



**United Way of
Southwest Virginia**

OPERATING PROCEDURES

July 21, 2020

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GENERAL EMPLOYMENT PROCEDURES

Orientation & Training

The Director of Operations will conduct an agency orientation for new employees and process their employment forms on the first day of work. An employee's direct supervisor will be responsible for department specific orientation. The Director of Operations and an employee's direct supervisor will work together to complete the **Employee Onboarding Checklist** for all new employees. The Board President is responsible for the President and CEO's orientation and training.

All employees are expected to maintain up-to-date skills required to perform their jobs. Employee development is encouraged throughout the organization. Some educational training or conference opportunities may be offered to employees and paid for by UWSWVA. The individual will be notified by his or her supervisor when classes or conferences are offered. The appropriate department director will approve training for each individual staff member within budget constraints. The Board President will approve training for the President and CEO. Training and travel costs beyond that in the budget will need prior approval by the Board.

UWSWVA Job Descriptions are on file in the Director of Operations' office. A copy of the applicable job description will be given to each employee. Salaries and benefits are in accordance with the UWSWVA Governance Policies approved by the Board of Directors.

Performance Appraisal

An employee's immediate supervisor and/or director will complete employee performance appraisals. The supervisor is required to schedule the appraisal and include a representative from HR in the appraisal. The Director of Operations will send reminders to supervisors two weeks before the appraisal is due. The Executive Committee will complete the President and CEO's performance appraisal. A performance appraisal will be conducted at the end of the initial 90 days of employment, on the anniversary month of employment or when the employee is promoted or assigned to a new position. For the initial 90-day appraisal, the supervisor should use the **UWSWVA 90 Day Job Performance Evaluation** form. For the annual appraisal, the **UWSWVA Employee Performance Evaluation** form that is prepared by HR to align with the employee's job description. The supervisor should provide the annual appraisal form to the employee to complete before the face-to-face performance appraisal meeting.

After the appraisal process has been completed, the employee will sign the form to verify that it was reviewed. The employee will be given the opportunity to examine the appraisal and make written comments about any aspect of it. The completed appraisal form will become part of the employee's personnel file.

Between scheduled appraisals, the supervisor and director should keep records of any significant incidents which include both positive and disciplinary information. The employee should receive a copy of the memo that describes the event and will be asked to acknowledge their receipt in writing.

Pay Procedures

UWSWVA pays employees by direct deposit on a twice-monthly basis. For pay purposes a work week commences on a Monday and ends on a Sunday.

Employees are required to maintain monthly timesheets and are required to complete, sign and submit the timesheet to their immediate supervisor for approval. The supervisor will review the timesheet for accuracy, attach all applicable leave requests, and then forward it to the Finance Assistant. Timesheets that are either not submitted in a timely fashion or are incomplete may not be processed with the payroll and may cause a delay in the employee receiving pay. The original copy of the timesheet will be filed in the employee's personnel file located in the office of the Director of Operations. The Finance Department will create an annual pay date and time sheet due date schedule and distribute the schedule to all employees in January of each year.

State, federal and Social Security taxes will be deducted automatically. No other deductions will be made unless required or allowed by law, contract, or employee obligation. An employee may elect to have additional deductions (e.g., UWSWVA pledge, health insurance, Simple IRA Plan) taken from their pay, but he/she must request the deductions in writing. The President and CEO is the only staff person authorized to receive a writ of garnishment or a notice of levy by any taxing authority or creditor of an employee.

Employees who discover a mistake in their automatic wage/salary payment should notify the Director of Finance immediately. In the case of a mistake, the error will be remedied promptly.

Non-exempt employees must have permission from their immediate supervisor before they can receive overtime pay for work in excess of 40 hours during a work week. Non-exempt employees must request permission to work overtime in advance by completing the **Overtime Authorization Form** at least five (5) working days before the requested date of the overtime. The employee's immediate supervisor must turn in the completed form authorizing the overtime to the Finance Department within the pay period of the overtime.

Part time employees must complete time sheets twice a month. Part time employees must submit timesheets on the 15th and last day of each month and will be paid on the 20th and the 5th of each month following receipt of a complete, correct time sheet.

Attendance

UWSWVA's core hours of operation begin at 8:30 a.m. on Monday mornings and end at 4:30 p.m. on Friday afternoons. If an employee finds it necessary to be late or absent from work because of illness or an emergency situation, he/she should contact his/her direct supervisor. Employees who are absent from work for three consecutive days without being excused or giving proper notice will be considered as having voluntarily resigned.

Compliance

UWSWVA employees are responsible for familiarizing themselves with the content of the UWSWVA Governance Policies and Operating Procedures and for complying with the Core Values, Code of Ethics, and the policies and procedures as set forth by the organization. Upon completion of orientation, each employee will sign an **Acknowledgment of Receipt** form which will be placed in the individual's UWSWVA personnel file.

Personal Appearance

Each employee's dress, grooming and personal hygiene should be appropriate to the work situation. Employees are expected to present a neat appearance. Employees are not permitted to wear ripped or disheveled clothing, tight or revealing clothing, or wear flip flops or shoes that may be perceived as informal or not business attire. Open toe shoes are approved if business appropriate.

Telephone Use

UWSWVA telephones are to be used for business operations. Answer all calls promptly and courteously starting with "United Way" and your name. On occasion personal calls may be necessary but limit them to emergencies or essential personal business. When an employee takes a message for someone else in the office, send a written message via email giving the caller's name, phone number, and the date and time of the call.

Phone Script for Direct Assistance Inquiries

"United Way, this is ____."

"I understand that you're calling to ask for assistance with _____. United Way does not provide direct assistance to individuals. Our initiatives are focused on preventative programs. We recommend that you hang up and dial 211 or visit 211virginia.org. 211 is a partner of United Way and they will provide you with a list of resources that may be able to help you. If you call 211 and it does not work, they also have an 800 number you can dial: 1-800-230-6977."

Employees do not provide look up services, such as assisting someone who does not have internet to look up information for them. Refer all direct assistance inquiries to 211. Be kind, but unapologetic. Do not spend undue time in conversation. Repeat the

referral information and reiterate that 211 is the agency all referrals are sent to for direct assistance.

“I am so sorry you have to go through that. I suggest that you call 211. They should be able to provide you with a list of resources to help.”

Hazardous Weather

The President and CEO shall determine when UWSWVA will be officially closed or opening late because of inclement weather or other hazardous conditions and will notify staff. The President and CEO will take into account weather conditions affecting our location and issue appropriate instructions to staff to protect their safety. There will be a recorded message on the main phone to inform the community of such closings. In the event of closure, full-time regular employees are to be paid for the regular hours that they would have worked.

Activity Calendar

The staff activity calendar is located on the black cabinet in the upstairs kitchen. Each activity is scheduled and is open to any employee who would like to sign up to serve as the DRI (Direct Responsible Individual) to lead and coordinate the activity. Once an employee has signed up to lead an activity, that employee is the DRI, and is responsible for communicating about the activity (including sending the calendar invitation to all staff), planning the logistics, and hosting the event.

REIMBURSEMENT PROCEDURES

General

Employees should complete a **UWSWVA Purchase Distribution Form** to account for all approved business expenditures and attach itemized receipts to the form. All business expenditures are subject to UWSWVA's internal review process. UWSWVA reserves the right to issue further guidelines specifying or restricting reimbursement procedures. Any expenses considered unreasonable or that violate these guidelines will not be paid or reimbursed and are the employee's personal responsibility.

All employee business expenditures are to be submitted within three (3) business days of purchase unless the employee is traveling out of the service area. For out of area travel expenses, all expenditures are to be submitted within three (3) business days of the employee's return to the office.

Expenses for approved UWSWVA business will be reimbursed when documented by the employee on a **Purchase Distribution Form** with itemized receipts attached. The expenses will be reviewed for compliance by the employee's immediate supervisor and/or grant Direct Responsible Individual (DRI), and the department director. Expenditures over \$5,000.00 must be approved by the President and CEO. Examples of expenses normally paid or reimbursed include transportation, meals, lodging, and limited incidental expenses.

Travel

Business travel must be approved in advance by an employee's supervisor and should be reimbursed according to the UWSWVA Governance Policies and Operating Procedures. If an employee's travel is being funded by an external funding source, whether grant or contract, the employee must review the grant contract and grant budget to determine if the expenses are allowable under the terms of the grant.

The maximum per diem rate for daily meals and lodging allowance is determined by the General Services Administration (GSA) <https://www.gsa.gov/travel/plan-book/per-diem-rates> rate for the specific area or location. A cash advance may be obtained for approved business travel by submitting a written request to the Director of Finance that does not exceed approved per diem rates. If an employee is renting a vehicle or purchasing a flight, the employee should research cost options and make a cost benefit analysis for the purchase and submit the analysis to his/her immediate supervisor for approval before a purchase is made.

Work related travel above and beyond normal commuting should be done in an agency vehicle whenever possible. If a group of employees is traveling to the same location, and an employee chooses not to travel with the group, taking their personal vehicle instead, that employee must obtain prior approval to take his or her personal vehicle and will not receive mileage reimbursement for the travel. If an employee is traveling to

a destination alone and chooses to use his or her personal vehicle rather than an available agency vehicle, the employee will receive no mileage reimbursement. If an agency vehicle is not available, and an employee uses their personal vehicle for work related travel, the employee shall be reimbursed at the approved IRS Standard Travel Allowance rate. An employee who is traveling must check with the Administrative Assistant for Community Relations to see if an agency vehicle is available prior to traveling.

Employees must submit their **Employee Reimbursement Form - Mileage** attached to a **Purchase Distribution Form** within one (1) business day of their return. Employees who fail to submit timely requests may not be reimbursed for their travel expenses.

UWSWVA requires that personal vehicles used on UWSWVA business be insured as required by law. UWSWVA does not provide reimbursement for deductible amounts applicable under personal vehicle coverage. UWSWVA insurance is excess over the employee's own insurance coverage as stipulated in UWSWVA's policy.

Meals

Out of Service Area Meals

When an employee is working outside of the organization's 21- county/city service area, UWSWVA will reimburse employees for business-related meals. Meal expenses should not exceed the GSA rates for the location. Meal costs will be reimbursed for the actual, reasonable cost, including tax and gratuity and documented on the UWSWVA Purchase Distribution Form with itemized receipts attached.

In Service Area Meals

UWSWVA only provides meals within the organization's service area when a special meeting or training is taking place with volunteers. Food purchases may only be made for grant-funded projects if the expense is allowed by the funder and documented in the grant contract and/or grant budget. When meeting with colleagues for work meals, employees should plan these types of meals as a Dutch Treat option.

Lodging

UWSWVA will reimburse employees for business related lodging that is properly authorized and does not exceed the GSA rates for the location. Lodging costs will be reimbursed for the actual, reasonable cost, including taxes and fees and documented on the UWSWVA Purchase Distribution Form with itemized receipts attached.

Hotel reservations may be made with a personal credit card to guarantee a late arrival. If unable to honor that reservation, it is the employee's responsibility to ensure that the room is canceled in compliance with the cancellation terms established by the hotel. Unless there is an authorized reason for not canceling a reservation, UWSWVA will not pay the lodging charges and they will be the responsibility of the individual. Late check-out penalties are not reimbursable.

Registration

When an employee is authorized to participate in training programs, conventions, or conferences the registration fees may be prepaid by UWSWVA or reimbursed afterward when documented on the UWSWVA Purchase Distribution Form and itemized receipts are attached.

Commercial Transportation

Employees must book inexpensive commercial transportation when traveling on UWSWVA business. Transportation fares may be pre-paid by UWSWVA or will be reimbursed when supported by the paid receipt and documented on UWSWVA Purchase Distribution Form.

Phone Calls

UWSWVA will reimburse employees for business-related phone calls that are supported by an itemized phone bill and documented on the UWSWVA Purchase Distribution Form.

Company Credit Card

UWSWVA Credit Cards are split into department areas. The assigned department custodian (DRI) is as follows:

Childhood Success, Youth Success	Administrative Assistant for Childhood and Youth Success
Community Relations	Administrative Assistant for Community Relations
Administration	Administrative Assistant for President and CEO
Finance, Operations	Finance Assistant

Please go directly to those individuals when the use of a credit card is needed.

To assist the staff with expenses incurred for business, United Way has corporate credit cards employees may use for approved business purposes or to make business purchases (Example: online purchases, food for meetings, travel, etc.).

A Purchase Distribution Form should be completed with all required signatures, coded completely, and attached to the itemized receipt and submitted to the Finance Manager within one (1) business day of the purchase. The credit card must be returned to the assigned custodian on the same business day unless otherwise approved for overnight business travel.

VEHICLE USE PROCEDURES

Any driver of a company vehicle (or driving on company business in any manner) must: possess a valid driver's license, maintain an acceptable driving log before and after trips, and follow the guidelines stated in this policy at all times.

UWSWVA provides a company vehicle primarily to assist employees in completing their jobs. Vehicle use is strictly limited to business purposes. It may not be used for personal reasons. As needed, an employee may transport business associates.

All company-provided vehicles are designated as non-smoking areas. Employees must keep vehicles in a clean, well-maintained condition. Return vehicles with at least half a tank of fuel in the vehicle upon returning to the office.

Neglecting to maintain a vehicle could result in the driver being charged for any resulting repairs. Unusual wear and tear above industry average or neglecting to maintain a company-provided vehicle may result in the loss of an employee's vehicle privileges and further disciplinary action.

UWSWVA will routinely inspect all safety related equipment, including headlights, taillights, brake lights, turn signals, running lights, license plate lights, tire inflation, windshield wipers, wiper fluid level and horn operation and will insure a valid insurance card and vehicle registration are in the vehicle at all times. Drivers noticing problems with safety related equipment should report them to the Operations Department immediately.

Traffic & Parking Violations

Employees who are in an accident while driving a company vehicle must follow the procedures listed below.

1. When an accident involves another vehicle, obtain the following information:
 - a. Driver's name (and owner's name if different from the driver)
 - b. Address
 - c. Telephone number
 - d. Name of insurance company and policy number
 - e. VIN, vehicle year, make and model
 - f. Vehicle license plate number
2. If possible, obtain names, addresses and telephone numbers of any witnesses, including name, badge number, department name and address of any investigating law enforcement agency.
3. Identify him or herself and show driver's license and insurance identification card.
Employees may not discuss UWSWVA's insurance policy, assume the blame for the accident or, above all, agree to any settlement.
Note if there are any injuries reported by anyone involved in the accident.

4. Call the police. Notify your immediate supervisor.
5. Cooperate with the investigating law enforcement officers. Answer questions factually and avoid commentary beyond that. If an officer asks if a citation should be issued to the operator of the other vehicle, answer in the *affirmative* and explain that this is UWSWVA's preference.
6. If an adjuster or any other representative from the other driver's insurance company contacts the employee for a statement (either written or recorded), refer that person to UWSWVA's Director of Operations.
7. If it is determined that UWSWVA's driver is at fault, then the driver could be financially responsible for damages.
8. If an employee is found to be under the influence of drugs or alcohol at the time of the accident, regardless of whether the employee is found at fault or not, his or his employment will be terminated.

Vehicle Violations

Violations received while driving a company vehicle could result in loss of company-provided vehicle and losing the privilege of driving on company business, in any manner and may subject the employee to further disciplinary action, including possible employment termination. Vehicle violations include any moving violation.

Company-provided vehicle privilege or driving on company business in any manner may be reinstated after the loss of privilege, provided a clean driving record (no moving violations or at-fault accidents) has been maintained, at the discretion of management.

Each driver is responsible for prompt payment of any fine incurred as a result of unlawful operation or illegal parking of the company vehicle. If an unpaid fine reaches judgment status, the fine plus a \$25.00 penalty will be deducted from the employee's paycheck.

In certain cases, an employee's supervisor can authorize an employee to drive his or her own vehicle, depending on where the employee is traveling.

Vehicle Safety

The driver and all passengers must wear seat belts at all times. Drivers are prohibited from overloading and/or overcrowding a vehicle that may result in unsafe operation. Do not carry more passengers than the number of occupant safety restraint systems in the vehicle. Drivers are responsible for wearing and enforcing the use of safety restraints by all occupants.

Driving is a full-time job. Avoid all distraction. Concentrate on the other driver by assuming that person will not do what is expected. Roads are crowded. Consider all vehicles as potential accidents looking for a place to happen. Beware when entering intersections. Always count to two before entering an intersection from a stoplight or

stop sign. Signal entry onto freeways and stay in the center or inside lane for ease of emergency maneuvering. Do not insist on the right-of-way.

Drivers must operate a vehicle only at a speed appropriate to the road, traffic and weather conditions. If it is dark or road, traffic, or weather conditions are poor, use the headlights.

Drivers may not transport animals in company vehicles or while on company business.

Drivers are not to transport any hazardous material or waste in company vehicles or in any vehicle while on company business. Non-hazardous materials transported in a company vehicle or in any vehicle while on company business that may potentially cause injury because of sudden impact must be properly secured.

Vehicles should be locked when parked on the premises, job sites, stopping temporarily such as at convenience stores or anytime that the vehicles are left unattended.

Under no circumstances should radar detectors, laser detectors or any other radar-detecting devices be used in a company vehicle.

If an employee is negligent in the care of a company-provided vehicle resulting in financial loss or excessive repair, UWSWVA could charge back to the employee the fair market value of that cost.

Cell Phone Usage

The safest and most responsible way to use a cell phone or any hands-free device is to safely pull over and park. Operating a cell phone with hands and/or fingers while driving is strictly prohibited. Any accident resulting from negligence due to phone or hands-free device usage can be cause for immediate employment termination.

Driving Record Check

Continued eligibility to drive a company-provided vehicle, or driving on company business in any manner, requires each driver to maintain a safe and clean driving record. This means that UWSWVA reserves the right to review employee driving records.

Vehicle Reservation Process

All departments will schedule vehicles through their department vehicle coordinator.

- Request a vehicle reservation as soon as possible.
- When making vehicle requests, include what program/project the travel is related to and the location of travel including destination street address. Vehicle coordinators will put on the car calendar the name of the driver, the location and the program/project.

- Vehicle coordinators will schedule cars in the reservation priority order: **Nissans will be prioritized to use for out of territory travel.**
 - White Mercury
 - Black Mercury
 - Grey Nissan
 - Red Nissan
 - Gold Chevrolet
- If an employee no longer needs a car, cancel reservations as soon as possible.
- If all vehicles are taken, the department vehicle coordinator should contact Administrative Assistant for Community Relations.
- Employees can "view" the Vehicle Reservations on Google calendar.
- If an employee must take a personal vehicle, the department vehicle coordinator should put this on the personal car reservation calendar.
- If the Vehicle Reservation calendar changes and an employee is dropped from having a car, the department vehicle coordinator will notify the employee.
- It is an employee's responsibility to check the Google Calendar the day of the trip to verify that the car is still available. No email reminder will be sent out.
- If a company car is available and an employee decides to take his/her own car instead, the employee will not be reimbursed mileage.
- Each company vehicle has an assigned clip board that includes the keys, mileage log, insurance/accident contact information, and a gas credit card. The clip boards are located beside the mailboxes. Each employee should pick up the clip board before his or her scheduled trip. Upon arrival back at the office, an employee must return the clipboard and keys to the holders beside the mailboxes.

Mileage Logs

All mileage logs are to be turned in to Administrative Assistant for Community Relations upon returning the vehicle. Attach gas receipts to mileage logs.

Maintenance and Repair Requests

Report all repair or maintenance needs to the Director of Operations.

Wex Fleet Gas Cards

There is one Wex Fleet Gas card assigned & attached to the clip board for each car.

When getting gas, an employee will be required to enter the car's odometer reading and the last four digits of their individual social security number. Employees are expected to get an accurate odometer reading when stopping for gas.

Employees may download the Wex App if they choose, which allows drivers to find locations that accept the card. Most gas stations accept the card. Employees should report any problems with the card to the Finance Department.

MARKETING & COMMUNICATIONS PROCEDURES

UWSWVA is an independent 501 c 3 organization that is a member of United Way Worldwide (UWW). As such, UWSWVA is required to follow **UWW Brand Standards and Guidelines**. The United Way brand identity is the tangible expression of all the United Way stands for. It embodies what United Way does and why United Way is a trusted partner across the world. The Brand Standards and Guidelines are provided to ensure the correct and consistent use of the brand identity system. UWW provides the voice, brandmark, typography, color palette, and other visual elements to each local United Way. By accurately and consistently implementing the brand identity, employees protect the equity of the United Way brand and make the brand positioning stronger. The corporate identity includes the United Way logo (a registered trademark), “LIVE UNITED” slogan, corporate colors, typefaces and other elements of visual identity.

The Operations Department manages all aspects of UWSWVA’s Marketing and Communications. All media* for UWSWVA’s brand, programs, events, seminars, etc., are to be compiled, produced, purchased and approved through and/or with the assistance of the Operations Department to ensure editorial, brand and legal compliance with UWW Brand Standards and Guidelines and any guidelines created by funding partners.

*Media includes but is not limited to: Business Cards, Photography, Videography, Print Material (mailers, signage, handouts, booklets/programs, certificates), Event Marketing, Add Page to Website, Major Edits to Website Page(s), Swag/Stationery, Story Capturing, Blog Writing/Article, Press Release/Media Advisory, Social Media (Facebook, Twitter, LinkedIn, Instagram), Campaign Materials, and Design (digital, print, social)

The Operations Department coordinates production of all official UWSWVA materials. This includes, but is not limited to, print newsletters, e-newsletters, all apparel and merchandise, collateral materials, etc. All design, production and printing projects are managed by the Operations Department to ensure alignment with the Corporate Identity and Branding Guidelines.

The Operations Department will oversee and manage all print vendors. Each project will be quoted and bid out in order to ensure the most cost effective and quality piece for the organization. The Operations Department is responsible for ensuring the final product is satisfactory, including but not limited to, ensuring the correct amount of product was received, the product quality is satisfactory, and the product billing invoice is correct.

Media

All communication with Media Partners will be facilitated by the Director of Operations. The Operations Department facilitates media contact by writing and issuing media

advisories, news releases and story leads, responding to incoming requests from journalists, and providing advice and training to staff in dealing with the media.

The President and CEO is the official spokesperson for UWSWVA. Media enquiries should be referred immediately to the Operations Department to solicit a timely, accurate response. The announcement of an “Official UWSWVA Position” to the press or other comments to the news will come only from the President and CEO or another individual specifically designated by the President and CEO. Refer all media requests to the Director of Operations.

UWSWVA media releases are issued, reviewed and approved only by the Operations Department, ensuring that the Department is aware of what stories are released as well as the availability of the spokesperson when media make enquiries.

In the instance of an emergency, the Operations Department will work with the President and CEO to communicate to the media. All communications with the media **MUST** be arranged by the Operations Department.

Website & Social Media

The Operations Department manages the organization’s website and social media and is responsible for uploading content to the website. The Operations Department relies on each individual department within the organization to create content pertaining to their scope of work and supply it to the Operations Department for uploading.

UWSWVA’s social media accounts include, but are not limited to, Facebook, Twitter, YouTube, Vimeo, Instagram, and LinkedIn. No staff member, intern, volunteer or otherwise, for any reason, is permitted to create new social media accounts on any platform. If inappropriate content is shared on any social media site from staff, members of the public, volunteers, or otherwise, the Operations Department will remove such content at their discretion.

Electronic or e-Newsletter

The UWSWVA e-Newsletter is written, compiled, edited, and disseminated by the Operations Department via Constant Contact. Departments are responsible to contact Operations when there are program activities, events, staff member updates, or other meaningful content to share with the UWSWVA mailing list via the e-Newsletter.

Events & Functions

Events and functions hosted by United Way include, but are not limited to, the Annual Awards Banquet, Careers Expo for Youth, Leadership Giving Society events, TLC Conference, volunteer activities, etc. Planning events and functions are to be undertaken by the appropriate department with assistance from the Operations

Department. Marketing and Communications will lead and/or assist in pre-promotion and media coverage of applicable events and functions.

Online Presence

The Operations Department will create and manage all online presence of UWSWVA. This includes, but is not limited to, United Way Online, LinkedIn, Google Apps, website domains and hosting, Issuu, Dropbox, Survey Monkey, Constant Contact, Flickr, Twitter, Facebook, Vimeo, etc. For no reason should any other staff member, intern or volunteer create an account for any online presence.

UWSWVA Style Guide

Employees must follow the UWSWVA Style Guide when creating content for the organization.

INFORMATION TECHNOLOGY PROCEDURES

Main Server (Active Directory)

The Operations Department oversees the maintenance and operation of the main server. This includes, but is not limited to, adding and deleting users, adding and reducing permissions, and working in conjunction with external IT personnel to ensure maintenance is completed, the server is kept up to date, and is backed up at all times.

Duties and Responsibilities of IT Personnel

The Operations Department is assigned the role of Network Administrator and is responsible for performing the following tasks:

- Evaluate and recommend the purchase of computers, network hardware, peripheral equipment and software.
- Investigate user problems, identify their source, determine possible solutions, test and implement solutions.
- Perform and/or oversee software installation and upgrades.
- Plan and implement server backup and disaster recovery plans, file system integrity, and adding and deleting users.
- Oversee the company's web-mail system.
- Maintain confidentiality with regard to the information being processed, stored or accessed by the network.

Technology Hardware and Software Purchasing

Technology purchases include, but are not limited to, computer desktops, laptops, monitors, printers, scanners, notebooks, tablets, cell phones, and software.

All technology hardware and software purchases must be reviewed and approved by the Operations Department and adhere to the purchasing guidelines in the Financial Operating Procedures.

Employee Accounts

- Donation Tracker (Campaign Management Software) – New user accounts are to be created following the specific security requirements defined by the Community Relations Department based on the users department and database needs. User accounts must follow naming conventions outlined below and password complexity defined in Organization Password Standards.
- QuickBooks (Accounting Software) – New user accounts are to be created following the specific security requirements defined by the Finance Department. User accounts must follow naming conventions outlined below and password complexity defined in Organization Password Standards.

- Gmail – New user accounts are to be created following the specific security requirements defined by the Operations Department.

Naming Conventions

The username assigned to a user account (for the Active Directory, Quickbooks, Donation Tracker and Gmail) will be the users first name initial (i.e. J) and followed by their last name (i.e. jdoe). In the event that a username is already in use the username will be defined as first name followed by their last name (i.e. johndoe). This will reflect in their email address as well, jdoe@unitedwayswva.org or johndoe@unitedwayswva.org respectively. This naming convention is to be consistent in any software application in which user accounts are utilized.

Creation Dates

New user accounts must be created and tested in all applications prior to issuing access to the user.

Account Suspension and Termination Process

Upon notice of improper use of network systems and/or software, a user account is to be immediately disabled until review and appropriate action has taken place by the Director of Operations, the employee's supervisor, and/or the President and CEO.

Upon notice of employee termination, the user account should be promptly disabled from the Active Directory, Donation Tracker (if applicable) and QuickBooks (if applicable) and Gmail. After the account has been disabled, the user data must be archived.

Organization Password Standards

All employee passwords:

- Must be at least eight characters in length.
- Contain characters from ONE of each of the four categories:
 - Uppercase English characters (A through Z)
 - Lowercase English characters (a through z)
 - Base 10 digits (0 through 10)
 - Non-alphabetic characters (ex. !, #, \$, &)
- Cannot contain the user account name or the user's first or last name.

User passwords for the Active Directory must be changed every 6 months. This task will be performed by authorized personnel in the Operations Department. User passwords for Donation Tracker will be changed every 6 months. This task will be performed by authorized personnel in the Community Relations Department. User passwords for QuickBooks will be changed every 6 months. This task will be performed by authorized

personnel in the Operations Department. Users for Gmail will be required to change their passwords every 6 months. This task will be performed by the user.

User Account Password Sharing

An employee shall not share their username and password for the Active Directory, Donation Tracker, QuickBooks, Gmail or any other software applications with any other staff member except for authorized personnel in the Operations Department.

Shared Accounts

Each employee requiring access to the organization's network or software applications is required to have their own account. Under no circumstances should an employee share his or her account or should a shared account be created.

Backup Procedures

All data located on the Company Server(s) are backed up daily using cloud based services.

Server Security

To maintain adequate security of the organization's data, the server rooms should be locked when not in use. The only exception is when server maintenance or other related network tasks by authorized personnel are required. The server rooms should only house the servers and IT equipment.

Technical Support

Technical support will be provided by the Operations Department or an outside firm (if needed) during normal business hours for all approved devices and software. After hours support is available under special circumstances and will be reviewed on a case by case basis.

FINANCIAL OPERATING PROCEDURES

Gift Processing

Please see Appendix 1.

Grant Expense Tracking and Reporting

Please see Appendix 2.

Grant Implementation Procedures

Please see Appendix 3.

Grant Payment Processing

Please see Appendix 4.

Annual Budget Development Timeline

Please see Appendix 5.

Purchasing Procedures

Employees who need to make a purchase for the company must complete the **Purchase Distribution Form**. The form can be found on the Companywide Directory under Finance Forms. Purchases must be reviewed and approved for grant programs by the grant Direct Responsible Individual (DRI) and the DRI must sign off on the Purchase Distribution Form authorizing the expense. The purchaser must use the Source Code reference tab when completing the form and complete the entire form including the proper Funding Source (Class) before turning it in to Finance. The Finance Department will make credit card payments only when complete documentation is on file in the Finance Department.

Journal Entries

Preparing and posting Journal Entries are necessary to properly record earned revenue, to properly allocate certain expenses and to adjust identified data errors. Journal Entries are a key component to present accurate monthly and end of fiscal year financial reports. Procedures include the following:

- a. The Finance Manager is responsible for making all Journal Entries and Adjusting Journal Entries to UWSWVA financial records.
- b. The Director of Finance & Operations or President and CEO will review and approve all monthly Journal Entries. Regular Journal Entries include posting earned revenue and allocating certain expenses.

- c. The President & CEO will review and approve all Adjusting Journal Entries monthly. Adjusting Journal Entries are made to correct identified errors found in UWSWVA financial records.

Reconciliations

All bank statement and donation revenue reconciliations will occur within 30 days of the close of the month. Procedures include the following

- a. All bank statements and supporting documentation will be opened, reviewed and reconciled by the Director of Finance. The President & CEO will review and approve all bank reconciliation reports by signing and dating the report in the upper right-hand corner.
- b. The Director of Finance and the Administrative Assistant for Community Relations should reconcile the transactions to ensure financial records and donation revenue records are properly posted in both systems.

Record Retention

All financial records will be maintained in accordance with the UWSWVA Document Retention and Destruction Policy located in the UWSWVA Governance Policies.

Tipping

Employees who travel for business are authorized to tip 15-20% maximum on meals. When meals are purchased for meetings in the office, employees may tip 10-15% in addition to the meal charge.

HEALTH AND SAFETY PROCEDURES

Employees are responsible for maintaining a safe working environment. An employee who enters or exits the building outside of core operating hours should lock the doors behind him or herself and set the alarm. Employees who leave the building after core operating hours should check for coworkers who might also be working late. If no employees remain, the last employee out should turn out the lights, lock the doors, and set the alarm.

Employees who work in the Childhood Success department should complete a TB screening when they are hired and every two years following. Employees who work in the Youth Success and Childhood Success departments should have a criminal background check when they are hired and every five years following. The Director of Operations will send a reminder to supervisors one month before the renewal date.

FACILITY USE PROCEDURES

KITCHEN

The kitchen areas are for use by all employees. Please follow these use guidelines:

- If using regular dishes and silverware, please wash immediately and do not leave in the sink. Dry and replace in cabinets or away from the sink areas
- Paper and plastic serving pieces must be disposed of in a covered trash container. If the container becomes full, please remove to the dumpster to avoid pests in the kitchen area.
- Tables and counters must be cleaned after each use.
- Clean the refrigerator weekly and dispose of all outdated food items. Personal containers should be removed and taken home weekly to avoid clutter.
- Remove recycling at least weekly to avoid clutter.
- Turn off lights when the room is not in use.

GENERAL CLEANLINESS

The common areas are for use by all and seen by all visitors. UWSWVA has cleaning services twice a week but all employees are expected to keep them clean during the week. Do not use any common areas (lobby, hallway, kitchens, and meeting rooms) for storage. No trash (including empty boxes) should be left in the common areas. All furnishings that are property of United Way of Southwest Virginia are not to be removed from assigned areas.

REPORTING

If an item is found to be broken or nonfunctioning report it to the Director of Operations. Any repairs or clean-ups necessary should be reported to the Director of Operations.

LOST AND FOUND

All lost and found items should be turned in to the Director of Operations.

OUTSIDE GROUPS

Facilities may not be used for events by outside groups. Approval to use the facility is not transferable to another person or group.

AFTER HOURS USE

Special requests for before or after hours facility use should be directed to the Director of Operations.

SIGNAGE

DO NOT affix or attach signs, banners, or flyers to any wall, ceiling or any piece of common space, including but not limited to the kitchen, hallways, conference rooms, entrance/exit area, and open work spaces.

All signage must be pre-approved by the Director of Operations prior to installation.

CONFERENCE ROOM

The conference room is available for use during operating hours (8:00am – 5:00pm). Special requests for before or after-hours use of the conference room should be made at the time of the reservation.

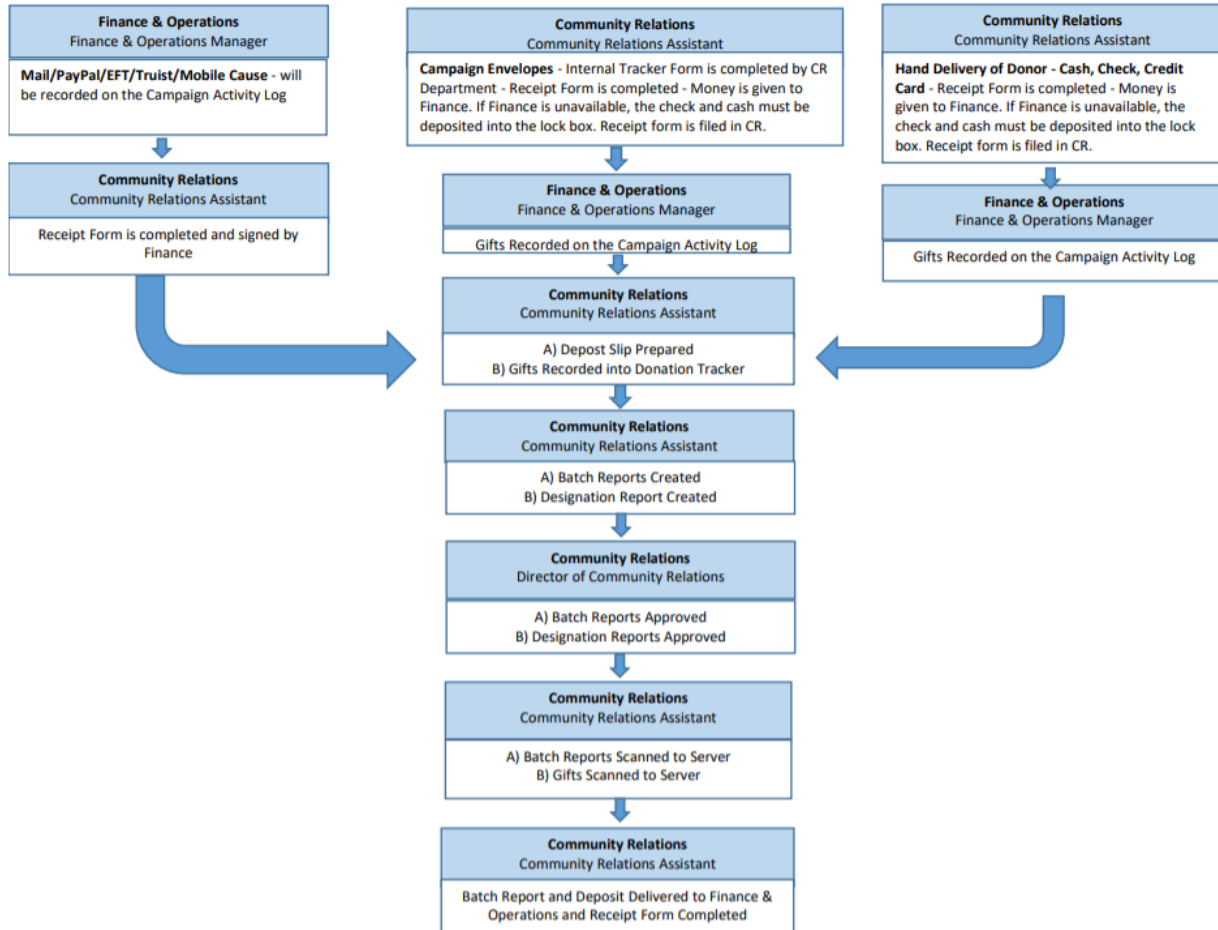
The meeting organizer is responsible to:

- Make sure the meeting is on the calendar for the applicable conference room. Contact the Administrative Assistant who scheduled the room ASAP if the meeting is canceled and/or the room is no longer needed.
- Use the room only during the time scheduled for the meeting. Reserve extra time for set-up and clean-up if serving meals or refreshments.
- After the meeting, remove all trash from the room, empty the trash can, and take trash to the dumpster.
- Clean all white boards at the end of the meeting.
- Wipe down all tables.
- Lower chairs and push them under the tables.
- Change the sign status - "Occupied" or "Available".
- Avoid exceeding the maximum seating capacity.
 - Thirty (30) for Conference Room 1 (downstairs)
 - Ten (10) for Conference Room 2 (upstairs).
 - If chairs are borrowed, return to their original location/placement.
- Ensure conference room is returned to its original state and all AV equipment and lights are turned off after the meeting.
- Close the door when meeting is in progress.
- Do not eat or drink near the AV equipment.
- Do not remove any equipment from the conference room.

APPENDIX 1

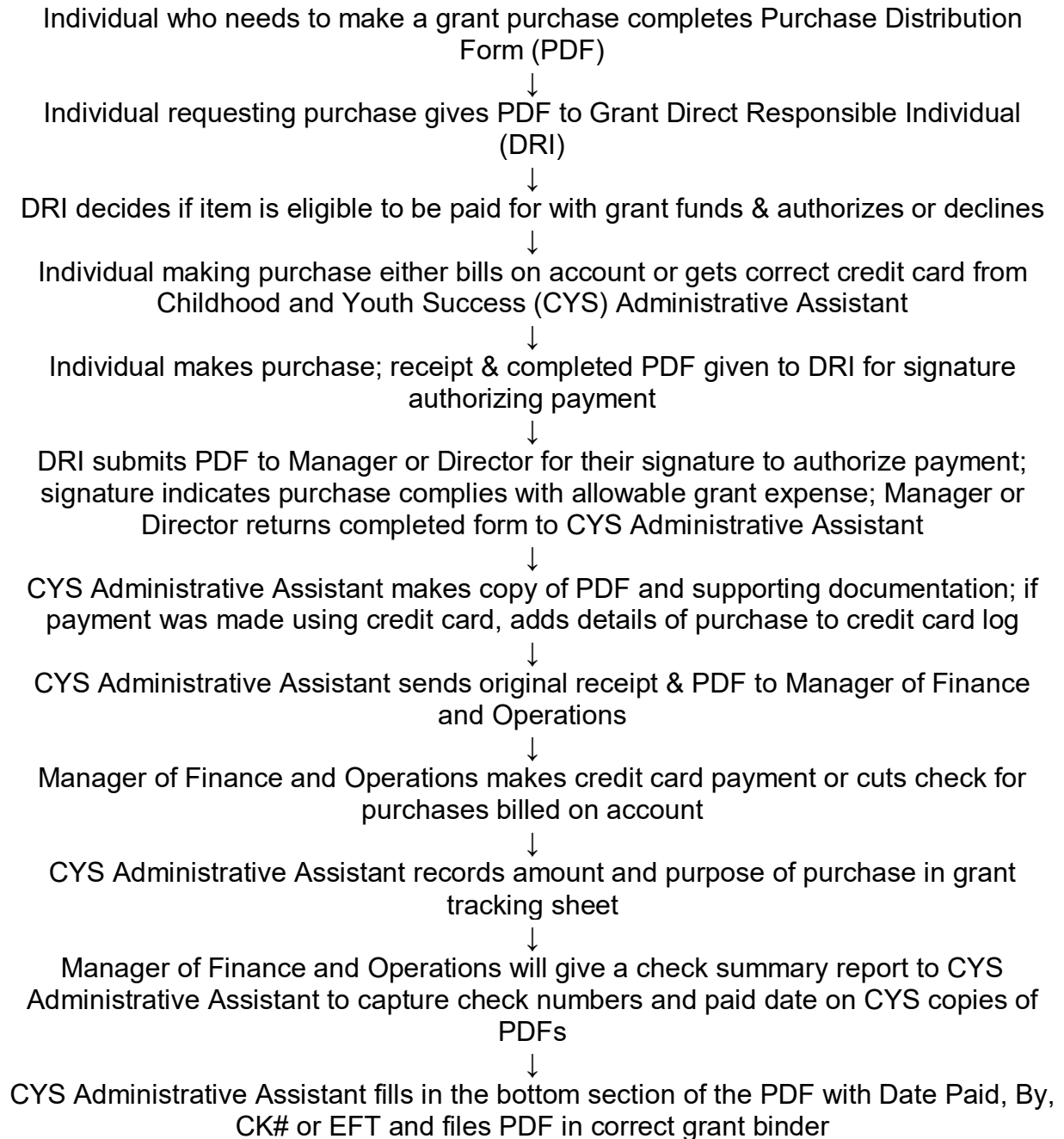
Gift Processing

Community Relations Gift Processing Flow Chart



APPENDIX 2

Grant Expense Tracking Responsibilities



Grant Reporting Responsibilities

Grant DRI – completes narrative and financial grant reports and invoices for payment

DRI's Manager – helps complete reports as needed; reviews all reports before submission; submits all reports

DRI's Director – reviews all reports

Data and Compliance Manager – pulls narrative and financial reports to review during internal grant auditing process

APPENDIX 3

UWSWVA Grant Implementation Kick-Off Meeting

Hour One Attendees:

President and CEO, Director of Community Relations, Department Director and/or Manager, Grant DRI, Director of Operations, Communications Coordinator, Marketing Coordinator, Grant Department Staff

Hour One Agenda:

Grant Award Overview

- UWSWVA Department & Alignment with Current Work – President and CEO
- Funding Partner Overview & Grant Partners Overview – Director of Community Relations
- Grant DRI & UWSWVA Staff Working on Project – Department Director

