

Local ABC System
 Compensation and Benefits Survey
 Please Return on or before December 1, 2009
 To Laurie Lee, NC ABC Commission
 4307 Mail Service Center, Raleigh NC, 27699

RECEIVED

NOV 30 2009

Name of ABC System Cumberland NEW HAMPSHIRE

ABC Employees

1. How many employees does your ABC system have? full-time 56 part-time 16
 other _____

2. What are the names, titles, total annual compensation (salaries plus bonuses), benefits (410(k), health, retirement, other) and hire date for the 5 most highly paid employees of your system for the following periods:

Fiscal Year 2009 (July 1, 2008 - June 30, 2009)

NAME Gene Webb TITLE Director
 SALARY \$ 101,844 BONUS \$ 1,000 BENEFITS Yes No HIRE DATE 12/15/2003

NAME Carolyn Parker TITLE Finance Officer
 SALARY \$ 70,350 BONUS \$ 1,000 BENEFITS Yes No HIRE DATE 9/7/2002

NAME John Russell TITLE Assistant Director
 SALARY \$ 68,250 BONUS \$ 1,000 BENEFITS Yes No HIRE DATE 6/15/1981

NAME Joyce Bowden TITLE Asst Director Stores
 SALARY \$ 63,000 BONUS \$ 1,000 BENEFITS Yes No HIRE DATE 3/1/1983

NAME William Belvin TITLE Chief Law Enforcement
 SALARY \$ 60,900 BONUS \$ 1,000 BENEFITS Yes No HIRE DATE 3/10/2008

Fiscal Year 2008 (July 1, 2007 - June 30, 2008)

NAME Gene Webb TITLE Director
 SALARY \$ 96,994 BONUS \$ 6,961 BENEFITS Yes No HIRE DATE 12/15/2003

NAME Carolyn Parker TITLE Finance Officer
 SALARY \$ 67,000 BONUS \$ 2,419 BENEFITS Yes No HIRE DATE 9/7/2002

NAME John Russell TITLE Assistant Director
 SALARY \$ 65,000 BONUS \$ 2,098 BENEFITS Yes No HIRE DATE 6/15/1981

NAME Joyce Bowden TITLE Asst Director Stores
 SALARY \$ 60,000 BONUS \$ 2,033 BENEFITS Yes No HIRE DATE 3/1/1983

NAME William Belvin TITLE Chief Law Enforcement
 SALARY \$ 58,000 BONUS \$ 0 BENEFITS Yes No HIRE DATE 3/10/2008

Fiscal Year 2007 (July 1, 2006 - June 30, 2007)

NAME Gene Webb TITLE Director
 SALARY \$ 85,673 BONUS \$ 3,295 BENEFITS Yes No HIRE DATE 12/15/2003

NAME Carolyn Parker TITLE Finance Director
 SALARY \$ 59,902 BONUS \$ 2,304 BENEFITS Yes No HIRE DATE 9/7/2002

NAME John Russell TITLE Assistant Director / Chief LE
 SALARY \$ 51940 BONUS \$ 1998 BENEFITS Yes No HIRE DATE 6/15/1981

NAME Joyce Bowden TITLE Assistant Director Stores
 SALARY \$ 50346 BONUS \$ 1936 BENEFITS Yes No HIRE DATE 3/1/1983

NAME Leon Lerch TITLE Warehouse Manager
 SALARY \$ 45480 BONUS \$ 1749 BENEFITS Yes No HIRE DATE 12/10/1973

3. Please attach a list of the benefits you pay to your 5 highest paid employees.
4. List the names of your board members and their annual board compensation for Fiscal Year 2009
Eddie Maynor - 3000, Glenn Adams - 2400, Valerie Wynne - Hall - 2400, Stephen Horne, Jr - 2400, Bobby Knight - 2400
- Fiscal Year 2008
Eddie Maynor - 3000, Glenn Adams - 2400, Bobby Knight - 2400, Valerie Wynne - Hall - 2400, Stephen Horne, Jr - 2400
- Fiscal Year 2007
Stanley Johnson - 3000, Glenn Adams - 2400, Eddie Maynor - 2400, Valerie Wynne - Hall - 2400, Stephen Horne, Jr - 2400
5. Do your board members receive insurance or retirement benefits? Yes No If yes, what are they? _____
6. Do your board members receive other compensation for their service Yes No If so, what? _____
7. Do you have a travel policy for board members/employees? Yes No If yes, when was it instituted? _____ Please attach a copy. (Use County Policies + Procedures)
8. Do you have an ethics policy in place for board members/employees? Yes No If yes, when was it instituted? _____ Please attach a copy. 10/13/2003 (pg 8, 26)
9. Does your ethics policy prohibit receipt of gifts, including for example, entertainment tickets, bottles of alcohol, goods or services? Yes No (pg 8)
10. Does your ethics policy allow payment of meals or other travel expenses by industry members or private dollars? Yes No
11. Do you have a nepotism policy in place for board members/employees? Yes No If yes, when was it instituted? _____ Please attach a copy. 10/13/2003 (pg 9)
12. Do you have a standard process for setting salary and compensation ranges for ABC employees? Yes No If yes, when was it instituted? _____ Please attach a copy. 10/13/2003 (pg 31)
13. Do you pay a car allowance for board members/employees? Yes No If so, how much is it per year total and who receives it? _____
14. For your individual board members (and family members if applicable) what was the total travel expense paid or reimbursed from all sources, public and private for ABC-related functions in Fiscal Year 2009? \$ 2,618

Submitted by Name Gene Webb Title: Director Date: 11-23-09

**County of Cumberland
Policies & Procedures**

Subject: CUMBERLAND COUNTY TRAVEL POLICY

Policy No. CP-06

Revision No. 1

Date: 07/01/2008

Approved By:


County Attorney


County Manager

I. PURPOSE

The purpose of this policy is to establish standards and guidelines to help ensure that public funds are expended for travel only when it serves a public purpose. It is the intent of this policy to establish a reference regarding the payment or reimbursement of travel expense pertaining to official travel and subsistence for the County of Cumberland. Article V, Section 2(1) of the Constitution of the State of North Carolina requires that funds generated by taxation be spent for public purposes only.

An employee or board member traveling on official business is expected to exercise the same care in incurring expenses that a prudent person would exercise if traveling on personal business and expending personal funds.

II. SCOPE

The scope of this policy should include the following: 1) the parties covered by the policy; 2) the definition of travel; 3) the procedures for approval; and 4) the rates for reimbursement. In addition the following applies:

- An employee or board member traveling on official business is expected to exercise the same care in incurring expenses that a prudent person would exercise if traveling on personal business and expending personal funds. Excess costs, circuitous routes, luxury accommodations, and services unnecessary in the performance of official business are not acceptable under this standard. Employees and board members will be responsible for unauthorized cost and any additional expenses incurred for personal preference or convenience.
- Non-employees (i.e. board members) traveling on County business shall be subject to the same policies and requirements as employees if the county is paying the expenses.

CP-06

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07/01/2008

- Travel advances represent a payment of public funds to an employee or official for travel costs, which have not yet been incurred. Advances should be made for the minimum amount necessary, paid just prior to travel, and reconciled immediately at the conclusion of the travel. They are not to be used as interest-free loans.
- G.S. 14-247 states that it is illegal for a publicly owned vehicle to be used for a private purpose.
- G.S. 159-181 (a) states that any officer or employee of a local government or public authority who submits a written claim or approves a claim for funds that he/she knows to be false is guilty of a misdemeanor.

III. DEFINITIONS

A general term that will have a specific meaning within the context of the travel policy should be defined. