion by up to five calendar days. If the requesting person is a former employee who was terminated for violation of STA policy, or law, involving harassment or workplace violence, Human Resources shall have discretion to mail a copy of the personnel file at the expense of STA instead of scheduling an in-person pick up.
3. If the requesting person chooses delivery by mail instead of in-person pick up, the notice provided by Human Resources shall also identify the additional actual postage expenses for which the requesting person must reimburse STA prior to receipt of the copies.

Limits on Frequency of Exercise of Rights to Inspect or Receive Copies of Personnel Files:

1. Current employees shall be entitled to exercise rights under this policy to inspect and obtain copies of personnel records at reasonable intervals upon reasonable notice in accordance with this policy.
2. Former employees shall be entitled to exercise rights under this policy to inspect or receive copies of their personnel records once per year.
3. STA shall comply with a maximum of 50 requests per month filed under this policy by one or more representatives of current employees.

Inspection or Copying of Payroll Records.

A current or former employee wishing to inspect or obtain copies of any data related to his/her compensation must submit a written request to Human Resources, along with reasonable proof of identity. Human Resources shall issue a written notice setting a date within twenty-one calendar days of receipt of the request on which the current or former employee may inspect or pick up copies of the payroll records during normal business hours. If the current or former employee has requested copies of payroll records, the written notice from Human Resources shall also identify the cost of reproduction that must be paid to STA at the time of pick up.

GRIEVANCE PROCEDURES

Purpose and Scope of Grievance Procedure. The following grievance procedure shall be used to resolve employee complaints that STA violated, misinterpreted, or misapplied an obligation to the employee as such obligation is expressed and written in this Handbook or other STA written personnel policies. Specifically excluded from the grievance procedures are the following:

1. Performance evaluations or performance improvement plans;
2. Deferred or denied merit salary increases;
3. Verbal or written counseling;
4. Any disciplinary action or the process of imposing discipline;
5. Policy decisions of the STA Governing Board;
6. Prefatory, aspirational, or philosophical statements regarding STA's operational principles and goals, including, but not limited, to the "Welcome" provisions of this Handbook;
7. Matters for which there is a separate appeal provided in this Handbook or applicable personnel policy.

General Provisions.

1. Non-retaliation. STA shall not retaliate against any employee because of good faith use of the grievance procedure.
2. Time periods.
 - Failure at any step of this grievance procedure to fully and timely comply with the requirements of this Section shall be deemed a waiver of the employee's rights to proceed under this Section.
 - Failure by STA at any step of this grievance procedure to communicate the decision on the grievance within the specified time limits shall permit the aggrieved employee to proceed to the next step.
 - Failure of the aggrieved employee, at any step of this grievance procedure, to submit the decision on a grievance to the next step within the specified time limit and including specified content shall be deemed acceptance of the decision rendered.
 - The time limits specified at any step in this grievance procedure may be extended by mutual, written agreement.
3. Time off work. Reasonable time off without loss of pay shall be given to an employee who has a grievance to permit him/her to participate in a grievance conference. However, an employee shall not be entitled to time off to prepare for his/her grievance meetings.
4. Conferences. Grievance conferences between management and the employee will normally be conducted during the employee's regularly scheduled working hours at a mutually convenient time.
5. Referral to Alternate Manager. If a grievance regards conduct by the supervisor or manager who would be responsible for hearing the grievance at any step in the grievance procedure set forth below, the aggrieved employee may instead submit the grievance to Human Resources, or if the grievance regards conduct by Human Resources, to the C.E.O./General Manager.

Steps for Grievance Procedure.

1. Step One. The employee will inform his/her immediate supervisor of the grievance within ten working days after the employee knows, or in the exercise of reasonable diligence should have known, of the events or circumstances giving rise to the grievance. Failure to timely initiate this procedure will bar further consideration of the grievance and will be deemed a waiver of the grievance procedure. The employee and the supervisor will discuss the grievance. The supervisor will, within ten working days of the discussion, issue a written decision to the employee.

If the employee has no immediate supervisor, other than a department chief, the employee may combine Step One and Step Two by first discussing the grievance orally and then submitting a formal written grievance if not satisfied by the outcome of the discussion with the department chief.

2. Step Two. Within ten working days from receipt of the written decision from the supervisor, the employee, if he/she wishes to appeal the decision, will submit his/her formal grievance to the department chief. The grievance shall be presented in writing and must include the following: a statement of the event(s) causing the grievance; the provision of the Handbook or personnel policy alleged to have been violated; the relief sought by the employee; and any potential witnesses. Failure to fully provide all required information may result in a delay in processing the grievance. Failure to timely initiate this procedure will bar further consideration of the grievance and will be deemed a waiver of the grievance procedure. The department chief or his/her designated representative will, within ten working days of the notification as required above, have a discussion with the employee concerning the grievance. The department chief or his/her designated representative will, within ten working days of the discussion, issue a written decision to the employee.

3. Step Three. Within ten working days from receipt of the written decision from the department chief, the employee, if he/she wishes to appeal the decision, will submit his/her formal grievance to Human Resources. The grievance shall be presented in writing and must include the following: a statement of the event(s) causing the grievance; the provision of the Handbook or other policy alleged to have been violated; the relief sought by the employee; and any potential witnesses. Failure to fully provide all required information may result in a delay in processing the grievance. Failure to timely initiate this procedure will bar further consideration of the grievance and will be deemed a waiver of the grievance procedure. A designated Human Resources representative will, within 20 working days of the written notice, issue a written decision to the employee. The decision of Human Resources will be final and binding, and no further appeal may be had under STA's administrative processes.

REHIRES

When former employees apply to be rehired, they will be evaluated on the same basis as other applicants. However, special consideration will be given to past job performance, the circumstances surrounding termination of previous employment, and the former employee's knowledge of STA's procedures, functions, and requirements of the position being sought. Further details are available from the Human Resources Department.

Note: the rehiring of any employee must be approved by the CEO/General Manager, or his/her designee.

SECTION 3: WORK TIME AND COMPENSATION

WORKWEEK, OVERTIME

This section defines the workday and workweek and establishes a means of uniformly administering overtime scheduling and compensation practices. These guidelines apply to employees working a regular schedule (8 hours per day, 5 days per week) and not to employees working a flex- time/compressed workweek schedule.

The CEO/General Manager, or his/her designee may designate non-standard work hours or days on an as-needed basis.

Work performed by non-exempt employees in a regular workweek in excess of forty (40) hours shall be considered overtime, and shall be paid at one and one-half (1 1/2) times the regular rate of pay. Overtime hours worked must be recorded immediately on the appropriate timesheet form.

It is important to point out that all employees will be expected to work reasonable amounts of overtime hours according to STA's needs.

Non-exempt employees are paid an hourly rate; exempt employees are paid on a salary basis and are not eligible for additional compensation for overtime hours worked. Bargaining unit employees should refer to the MOU.

Time worked and to be charged as overtime must be approved in advance by the department chief, except as noted below.

In an emergency situation, overtime may be worked without prior authorization provided it can be subsequently justified and approved by the department chief.

Employees who work overtime in non-emergency circumstances without obtaining sufficient prior authorization will be subject to discipline, up to, and including, termination.

ALTERNATIVE WORK SCHEDULE (AWS) / FLEX SCHEDULE

It is STA's policy to consider AWS when mutually beneficial to employees, the Agency's operations and customers. AWS is a schedule whereby an employee's workday varies in its starting and ending times from the standard schedule.

AWS is considered successful when it mutually meets the employee's needs and maximizes performance for STA. It requires a dynamic process of cooperation involving employees, managers/supervisors to ensure proper planning, scheduling, and overall implementation.

AWS may not be appropriate for some positions or some departments. Employees may explore this opportunity with their manager/supervisor. The department chief of each section will be responsible for AWS recommendations. The Human Resources Department is responsible for ensuring the consistent and equitable application of AWS

throughout STA. Accordingly, all applications for AWS must be approved and monitored through the Human Resources Department.

The CEO/General Manager authorizes implementation of the AWS, flextime work week schedule on an annual basis. Changes in workload, employee performance, funding, legal mandates, changing legal interpretation, or needs of the Agency, may cause the CEO/General Manager to cancel the AWS flextime schedule at any time without prior notice.

REST AND MEAL PERIODS

Rest and Relief Periods

- Rest periods must be taken in fifteen (15) minute increments and are not to be combined with meal period nor scheduled during the last fifteen (15) minutes of the workday. Individuals may take up to two (2) rest periods per eight (8) hour shift, scheduled in advance with the employee's supervisor.
- Every person is expected to be responsible; and, managers/supervisors or department chiefs will counsel people who violate this policy.

Meal Periods

- No one is expected to work more than 5 (five) consecutive hours without taking at least a 1/2 hour meal period.
- Employees working more than six (6) hours must take at least a 1/2 hour meal period before the end of the fifth hour worked.
- The normal length of time for a meal period for a full-time employee is one (1) hour, and is not compensated.

HOLIDAYS

The days outlined below have been designated as fixed holidays for full-time and part-time employees:

- New Year's Day
- Martin Luther King, Jr.
- Memorial Day
- Independence Day
- Labor Day
- Veteran's Day
- Thanksgiving Day*
- Christmas Day*

*Thanksgiving Day and Christmas Day are both holidays on which the entire Agency is closed and does not provide transit service. On all holidays listed above, the Administration offices are closed.

Earned Time Off (ETO) hours will be used for all of the above-listed holidays. If a manager/supervisor requires that an employee work on one or more of the above-listed holidays, non-exempt or hourly administrative employees will be compensated with premium pay. See the Human Resources Department for specifics. Bargaining Unit Employees should refer to the MOU.

Floating Holidays: The following floating holidays may be offered as an employee benefit at STA's discretion.

- President's Day
- Columbus Day

As with other holidays, employees will be required to use ETO hours for time off on floating holidays.

VACATION

Paid vacation is defined as ETO, or Earned Time Off, for Administrative Employees only. Paid vacation is defined as VTO, or Vacation Time Off, for Bargaining Unit Employees only. (Refer to MOU)

STA provides paid vacation to full-time and part-time employees. ETO hours accrue according to the hours paid in each pay period. ETO may not be used as paid time during the employee's initial introductory period, without approval. Accruals will be based on no more than 80 hours in a single pay period. The rates at which vacation accrues are as follows: (see MOU for bargaining unit employees.)

NON-EXEMPT		
<u>LENGTH OF SERVICE</u>	<u>ACCRUAL PER 80 PAID HOURS</u>	<u>YEARLY MAXIMUM</u>
0 through 4 years	7.39	192 hrs.
5 through 9 years	8.93	232 hrs.
10 through 19 years	10.47	272 hrs.
20 through 24 years	12.00	312 hrs.
25 years and over	13.54	352 hrs.
EXEMPT		
<u>LENGTH OF SERVICE</u>	<u>ACCRUAL PER 80 PAID HOURS</u>	<u>YEARLY MAXIMUM</u>
0 through 9 years	9.85	256.1 hrs.
10 through 19 years	11.53	299.78 hrs.
20 through 24 years	13.26	344.75 hrs.
25 years and over	14.98	389.56 hrs.

The maximum total of accrued ETO may not exceed 500 hours at any time. No further ETO will be credited until hours are used.

Pay in lieu of ETO is permitted by approval of the respective department chief and Human Resources Department, or designee. Such pay in lieu of taking ETO may be sold back twice in a revolving 12-month period. In order to qualify for a sell back, at least 40 consecutive hours of ETO must have been taken as paid time off, and an 80-hour balance must remain in the ETO/VTO. The CEO/General Manager has the discretion to allow exceptions to this rule.

Payroll maintains the accrual records for each individual employee. A current accrual count is provided on each payroll check stub.

Scheduled time away must be approved in advance by an employee's manager/supervisor. As vacation scheduling is done at the beginning of each calendar year, if there are conflicts of dates requested, the manager/supervisor will resolve the matter in the most fair and equitable manner, usually by seniority. All employees, including management, are expected to schedule their vacation time.

ETO/VTO is paid at the employee's base pay hourly rate effective at the time the vacation is taken.

Should employment terminate, the employee will be paid for all accrued ETO/VTO. Such benefits will be paid promptly upon termination and will be included in the final paycheck.

Scheduling Vacation (ETO/VTO)

- Approval must be obtained from the immediate supervisor or department chief at least two (2) weeks prior to taking ETO/VTO.
- The approved time off will be recorded as ETO or VTO on the employee timesheet for the pay period in which the leave time was taken.
- Employees should utilize Outlook Calendar, Outlook Out-of-Office Assistant and Alternate Voice Mail message for scheduled Vacations.
- It is the responsibility of the manager/supervisor and/or department chief to keep track of scheduled time off of their staff.

PAYDAY

Payday is the Friday following the Saturday which completes the 2-week pay period. There are 26 pay periods in the year. In the event a holiday falls on the Friday, payday is the day prior. Forms for direct deposit of payroll checks are available through Payroll or the Human Resources Department.

PAYROLL DEDUCTIONS

State and federal payroll taxes are collected in accordance with legal requirements. Each employee must complete a withholding exemption certificate (W-4) at the time of hire. This information determines the amount of income taxes withheld. Any changes in information such as family status, dependents, name, address, etc. should be brought to the attention of the Human Resources Department so that withholding levels are correct. A statement of earnings and taxes withheld is supplied to employees each year.

STA employees are not subject to withholding for social security (FICA), except for the Medicare portion; nor are they subject to a deduction for state disability insurance (SDI). Employees are required, however, to purchase short term disability insurance through the STA benefits program. This benefit is explained in the Benefits Section. Temporary STA employees are subject to social security withholding; however, they are not eligible to purchase short term disability insurance.

GARNISHMENTS

STA is required by law to recognize certain court orders, liens and wage assignments. The Finance Department will advise an employee of receipt of an assignment. The Finance Department will assess a fee, allowable under the law, for processing wage garnishments.

SECTION 4: ATTENDANCE AND LEAVES

SICK LEAVE

STA offers paid sick leave to regular full-time, part-time and temporary employees in the event of a non-occupational illness/accident. Bargaining unit employees should refer to the MOU.

Any time off in a workweek, whether due to paid or unpaid leave, is excluded in computing whether an employee has worked more than 40 hours in a workweek, for purposes of determining entitlement to pay at an overtime rate.

Any employee absent for more than three (3) consecutive work days due to an illness or injury will be required to submit a doctor's release before they may return to work, or to comply with any other applicable terms under this Handbook, as advised by Human Resources.

Eligible employees accrue 3.08 hours of sick time per 80 hours worked, to a maximum of 80 hours per year. Unused sick leave accruals will carry-over from year to year, unless cashed-out by a full-time employee in accordance with the sell-back provisions in this Handbook. Accruals begin on the first day of part-time or full-time employment. Accrued sick time may not be taken as paid time off during the first 90 days of a new employee's initial introductory period.

Temporary employees are eligible to receive 24 hours, or the equivalent of three (3) of the employee's usual shifts, whichever is greater, of sick time per year. Temporary employees are entitled to use sick time beginning on the 90th day of employment with STA. On the temporary employee's anniversary date of hire, and every subsequent year of temporary employment, all sick time balances will reset to 24 hours, or the equivalent of three (3) of the employee's usual shifts, whichever is greater. Any unused leave will be forfeited and will not carry-over past the next anniversary date. Temporary employees may not cash out unused sick time.

In the event employment terminates, no portion of remaining sick leave is payable. Sick hours for full-time and part-time administrative employees may be credited as days worked for determining length of service under STA's Retirement Plan.

Employees are not eligible for sick leave while on vacation or when observing a holiday, unless otherwise required by applicable law. Sick leave is not allowed for otherwise unexcused tardiness, and cannot be used as additional vacation days.

If STA determines that an employee is abusing the sick leave program, that employee will be subject to disciplinary action, up to and including termination.

Sick leave may be applied to:

- Employee illness or health appointments for examination.
- Absence due to exposure to a contagious disease when quarantine is imposed by health authorities or when it is determined by a physician designated by STA that the presence of the employee on duty would endanger the health of others.
- Employee is a victim of domestic violence, sexual assault or stalking.
- Illness of, or health appointments for, a member of the employee's immediate family (parents, grandparents, sisters, brothers, spouse, registered domestic partner, children, grandchildren, and/or spouse's or registered domestic partner's parents, grandparents, sisters, brothers, children, and grandchildren).

Employees are required to call in to their manager/supervisor at least one hour before the beginning of their shift to report their need to use sick leave for each day of absence/illness or to report the length of a doctor's off-work order. Consideration shall be given to emergency situations that reasonably prevent the employee from providing advance notice to his/her manager/supervisor including, but not limited to accident, injury, or hospitalization. In emergency situations, employees must provide notice of the need for leave as soon as practicable. Managers/supervisors must report absences of three or more consecutive days, or any evidence of suspected abuse to Human Resources immediately for further action.

Employees may furnish a certificate issued by a licensed physician or nurse or other satisfactory evidence of a need for sick leave, in response to notice from Human Resources regarding suspected abuse of sick leave or as permitted or required by applicable law.

An employee who has been absent from work due to his/her own illness or injury may be required, depending on the nature of the illness or injury, to provide Human Resources with a medical certification releasing him/her to return to work, with or without restriction.

Sick leave will be paid in an amount equal to the employee's regularly scheduled workday, excluding overtime (except as specified below).

Sick hours will be recorded on the employee timesheet under sick leave for the pay period in which the sick time was taken.

SICK LEAVE SELLBACK

Each full-time employee will be given the option of carrying-over sick time hours from year to year, or receiving payment for the unused hours. Part-time and temporary employees are not eligible for sick pay sellback. Employees will be notified of available hours to sell back in late October/early November of each year. The employee then notifies STA on the required form within the required time period of the requested amount of sick time they wish to sell. The payment for those sick hours sold will be included in the first paycheck issued in December. Any request for sellback of sick leave that would result in a balance lower than a required minimum balance of 40 hours will not be approved. (Required minimum balance is subject to change.)

FAMILY AND MEDICAL CARE LEAVES OF ABSENCE

STA recognizes that there are situations when a leave of absence may be necessary for family or medical care reasons. This section will provide employees with a general description of their rights under the Federal Family Medical Leave Act (FMLA), the California Family Rights Act (CFRA) and Pregnancy Disability Leave (PDL). Where permitted by law, the above leaves will run concurrently.

Additional definitions and other provisions governing employees' rights and obligations under the FMLA, CFRA, and PDL that are not specifically set forth below are set forth in the Department of Labor's FMLA regulations (29 C.F.R. § 825.00 *et seq.*) and the California Department of Fair Employment and Housing's CFRA regulations (2 C.C.R. § 11087 *et seq.*) and PDL regulations (2 C.C.R. § 11035 *et seq.*) This Policy is deemed to include such regulatory provisions, including subsequent revisions to such regulatory provisions, except where expressly contradicted by the terms of this Policy.

Qualifying Reasons for FMLA/CFRA Leave

Eligible employees may be granted up to 12 weeks of unpaid, job-protected FMLA/CFRA leave for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or child birth;
- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, registered domestic partner, son or daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee's job.

Eligibility for FMLA/CFRA Leave and Amount of Leave Entitlement

- Employees are eligible for FMLA and CFRA leave if they have been employed with STA for at least twelve (12) months, have performed at least 1250 hours of service with STA during the previous twelve months prior to the commencement of leave, and are employed at a work-site at which STA employs fifty (50) or more employees within a seventy-five (75) mile radius of the work-site.
- Eligible employees may be granted up to an aggregate total of twelve (12) workweeks of leave during a rolling twelve (12) month period. Entitlement to leave will be determined by looking at the preceding twelve months from the date that leave is scheduled to be taken. If the employee has not taken more than twelve weeks in the preceding twelve months, the employee will be entitled to take leave for an FMLA/CFRA-qualifying reason.
- Leave can be taken intermittently or on a reduced leave schedule when medically necessary.

Military Family Leave under the FMLA

Eligible employees with a spouse, registered domestic partner, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week FMLA leave entitlement to address certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings. The leave may commence as soon as the individual receives the call-up notice. This type of leave is counted toward the employee's 12-week maximum of FMLA leave in a 12 month period.

FMLA also includes special leave that permits eligible employees to take up to 26 weeks of leave to care for a spouse, son or daughter, parent or next of kin covered service member during a single 12- month period. Next of kin means the closest blood relative

of the injured or recovered service member. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty on active duty that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

California Pregnancy Disability Leave Law

Employees who are disabled due to pregnancy, may take leave under the California Pregnancy Disability Leave Law (PDL) up to 4 months for the time of disability either due to pregnancy or due to childbirth. There is no eligibility requirement for pregnancy disability. It shall run concurrently with FMLA, if applicable. Provided that an employee is eligible for CFRA leave, she may be eligible to request additional time off to bond with her baby (up to 12 weeks) after her pregnancy disability ends.

Definition of Serious Health Condition

“Serious health condition” means an illness, injury, impairment or physical or mental condition that involves either inpatient care in a hospital, hospice, or residential health care facility or continuing treatment or continuing supervision by a health care provider.

Employee Responsibilities

Any employee who desires to take a family or medical care leave (FMLA/CFRA), military family leave (FMLA only) or pregnancy disability leave (PDL or FMLA/PDL) must submit a written request to STA, indicating the date on which the leave will commence and the estimated duration of the leave. If the employee’s need for leave is foreseeable, the employee must provide STA with reasonable advance notice of the need for the leave and at least thirty (30) days’ notice. An employee’s failure to provide a thirty-day notice for a foreseeable leave may result in denial or delay of leave. If the need for leave is not foreseeable, then notice must be given as soon as practicable or within two (2) working days of return from leave with the appropriate certification submitted within fifteen (15) calendar days from the date of notice. If the need for the leave is due to planned medical treatment or supervision, the employee must use all reasonable efforts to schedule the treatment or supervision to avoid disruption to STA operations.

An employee who requests leave for the serious health condition of the employee or the employee’s child, spouse-, registered domestic partner, or parent, must provide written certification to STA from the health care provider of the individual requiring care which states, (1) the date on which the serious health condition commenced; (2) the probable duration of the condition; (3) an estimate of the amount of time that the health care provider believes the employee needs to care for the individual; and, (4) that the serious health condition warrants the participation of the employee to provide care during the period of treatment or supervision of the individual requiring care. If the leave is to be taken on an intermittent basis, the certification must specify whether the condition requires that leave be taken intermittently, the expected frequency of the need for intermittent leave and expected duration of the need for intermittent leave.

Employees are expected to communicate with STA, through their department manager/supervisor, regarding the status of their condition and intent to to work, and department managers/supervisors must notify Human Resources regarding such communications. Before returning from leave due to their own serious health condition, the employee must supply a physician's statement that they are able to resume regular job duties, with or without restrictions.

Benefits and Protection

Any employee returning from an approved FMLA/CFRA or PDL leave that does not exceed the maximum eligible length of such leave will be reinstated to his or her original or equivalent position with no loss in seniority or benefits which accrued prior to the leave of absence. Employees who do not return to work at the end of their authorized leaves and do not obtain an approved extension of the leave will be treated as having voluntarily resigned.

Continuation of Health Care Benefits

During approved FMLA/CFRA and PDL leaves, STA shall continue to provide medical coverage under its group health plan at the level and under the same conditions that coverage would have been provided if the employee had been continuously employed during the duration of the leave. The employee will remain personally responsible for paying the employee's premium, including dependent coverage, if any. Failure to pay premiums in a timely manner may result in a lapse of coverage.

During the leave, the employee shall retain employee status with STA and the leave shall not constitute a break in service. An employee's use of FMLA/CFRA or PDL leave will not result in the loss of any employment benefits that accrued prior to the start of an employee's leave.

ATTENDANCE STANDARDS

STA's goal is to maintain an efficient and productive operation, which requires regular and prompt attendance of each employee.

Employees are expected to report on a regular basis, as scheduled, to their assigned shift. While an employee may be perfectly capable of doing a job, the job isn't performed to the standards deemed acceptable to STA if the employee has excessive, unexcused absences. In those cases, STA may have no alternative but to take disciplinary action, including discharge.

However, persistent absenteeism or tardiness may be a symptom or result of other issues (e.g., possible need for reasonable accommodation of a disability, transportation difficulties, personal problems, job dissatisfaction). It is, therefore, imperative that employees discuss these issues with their manager/supervisor and Human Resources or seek help from the Employee Assistance Program (EAP), to attempt to address them; otherwise, persistent, unexcused absenteeism and tardiness will be addressed through disciplinary action. (Seeking help from the EAP after discipline is imposed will not negate the discipline).

These standards apply to all employees of the STA. Bargaining unit employees should also refer to the MOU.

Long-Term Absences

Long-term absences are absences over 14 consecutive calendar days in duration. An employee on long-term absence, whether it is for illness or job-related injury, must report initial absence to their department chief or manager/supervisor. The department chief or manager/supervisor must forward the information to Human Resources. An employee who is off work on long-term absence must provide any follow-up and out of office status updates directly to the Human Resources Department. Human Resources will then notify the department chief or manager/supervisor of relevant status update information.

When the employee is released to return to work, he/she must provide Human Resources with a medical certification releasing him/her to return to work, with or without restriction. Employees in covered positions may also be required to submit to a physical examination and drug test by a licensed physician selected by STA to determine the employee's fitness for duty following his/her return to work. Given the possible time constraints associated with securing appointments, employees are encouraged to notify Human Resources at least seven (7) working days in advance of their anticipated return-to-work date.

The Human Resources Department will schedule the physical/drug screen, (when applicable) and notify the appropriate department chief or manager/supervisor of the employee's date to return to work.

WORKERS' COMPENSATION PROCEDURES

STA carries workers' compensation insurance coverage as required by law to protect employees who are injured on the job. This insurance provides medical treatment in addition to temporary disability payments for partial loss of earnings that result from work-related injuries. Loss of earnings is calculated from the first day of an employee's hospitalization or after the third full day following the injury, if an employee is not hospitalized. The cost of this insurance is paid completely by the Agency.

Definition: Workers' compensation injury - an injury, disease or other medical condition incurred by an employee in the course of employment and which arises out of the employment.

All job-related accidents and illnesses must be reported to the immediate manager/supervisor and an employee suffering such injury or illness should be referred to the Agency's selected medical facility (clinic or hospital) for medical treatment and evaluation.

An employee will be compensated at the regular rate of pay for time required during the initial visit to a physician or hospital for treatment. If the employee is required to leave the job due to such an accident or illness, he/she will be paid for the full number of hours in the scheduled shift for the day of the accident/illness.

If the physician places the employee in an off-work status, he/she will be paid sick leave for up to three (3) days, provided the employee has accrued sick leave. An employee may not return to work without the proper physician's release statement. An employee reporting without the release will be referred to their current treating physician.

An employee who has follow-up medical treatment appointments must make a reasonable effort to schedule the therapy/appointment before or after their work shift, during non-scheduled, otherwise unpaid time.

Employee Responsibilities

- Become familiar with department and Agency safety guidelines and adhere to those guidelines in daily work performance.
- Report any perceived safety hazards to his/her immediate manager/supervisor.
- Maintain a clean, safe work environment such as keeping items in their proper locations, maintaining all equipment in proper order, and picking up or cleaning up items from the floor.
- Report all on-the-job injuries or illnesses at the time of occurrence to his/her immediate manager/supervisor. If job-related injuries are suffered during working hours but off Agency property, contact a supervisor as soon as possible and obtain necessary medical attention.
- Follow manager/supervisor's instructions, seeking medical care as directed.
- Complete "Employee's Claim for Workers' Compensation Benefits" form, returning it to the manager/supervisor who distributes the appropriate copies.
- Maintain contact with the manager/supervisor and the Human Resources Department to report on condition and anticipated return-to-work date. Submit physician's progress report to the Human Resources Department after each visit to the clinic, or at minimum, every thirty (30) days if employee is placed in an off-work status for over thirty (30) days.
- Present physician's release statement to the Human Resources Department upon receipt from physician.

Modified duty may be offered to employees who suffer an injury on the job. If such an assignment is offered and is rejected, this may impact the employee's ability to receive disability benefits.

ACTIVE DUTY MILITARY LEAVE

Active duty military leave shall be granted as provided in applicable provisions of Federal law or the California Military and Veterans Code (with documentation), and as follows:

- STA shall provide full compensation for the first thirty (30) days of active duty military leave, waiving the requirement for more than one year's seniority and, beginning on the 31st calendar day of active duty provide the difference between the employee's base salary and their military salary for up to a twenty-four (24) month period.
- STA shall continue medical, dental and vision insurance at the Agency's current level of contribution for the twenty-four (24) month period following the date ordered to active duty.
- Eligible employees shall be entitled to reinstatement and to receive restoration of original hire and benefit date, salary step, and vacation accrual rate.

Procedure:

1. Employees requesting an active duty military leave must submit the request in writing to their immediate manager/supervisor and must include a copy of their military orders.
2. Employees returning from active duty military leave may be required to submit to a physical examination and drug screen by an Agency-designated physician to determine fitness for duty, where permitted or required by applicable law.

JURY DUTY/WITNESS LEAVE

All full-time and part-time employees are provided regular pay, limited to ten (10) workdays per calendar year, to fulfill court ordered service as a juror or witness.

Employees who receive a summons for jury duty or to appear as a witness in a legal proceeding must notify their manager/supervisor immediately. Copies of the notice or subpoena will be provided to the Human Resources Department.

Jury duty/witness time will be recorded as such under Other Hours on the employee timesheet for each pay period in which jury/witness time is taken. Proof of service must be attached to the employee timesheet in order to receive jury duty/witness leave pay.

BEREAVEMENT LEAVE

Employees are eligible for up to three (3) days off with pay in the event of the death of an immediate family member defined as a spouse, brother, sister, grandparent, grandchild, or a child, parent, parent-in-law, or registered domestic partner. For purposes of this policy, "child" means a biological, foster, or an adopted child, a stepchild, a legal ward, or

a child of a domestic partner and the term "parent" means a biological, foster, or adoptive parent, step-parent or a legal guardian. Should the employee be required to travel out of state for services related to the above, they will be eligible for up to five (5) days off with pay. Proof of services may be required. Bargaining unit employees should refer to the MOU.

SECTION 5: BENEFITS

MEDICAL/HEALTH, DENTAL AND VISION INSURANCE

Each of the following provisions describes for each type of benefit the classifications of employees who are eligible to receive or participate in the benefit.

Group Health Insurance

This program is available to all employees. A summary plan description will be provided to each eligible employee upon enrollment. The coverage is available to employees and eligible dependents, if full-time. (Part-time employees should see the Human Resources Department for dependent coverage details.)

Monthly premium costs will be shared between employees and the Agency. The plan year is a calendar year. Prior to each plan year, STA determines the contribution to be made on behalf of each eligible employee. The employee's premium is deducted each pay period on a pretax basis.

In the event employment terminates or employment status changes such that an employee is no longer eligible to participate in the Agency's medical, dental or vision programs, he/she will be advised of the opportunity to continue benefits through The Consolidated Omnibus Reconciliation Act (COBRA). The required payment information is included in the notice. Any applicable premium waiver on the Life Insurance protection will also be processed by the Human Resources Department at this time.

Group Dental Insurance

This program is available to all full-time employees. A summary of the coverage will be provided upon enrollment.

Group Eye Care Plan

STA provides an eye care plan to all full-time employees and eligible dependents.

AGENCY PAID CONTINUATION OF MEDICAL, DENTAL AND VISION INSURANCE

STA will continue to pay its portion of the medical, dental, and vision insurance premium during the period of time an employee is absent from work due to non-work related illness or injury for a twelve-month period. This period of time is limited due to business necessity of the Agency. This payment, along with the employee's regular contribution, will ensure that the medical, dental, and vision benefits remain active and in force.

Employees must continue to pay their portion of the premium for medical, dental, and vision insurance. Maintenance of records and required notification are the responsibility of the Human Resources Department.

LIFE INSURANCE

All active full-time employees are provided with group life insurance paid by the Agency. Eligibility for coverage begins on the first of the month following thirty (30) days of continuous service. Part-time employees are not eligible for life insurance. Benefits are determined by classification level. Contact the Human Resources Department for more information.

LONG-TERM DISABILITY INSURANCE (LTD)

Long term disability insurance is available to all active full-time and part-time employees. Long-term disability insurance is intended to provide a partial income replacement should a non-work related illness or injury keep an employee off work for greater than 26 weeks. Employees will receive information on this benefit during their initial orientation. The insurance carrier will assist in the application process in the event that an employee needs to access this benefit.

SHORT-TERM DISABILITY INSURANCE (STD) / PAID FAMILY LEAVE

STA employees do not participate in the State Disability Insurance (SDI). Instead, all employees, with the exception of temporary employees, are covered under a short term disability program. This insurance provides low-cost disability income if illness or injury not caused by the job, prevents an employee from working. Claim forms must be completed to receive payment. The forms are available from the Human Resources Department. A summary of provisions in the plan will be provided during enrollment.

DEFERRED COMPENSATION

A 457 deferred compensation plan is available to all full-time and part-time employees. Eligibility for participation in the plans begins on the first day of employment. Refer to the plan documents for complete details.

TRANSPORTATION PASS/EMPLOYEE I.D.

STA shall provide employees/retirees and their dependents with a transportation pass which will entitle the bearer to free transportation on the Agency's normally operated fixed route service.

Dependents eligible to receive transportation passes shall include:

- Spouse or registered domestic partner,
- Children, stepchildren, and minor dependents for whom the employee has legal custody, under twenty-six (26) years of age,

- Foster children under the age of twenty-six (26) upon submittal of documentation designating the employee as their foster parent, and
- Unmarried dependents over the age of twenty-six (26) who are certified as physically or mentally incapable of self-support.

Employee dependents under the age of five (5) years will be entitled to free transportation when accompanied by employee with a transportation pass.

The STA pass will also serve as an identification card. Employees will be required to display, upon request, their identification card while on Agency property. Falsification of information or altering the transportation pass will result in the loss of pass privileges for the employee and his/her dependents.

If the pass is lost, stolen or destroyed, the loss must be reported immediately to the Human Resources Department. There will be a charge for replacement of these passes as follows: first loss — no charge; second loss — \$10.00; third loss — \$25.00. Any cards that are washed or mutilated will be replaced without charge provided the mutilated card is returned to the Human Resources Department.

The pass is non-transferable.

EMPLOYEE ASSISTANCE PROGRAM (EAP)

This program applies to all employees. The Employee Assistance Program is designed to provide the Agency's employees and their families with confidential counseling services. It helps the employees with problems pertaining to such things as alcoholism, depression, drug abuse, their job, marriage and family, etc.

All contact with the designated Employee Assistance Program provider is confidential unless the employee wishes otherwise. A brochure outlining the service is available in the Human Resources Department.

SECTION 6: REIMBURSEMENTS

DUES AND MEMBERSHIP FEES

STA may pay the annual fee on behalf of employees for any dues and/or membership fees from work related professional organizations. Approval from the CEO/General Manager is required.

TRAVEL AND CONFERENCE EXPENSES

STA may require attendance at educational activities including educational courses, off site staff training and certification programs. STA will make advance payment of program fees, registration, travel and lodging. Expenses for meals and other related travel expenses will be reimbursed based on original receipts. Eligible expenses include: registration (course/program fees), travel, lodging and meals.

Expenses will be covered in accordance with the Agency's expense reporting guidelines. The CEO/General Manager, or his/her designee, must approve all requests for employee attendance at personal development and/or educational activities. Direct any questions regarding educational activities to the Human Resources Department.

EDUCATIONAL REIMBURSEMENT

It shall be the policy of the STA that full-time employees may be reimbursed the actual cost of tuition or registration fees upon successful completion of a training course, or courses, towards a degree designed to improve the employee's effectiveness in performing his or her assigned duties. Full-time employees with six (6) months of service shall be eligible for tuition reimbursement for classes taken while attending an accredited college or university as a student, or work-related adult education classes. (This policy does not apply to conferences or meetings of APTA, California Transit Association, or any grant-funded meetings).

Prior to enrollment, employees will need to complete the appropriate form, give it to their manager/supervisor for approval, then send to the Human Resources Department for consideration. Employees will be notified if the request is approved or denied.

Initial approval of a course of study does not obligate the Agency to approve future courses in that course of study. Approvals are only valid for the specific course and semester requested. Payment of courses at a higher institution rate does not obligate STA to continue payment at that higher rate.

Employees may not apply for education and development reimbursement for courses previously taken or courses currently in progress. Unless directed and approved by the Agency, an employee's regular work schedule will not be altered to allow time off the job for participation in course.

Subject to approval as provided above, STA will reimburse all of the costs incurred for tuition and books related to the course. To obtain the reimbursement, the employee returns the pre-approved request with the transcript showing successful completion of the course with a grade of “C” or above (“Pass” if class is Pass/Fail), along with the receipts for tuition, books and any other materials required for the completed course. Submit to the Human Resources Department.

For graduate level program toward Master’s Degree or above, the pre-approved request with the transcript showing successful completion of the course with a grade of “B” or better, along with the receipts for tuition, books and any other materials required for the completed course, is required for reimbursement. Fifty percent of the total cost will be reimbursed in 90 days; the other fifty percent will be reimbursed six months after the completion of the course. This assumes that the person claiming is still an Agency employee at the time the re-payment is due.

The maximum calendar year reimbursement, pending CEO/General Manager approval and subject to budget availability, is:

- Undergraduate: \$2,000 per year
- Graduate level program of a Master’s Degree or higher: \$9,000 per year.

Termination of employment (actual date of termination) for any reason prior to the completion of the class(es) and submittal of the letter grade completion certificate will make the employee ineligible for this reimbursement.

SECTION 7: SEPARATION

RETIREMENT

Full and part-time administrative employees will participate in the Agency’s retirement plan rather than the social security retirement plan. Employees must work at least 1001 hours per calendar year as a regular full or part-time employee to participate in the retirement program. A summary of the plan is provided upon enrollment. A post-tax deduction is made from each employee’s earnings each pay period. The amount of the withholding is shown on the paycheck stub.

Full-time and part-time bargaining unit employees participate in a plan per the bargaining agreement with STA, and they will receive a summary description of their retirement plan upon enrollment. Bargaining unit employees do not participate in the social security retirement program.

Retirement Saving Plan – 457(b)

Information is available in the Human Resources Department regarding the voluntary 457(b) plan benefit.

TERMINATION REVIEW AND PROCEDURE

When an individual announces his/her intention to terminate employment, a resignation letter should be provided to the employee's immediate manager/supervisor or department chief. The terminating employee should give at least two (2) weeks' notice of termination.

Final paychecks will be given to the employee at the exit interview. If the individual terminates his/her employment without notice, final compensation will be paid within seventy-two (72) hours of the date of termination. Final compensation may include accrued ETO/VTO pay, minus any applicable payroll deductions.

An explanation of when Agency paid benefits cease, continuation under COBRA and any other questions the employee may have, will be covered in the exit interview.

Every effort should be made to maintain the goodwill of all persons terminating their employment and they should have a good understanding of their status at the time of termination.

EXIT INTERVIEW PROCESS

All terminating individuals should, when practical, be accorded an exit interview at the time of termination for the purpose of concluding the individual's employment relationship in as mutually satisfying a situation as possible.

All exit interviews are conducted by the Human Resources Department on or near the individual's last workday. The following guidelines should be used as appropriate and according to the specific individual situation:

- If necessary, confirm the reason(s) for the termination if the individual has questions after the discussion with the manager/supervisor.
- Seek feedback from the terminating employee in regard to his/her opinion of STA benefits, work environment, policies, etc.
- Arrange for the return of Agency-issued property, such as keys, transportation pass/I.D., uniforms, safety equipment and other Agency materials or property.
- Explain benefit program entitlements as appropriate, including:
 - a. Medical, dental and vision insurance coverage and continuation under COBRA.
 - b. Life insurance conversion.
 - c. Pension plan refund.
 - d. Unemployment compensation.

- Obtain a completed and signed exit interview form. If the individual refuses to sign the form, it shall be noted by the Human Resources Department performing the exit interview.

SECTION 8: CONDUCT

DRESS CODE

STA's professional atmosphere is maintained, in part, by the image that employees present to the public and within the Agency. Employees should therefore utilize good judgment in determining their dress and appearance during business hours (8:00 am – 5:00 pm, Monday through Friday). If there are any questions as to what constitutes proper attire, the manager/supervisor or department chief should be consulted.

Following are examples of inappropriate or unacceptable business attire:

- T-shirts (or any shirt with suggestive or offensive writing);
- Tank tops, halter tops, midriff or tube tops;
- Torn or clothes with holes in them.

Employees who are inappropriately dressed will be sent home and directed to return to work in proper attire. Non-exempt employees will not be compensated for the time away from work.

Uniforms, if required, must be kept clean and neat. Shoes must be worn at all times (safety violation).

STA will consider and grant reasonable accommodation to the dress code in accordance with applicable state and federal law. Employees must direct any such requests to Human Resources.

SOLICITATION AND DISTRIBUTION

Contributions and solicitations for donations not directly sponsored by STA, will be allowed for community agencies and/or other charitable organizations, such as United Way, Salvation Army (Toys for Tots) and community food drives. Sale of candy, raffle tickets, etc., to sponsor schools, community organizations (i.e., Lion's Club), Little League baseball and the like, is permitted. Employees must limit solicitation of contributions to non-working hours in a non-working area.

There may be times when a group of people wish to take up a collection for special occasions, such as for a person who is ill, who is retiring, etc. Such collections should be made during the non-working time of all persons concerned.

Distribution or handing out of any literature, pamphlets, or other printed material is prohibited in all working areas during working time unless job-related.

Posting of notices or other written material on STA property require the approval of the Human Resources Department.

Sale of products or services by employees or other individuals of a private business nature are prohibited on STA premises except as may be authorized by a department chief during non-working hours in non-working areas.

“Non-working time” is the time the individual is on STA property, but not actively performing his/her employment duties (for example, lunch time and break time). Distribution of literature is limited to non-working time, as defined above, and non-working areas. “Non-working areas” are lunch/break rooms/areas.

TELEPHONES, MAIL AND FAX

Business telephone, FAX machines and an efficient mail system are essential as a means of communication. Appropriate use of the telephone, FAX and mail system contribute to the effectiveness of the operation.

Telephone system

- Employees are asked to use discretion in receiving and placing personal telephone calls. Conversations should be as brief as possible. Using Agency telephones to place personal long distance calls is prohibited.
- Those employees issued Agency cellular phones are required to use non hand-held phone devices while driving or to pull over in order to avoid the possibility of an automotive accident due to phone usage.

Mail system

- Personal letters or packages should be received at an individual’s home and not at the employment site. Personal mail received at STA may be opened, and STA cannot be responsible for confidential items.
- Employees will not use STA postage machine, express mail carrier (using STA account number) or other Agency-paid postage for personal mail.

FAX machine

- Employees will not use STA FAX machines to transmit or receive personal documents.
- Supervisors and managers have the responsibility to discourage and monitor inappropriate use of the telephone, mail system, and FAX equipment. Violation of this policy may constitute grounds for disciplinary action.

SMOKING POLICY

Medical evidence clearly shows that smoking is extremely harmful to the health of smokers. Smoke from cigarettes, cigars, and pipes are also an irritant to many non-smokers and can worsen allergic conditions. In sufficient concentrations, second-hand smoke has been shown to be harmful to those with chronic heart and lung disease. New research indicates that long-term exposure to second-hand smoke may seriously threaten the health of non-smokers.

All STA employees, customers, and visitors are prohibited from smoking or use of tobacco products within STA buildings, vehicles and outside of designated smoking areas.

Smokers who wish to quit are encouraged to contact the Human Resources Department for information on smoking cessation options available to them.

UNAUTHORIZED USE OF AGENCY EQUIPMENT/AGENCY PROPERTY

The use of Agency facilities, equipment, supplies, or other property for personal purposes is strictly prohibited. This includes the use of e-mail, voicemail and computer equipment or company vehicles which are issued to employees to perform their jobs. Therefore, unauthorized use of such equipment is grounds for disciplinary action up to and including termination. Employees are also reminded that lockers, office equipment, desks, etc., are provided by STA for employee convenience, but remain the property of STA and may be inspected and/or searched at any time. Facilities or equipment may not be used for extra-curricular activities during or after work hours unless pre-approved by the CEO/General Manager.

VOICEMAIL, E-MAIL AND TELEPHONE MONITORING

The Agency's telephone system permits employees to receive, send, and transfer voice mail messages. The telephone system is an important asset of STA and has been installed at substantial expense to facilitate business communications. Although employees are able to use codes to restrict access to phone messages that are left on the system, it must be remembered that the phone system is intended solely for business use. In keeping with this intention, STA maintains the ability to monitor any phone calls made or received on its telephone system or the computer e-mail system. Because STA reserves the right to obtain access to all voice mail and e-mail messages left on or recorded on the system, employees should not assume that such messages are confidential or that access by the employer or its designated representative will not occur.

It is the responsibility of employees to keep their voice mail message up-to-date relative to their availability to receive and return messages. If the employee anticipates a period away from the office, the voice mail message should indicate the dates of absence and return and give an alternative number to the caller for immediate response.

CELL PHONE USE

Under California Vehicle Code §23123, it is against the law to operate a motor vehicle while using a hand-held cellular telephone except for emergency related purposes,

including but not limited to, an emergency call to a law enforcement agency, healthcare provider, fire department, or other emergency services agency or entity. Under California Vehicle Code §23125, it is against the law to operate a transit vehicle while using a wireless telephone except for work-related purposes or emergency purposes. STA prohibits the use of all wireless telephones, both hand-held and hands-free, as well as any other electronic device, while operating or seated behind the wheel of the coach. For work-related purposes, operators of transit vehicles should utilize the Dispatch radio. If the radio is not working properly, the operator should pull over to a safe location, exit the vehicle and call the Dispatch in the Operations Department or an Operations Supervisor.

Drivers of Agency non-revenue vehicles in accordance with State law must not use hand-held cellular telephones without benefit of a blue-tooth/hands free device and are prohibited from texting messages under any circumstances while driving.

STA has a zero-tolerance position on violations of cellular phone usage as stipulated in the law and under STA authority as stated. Employees found to be in violation, even for a first offense, are subject to termination.

INFORMATION SECURITY GUIDELINES

Computer information systems and networks are an integral part of business at STA. STA has made a substantial investment in human and financial resources to create these systems. Any abuse or inappropriate use of these networks and systems puts both the employee and STA at business or legal risk.

This information and directives have been established in order to:

- Protect the Agency's investment.
- Safeguard the information contained within the Agency's information systems.
- Reduce business and legal risk.
- Protect the integrity of the Agency.

Failure by an STA employee to comply with the guidelines and requirements of this information may result in disciplinary action by STA depending upon the type and severity of the violation, whether it causes any liability or loss to STA and/or the presence of any repeated violation(s).

Responsibility of Information Technology (IT)

IT shall provide appropriate support and guidance to assist employees to fulfill their responsibilities under these guidelines.

Managers and Supervisors shall create appropriate performance standards, control practices, and procedures designed to provide reasonable assurance that all employees observe these guidelines.

The Intranet/Internet and Email

The intranet is the Agency's internal network. The internet is a very large, publicly accessible network that has millions of connected users and organizations worldwide. One popular feature of the Internet is e-mail. The Agency's email accounts and related software are set up to use the internet as the platform for sending and receiving information.

Access to the intranet/Internet is provided to employees for the benefit of the STA and its customers. Employees are able to connect to a variety of business information resources around the world. Per STA policy, all employees must use intranet/internet resources in a responsible manner.

Conversely, the Internet is also replete with risks and inappropriate material. To ensure that all employees are responsible and productive Internet users and to protect the Agency's interests, the following rules have been established for using the intranet/Internet and e-mail.

Acceptable Use

Employees using the intranet/Internet are representing the Agency. Employees are responsible for ensuring that the intranet/Internet is used in an effective, ethical, and lawful manner. Examples of acceptable use include, but are not limited to:

- Using Web browsers to obtain business information from commercial Web sites.
- Accessing databases for information as needed.
- Using e-mail for business contacts.

Unacceptable Use

Employees shall not use the intranet/Internet for purposes that are illegal, unethical, harmful to the Agency, or nonproductive. Unacceptable use includes, but is not limited to:

- Sending or forwarding chain e-mail, i.e., messages containing instructions to forward the message to others.
- Sending jokes, images, video, etc. that are not business related.
- Conducting personal business using Agency resources.
- Transmitting any content that is offensive, harassing, or fraudulent.
- Downloading non-business related files from Internet sites or email.
- Game playing, on-line gambling, social networking, etc.

Employees using the intranet or internet shall:

- Ensure that all communications are for professional reasons and that they do not interfere with his/her productivity.
- Be responsible for the content of all text, audio, or images that he/she places or sends over the intranet/Internet. All communications must have the employee's name attached.

- Not transmit copyrighted materials without permission.
- Know and abide by all applicable Agency policies dealing with security and confidentiality of Agency records.

All data, reports, and messages created with Agency software, or sent/received over the intranet/Internet are the property of STA and may be regarded as public information. STA reserves the right to access the contents of any messages sent over its facilities.

All communications, including text, voice and images, can be disclosed to law enforcement or other third parties without prior consent of the sender or the receiver. This means that employees should not put anything into their e-mail messages that they would not want to see on the front page of the newspaper or that would require explanation in a court of law.

The capacity for storage of data is determined by IT. When an individual user exceeds the allotted disk space, he/she will be notified and a request to archive files will be made. It is the individual employee's responsibility to archive or delete data in a timely manner.

Computer Viruses

Computer viruses are programs designed to make unauthorized changes to programs and data. Therefore, viruses can cause destruction to Agency resources. It is important to know that:

- Computer viruses are much easier to prevent than to cure.
- Defenses against computer viruses include protection against unauthorized access to computer systems, using only trusted sources for data and programs, and maintaining virus- scanning software.

IT shall install and maintain appropriate antivirus software on all computers and respond to all virus attacks, destroy any virus detected, and document each incident.

Employees must not knowingly introduce a computer virus into Agency computers and must not load USB thumb drives or CDs of unknown origin. Any employee, who suspects that his/her workstation has been infected by a virus, must immediately call the IT Department.

Access Codes and Passwords

The confidentiality and integrity of data stored on Agency computer systems must be protected by access controls to ensure that only authorized employees have access. This access must be restricted to only those capabilities that are appropriate to each employee's job duties. All system access requires a password.

The IT Department shall be responsible for the administration of access controls to all Agency computer systems. IT will process adds, deletions, and changes upon receipt of a written request from the end user's supervisor. Deletions may be processed by an oral request prior to receipt of the written request.

Employees must be responsible for all computer transactions that are made with his/her User ID and password and must not disclose passwords to others. Passwords must be changed immediately if it is suspected that they may have become known to others. Employees must log-out or lock station when leaving a workstation for an extended period.

The Human Resources Department shall notify the IT Department promptly whenever an employee leaves STA or transfers to another department so that his/her access can be revoked and/or modified. Involuntary terminations shall be reported concurrent with the termination.

Physical Security

It is Agency policy to protect computer hardware, software, data, and documentation from misuse, theft, unauthorized access, and environmental hazards. All employees shall follow the following directives:

- Media must be stored out of sight when not in use. If the media contains highly sensitive or confidential data, it must be locked up.
- Media must be kept away from environmental hazards such as heat, direct sunlight, and magnetic fields.
- Critical computer equipment, e.g., file servers, must be protected by an uninterruptible power supply (UPS). Other computer equipment must be protected by a surge suppressor.
- Environmental hazards to hardware such as food, smoke, liquids, high or low humidity, and extreme heat or cold must be avoided.
- Since the IT department is responsible for all equipment installations, disconnections, modifications, and relocations, employees are not to perform these activities. This does not apply to temporary moves of portable computers for which an initial connection has been set up by IT.
- Employees must exercise care to safeguard the valuable electronic equipment assigned to them. Employees who neglect this duty may be accountable for any loss or damage that may result.

SECTION 9: OTHER

BULLETIN BOARDS

The Human Resources Department maintains bulletin boards in several locations for informational purposes. Employees should check the bulletin board in their area regularly for important notices including federal and state postings as well as STA information. Posting of material by any employee is strictly prohibited. In addition, separate bulletin boards are provided for posting of Union information.

EMERGENCY CLOSING

STA considers the safety of employees as a priority when dealing with an emergency closing. STA may be forced to close (or not open for business) in emergency situations that include, but are not limited to, inclement weather and emergency situations such as a power failure, fire, and other situations that create undesirable and/or unsafe conditions for employees.

SUNLINE SUGGESTION BOX

STA encourages employees to make suggestions for improving Agency operations such as reducing costs, making operations more efficient or effective, increasing revenue, improving customer service, or improving safety.

Suggestions should be ideas that clearly and concisely identify a specific problem or situation not already implemented or addressed by the Agency. The suggestion should include a detailed solution and indicate the expected benefit(s) to the Agency.

Suggestion Boxes are located in the Drivers Lounge at Divisions I and II.

HOUSEKEEPING GUIDELINES

The Agency provides a pleasant, clean, professional, healthy, and safe work environment to promote productivity and effectiveness. Employees are expected to cooperate with cleaning and maintenance services to help reduce costs.

Offices and Workstations

Work related items and personal items should be organized on shelves or work surfaces within each workstation/office. To ensure safety and maintain a professional work area, items should not be left on the floor outside the office at any time. Personal items must be in good taste and only displayed within an employee's workstation/office.

Food and beverages may be consumed in offices and workstations. Food containers, eating utensils, dishes and trays must be removed or cleaned and stored at the end of the workday. Waste materials and recyclables should be disposed of properly in designated containers.

Appliances

Personal radios and similar devices are permitted during working hours. However, use of these items must not interfere with business activities.

Appliances such as hot plates, toasters, small electrical grills, space heaters, lamps, fans, coffee mug warmers, or any other items that fit the definition of household appliances must be approved prior to use.

Agency Grounds and Parking Areas

Do not litter the grounds and parking areas. Discard cigarettes in the appropriate containers. Do not discard cigarettes on the grass, Agency roads, or parking lots.

All emergency exits, firefighting equipment (hoses, extinguishers), fire alarm pull stations, and electrical panels must be kept accessible at all times.

LOST & FOUND

Any items found on STA property or Agency vehicles should be delivered to the lost and found. Whenever possible, reasonable efforts will be made to determine and contact the owner of any lost item.

While STA will do everything reasonably possible to ensure that lost belongings are returned to their owners, STA accepts no responsibility for the state of the items lost on Agency property.

In order to claim a lost item, ownership must be established by describing the item as closely as possible.

MEDIA CONTACT

No one other than the CEO/General Manager, or designee, has permission to represent STA to the media. It is the procedure of STA to respond to media inquiries as soon as possible. Any unauthorized individual who makes public comments or addresses the media as an apparent representative of STA may be subject to discipline up to and including termination.

OFFICE SUPPLIES

Office supplies are for business use only and should not be removed from STA premises for non-business use.

PERSONAL BLOGS/SOCIAL MEDIA

Blogging/social media participation, except by authorized personnel, may not occur on Agency property or equipment at any time.

Employees are prohibited from representing STA or representing that they speak on behalf of STA without express, advance authorization. Employees are similarly prohibited from using any STA trademarks, logos, or copyright-protected material.

Employees who engage in blogging or other internet postings outside the workplace in which they identify themselves as employees of STA or in which they regularly or substantively discuss STA publicly, are expected to clearly state that any views or

opinions expressed therein regarding STA are the employee's own, not those of the Agency. Postings must not contain confidential Agency information, trade secrets, or otherwise violate this Handbook, other STA policies, or applicable law.

Employees are reminded and cautioned that information posted on a social media site may be used as evidence in an internal investigation and administrative or legal proceedings. Employees should also expect that any information created, transmitted, downloaded, exchanged, or discussed on any social media site may be accessed by STA or any third party at any time without prior notice. Furthermore, anything posted on the Internet or in a social media forum may be accessible by anybody else. Employees have no reasonable expectation of privacy in anything posted on the Internet.

RIDESHARE

STA encourages ridesharing by employees wherever possible. STA has an incentive program to encourage employees to use alternatives to the single-driver car. Employees participating in the program are eligible for those incentives. Limited special carpool parking is available to employees who car pool a minimum of 80% of the time. Employees who use our transit system to commute are fully subsidized, as free bus passes are a benefit to employees and dependents.

Ridesharing is a relatively easy and cost-effective way to reduce air pollution, reduce energy consumption and save money.

RECYCLING

STA is committed to protecting the environment by examining methods to improve waste reduction and recycling.

Waste and recyclable materials should be placed in properly designated containers which are located throughout the facility.

VISITORS

The entrance gate to 32-505 Harry Oliver Trail and 83-255 Highway 111 is open during normal business hours, (8:00 am – 5:00 pm), Monday through Friday. Access during non-business hours can be gained by using authorized means.

Visitors must check-in with the guard at the front gate and receive a temporary Visitor's Pass. Employees must advise their visitor to be prepared to provide a photo ID to the security guard before entering the facility.

It's Up to You

As has been mentioned earlier in this Employee Handbook, STA may change, rescind or add to any policies or practices described from time to time at its sole and absolute discretion. You will be advised of material changes in writing along with instructions for inserting/removing pages to your Employee Handbook. These instructions should be followed so that you always have a point of reference that is complete and up-to-date. You are encouraged to bring your questions to your manager/supervisor or the Human Resources Department. We want you to feel comfortable with our way of conducting business so that you will be able to devote your full energy to performing your job in an effective and positive manner.

Remember, we all serve our #1 customer — the public. Keep this handbook readily available for future reference. It is your guide to success at SunLine.

WELCOME!