## I. OFFICE POLICIES

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## **OFFICE POLICIES**

USA Field Hockey operates its business under a set of policies that are designed to ensure employees are aware of normal business practices and that the business of the organization is conducted with accountability, professionalism, and integrity. USA Field Hockey is committed to having "the right people on the bus" and ensuring they "occupy the right seats." The following policies are designed to provide every employee with the opportunity to fully meet the expectations of USA Field Hockey.

### **ABSENCE FROM OFFICE**

- 1) Employees are expected to keep personal absences to a minimum. If absence from the office is a result of illness or injury, the employee's supervisor must be contacted by the beginning of the office day. The supervisor will post an email message.
- 2) When absent from the office for travel, employees must activate brief voice mail and email messages to indicate the duration of the absence and alternate options for the caller to accomplish their goals.
- 3) Absences from the office for USFHA business are to be posted by email.
- 4) Absences from the office for medical appointments, vet visits, etc., must be approved in advance by the supervisor and posted by email by the employee. If such visits exceed 4 (four) hours, the time will roll over to sick, vacation, or personal time.
- 5) Personal errands should be done during the lunch hour and not during business hours.
- 6) Working from home is not a practice of USA Field Hockey except for extreme cases that must be approved by the Executive Director on a case-by-case basis.

## **ALCOHOL, DRUGS & CONTROLLED SUBSTANCES**

- 1) Use of illegal drugs by any USA Field Hockey employee is not tolerated at any time (work time or personal time). Penalties for the use of illegal drugs will be immediate termination without notice.
- 2) Alcohol consumption on the business premises is not permitted; alcohol consumption at appropriate times (evenings) while conducting official business is permitted in moderation.
- 3) Facilitation of or procuring alcohol for minors will result in immediate termination without notice.
- 4) Controlled substances may be used by USA Field Hockey employees *only when supported by a physician's prescription*. Sharing or encouraging others to use controlled substances without a prescription will result in immediate termination without notice.
- 5) USA Field Hockey maintains a smoke-free work place.

#### **ANNUAL REVIEW**

1) USA Field Hockey employees are subject to an annual performance review. The purpose of the review is to:

- a) Establish performance goals for the future
- b) Assist in the process of promotion
- c) Assist in the process of determining merit increases
- d) Assist the employee in identifying areas for development
- e) Identify changing duties and job descriptions.
- 2) Immediate supervisors review the performance of their subordinates.
- 3) All reviews are submitted to the Executive Director before discussion with the employee. The employee must sign and initial review.
- 4) Employees are entitled to read their reviews and may make a copy but may not remove the original from the premises.
- 5) Records of performance reviews are maintained indefinitely by the organization.

### **CAR RENTAL AND INSURANCE**

- 1) Vehicles rented or leased by USA Field Hockey may only be operated by named employees or volunteers with a valid driver's license.
- 2) USA Field Hockey carries insurance on vehicles rented for business purposes and does not require the employee or volunteer to purchase additional insurance unless required by the laws of the state in which the vehicle is being rented.
- 3) Volunteer drivers must submit a copy of their driver's license to the National Office 2 weeks in advance of the program. No other persons are permitted to drive USA Field Hockey leased or rented vehicles.

#### CHAIN-OF-COMMAND

- The President of USFHA is the chief elected officer of the association and serves as the chief
  executive officer and the Chair of the Board of Directors and Executive Committee. The
  President also serves as an ex officio member of all standing committees with the exception
  of the Nominating and Governance Committee.
- 2) The Executive Director, the chief administrative officer, is hired by, and reports to, the Board of Directors.
- 3) All other employees are hired by and report to the Executive Director or a designated supervisor.
- 4) Senior staff may serve as expert advisors to Standing Committees of the Board, task forces, and ad hoc committees, however, they do not report to committees or committee chairs.
- 5) All matters from the Board to the staff are to be routed through the Executive Director.
- 6) All communications from the staff to members of the Board of Directors must be copied to the Executive Director

## **DESK-TOP MANUAL**

- 1) Each employee is required to maintain an up-to-date Desktop Manual that details the following
  - a) Job description
  - b) Routine tasks specific to the job
  - c) Contact list for the job
  - d) Codes and passwords to USA Field Hockey files
  - e) Frequently used forms
  - f) Equipment issued
  - g) Location of key documents (hard copy and electronic)
  - h) Other special information
  - i) Desk Top Manuals are to be kept out of sight in a designated location.

#### **DOCUMENTS**

### **Archiving**

Documents that must be retained by the organization for long periods (legal, financial, personnel, etc.) must be properly filed, cataloged, and stored in secure dry storage.

#### **Electronic**

- 1) Electronic files are the property of USA Field Hockey and must be kept on the USA Field Hockey site of the NGB Domain server.
- 2) Any employee, or former employee, seeking to deliberately destroy or damage electronic corporate documents will be prosecuted to the fullest extent of the law.

## **Hard Copy**

Hard copy files must be maintained for all key programs in an organized fashion in an accessible location.

#### Retention

- 1) All documents involving minors (under 18) are retained and stored by year until after the individual reaches 22 years of age, or 4 years, which ever is greater.
- 2) Records of adults are retained for 4 years.
- 3) Financial documents are retained for at least 7 years.
- 4) Audit information is retained indefinitely.
- 5) Personnel records are retained indefinitely.
- 6) Grievance documents are to be retained indefinitely.
- 7) Medical documents and logs are retained indefinitely.

8) Legal documents are retained indefinitely.

### **Shredding**

Discarded documents relating to financial, legal, or other confidential information such as Social Security numbers, passport numbers, bank accounts, <u>must</u> be shredded using the locked shredder bin.

### **EMERGENCY INFORMATION**

Each employee will provide the Office Manager or designee with information for contact in the case of an emergency.

### **INTERNATIONAL**

- 1) USA Field Hockey is part of the International Hockey Federation (FIH).
- 2) The President of USA Field Hockey is the organization's chief international spokesperson. Official communications from USA Field Hockey to the elected leadership of the FIH, PAHF and other National Associations shall be over the signature of the President.
- 3) The Executive Director manages the international business affairs of the organization. All business communications from USA Field Hockey shall be over the signature of the Executive Director.

#### OFFICE EQUIPMENT

### Cameras, Projectors, TVs, VCRs

1) Cameras, still and video, are the property of the association and must be stored in the offices when not in use.

#### **Cell Phones**

- 1) Employees who travel routinely will be issued a business cell phone with e-mail capabilities.
- 2) The monthly allotment of minutes should be used for business calls only.

### Computer (see Technology)

#### Copiers

Copiers are provided for business use.

#### **OFFICE HOURS**

- 1) Employees may elect to start work at 7:30 a.m. and leave at 4:30 p.m. or start at 8:00 a.m. and leave at 5:00 p.m. One hour is allocated for lunch. Business lunches may exceed one hour with notice given to the supervisor.
- 2) Once elected the employee must continue with the same schedule for a sustained period (not less than 6 months).

## PERSONAL APPEARANCE

- 1) The USA Field Hockey offices are a place of business and employees are expected to dress and groom professionally.
- 2) Employees may NOT wear logoed apparel issued by competitors to USA Field Hockey sponsors and suppliers at any official work function.
- 3) Summer attire (Memorial Day through Labor Day) permits a relaxed dress code that permits walking shorts provided they are teamed with an official USA Field Hockey logoed shirt and worn with tennis shoes or walking shoes.
- 4) Summer attire does not include leisure shorts, tank tops (men), sun dresses (women), cutoffs.
- 5) Attire for camps, tournaments and other athletic environments should be professional to the environment such as khaki shorts/pants, staff shirt, USA Field Hockey logoed headgear.
- 6) Friday is "jeans day", however if visitors are expected in the offices that privilege may be suspended for the day.

### **TECHNOLOGY**

USA Field Hockey technology needs are served by an independent contractor approved by the Executive Director. There are strict controls imposed by the USOC to protect the technology assets of all users of the NGB Domain server. These controls must be strictly observed by USA Field Hockey users.

## **Computer Hardware**

- 1) Laptop and desktop computers are issued for USA Field Hockey business purposes. Illegal or improper use is prohibited.
- 2) During travel, limited use of the laptop computer is authorized to check for personal messages and other routine personal tasks.
- 3) Laptop computers that do not serve as an employee's principal computer, must be stored at the office and be made available to others if needed.

#### **Computer Software**

- 1) Personal software may not be installed on any USA Field Hockey computer.
- 2) All software must be fully licensed for use by USA Field Hockey.

## **Computer Support**

Hardware and software support to USA Field Hockey computers is provided by an independent contractor. Staff members are not authorized to seek support from any other source without the expressed written approval of the Executive Director. Passwords are set to expire every 90 days.

#### E-mail

1) The USFHA e-mail network is designed exclusively for use in company communications.

- 2) All e-mails on USA Field Hockey computers, incoming and outgoing, are documents of the Association and as such may be monitored and inspected by the organization without notice.
- 3) Cell phone e-mail capabilities should be used for business only. Personal e-mails should not be forwarded to the business e-mail address.
- 4) What you write in e-mails from your desktop, laptop, or Blackberry is official communications of the association and should be given very careful consideration before pressing the "Send" key.
- 5) Employees should limit the use of "cc" (copying others) to a "need to know" basis and avoid mass "cc" mailings.
- 6) All e-mails sent to the Board of Directors or standing committees of the Board must be copied to the USA Field Hockey President and Executive Director.
- 7) Every bona fide e-mail merits a response, even if just to acknowledge and forward to someone else for action.
- 8) USA Field Hockey e-mail capabilities used for illegal or significantly inappropriate purposes (pornography, gambling, dating) will be cause for immediate dismissal without notice.

### **SECURITY - OFFICE**

- 1) Security for the building is provided by ADT (888) 238-7374.
- 2) Security codes are changed when employees leave the employment of USA Field Hockey.
- 3) When the system is enabled at the end of the day, alarms will be activated by both opening exterior doors and motion detectors.
- 4) Each employee is provided with the security code to disable the alarms. In the event the alarm is enabled, the employee will call (888) 238-7374 and provide a password for the alarm to be turned off by the security company.
- 5) If the alarm is not disabled the police will be alerted and USA Field Hockey will be charged for the false alarm.
- 6) Employees will maintain strict security over the codes for enabling and disabling the electronic security of the building.
- 7) Employees will keep keys to the office in a secure location and are prohibited from lending their keys to anyone other than a fellow employee.
- 8) Because of the amount of non-USA Field Hockey traffic through the National Office, doors to unoccupied office must be closed until an occupant returns.
- 9) Duplicate keys to office doors and locked cabinets are maintained by the Finance Director in a secure location. No other duplicate keys are permitted.

#### **SUPPLIES**

Supplies are ordered as needed by Director of Finance or designee through a central purchasing arrangement with local vendor based on price.