Grant Responsibilities Overview - Part 1

- Grant Work Plan – Grant DRI
- Grant Evaluation – Director of Operations

Hour Two Attendees:

Department Director and/or Manager, Grant DRI, Director of Operations, Grant Department Staff

Hour Two Agenda:

Grant Responsibilities Overview - Part 2

- Compliance with Funding Partner – Director of Operations
- Cost Charging
 - Grant Budget
 - Indirect Costs/Match
 - Internal Budget Review
- Grant Reporting – Grant DRI
 - Timeline
 - Reporting Forms & Required Documentation
 - Receipts

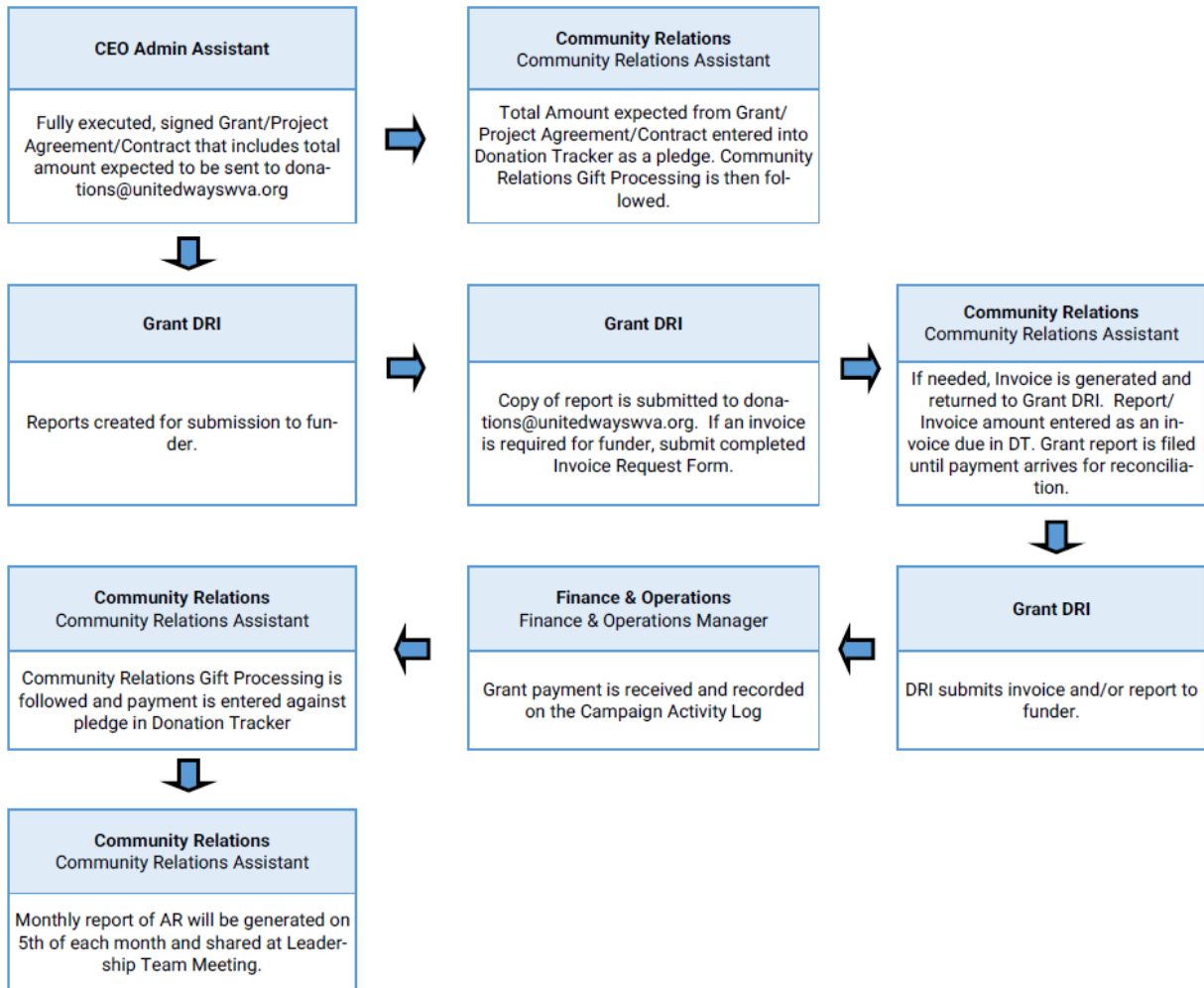
- Invoices
- Contracts
- Key Emails (budget revisions, staffing changes, etc.)
- Record Retention
- Reporting Responsibilities
 - Programmatic – narrative and KPIs/deliverables
 - Finance & Operations – budget
 - OPERATIONS - budget

DRI Grant Responsibilities

- Call funder and set up a time for a face-to-face or in-person meeting
- Provide all grant documents (original proposal, contract, any amended documents) to OPERATIONS to create both hard and digital copy of the grant documents
- Provide a copy of the approved budget to Finance & Operations
- Create a grant communication timeline for internal and external project stakeholders, including alerting partners when funding has been awarded
- Provide information for a press release announcing the grant to your immediate supervisor and the Communications Coordinator
- Turn in first draft grant reports to supervisor one week before they are due to the funder
- Spend funds ONLY as they have been categorized in the approved grant budget
- Never use funds from a grant for items not included in the grant budget or for purposes other than described in the grant narrative
- If meeting the program goals requires an amendment to the original budget, alert your supervisor to the need and contact the grant officer to get permission before making changes
- Provide back-up documentation for every grant expense
- Monitor grant expenditures using the budget tracker created by the Data and Compliance Manager to ensure that over-spending or under-spending can be addressed before the end of the grant period

APPENDIX 4

Grant Processing Flow Chart



APPENDIX 5

Annual Budget Planning Timeline

- February 5 Send budget template to department Directors
- February 25 Draft of department budget due to President and CEO
- March 5-10 Budget meetings between President and CEO and Directors
- March 25 Final budget revisions due to President and CEO
- April 5 Compensation and Benefits Committee review personnel expenses
- April 15 Finance Committee First Review
- April 30 Finance Committee Second Review & Approval
- May 15 Executive Committee Approval
- May Meeting Full Board Approval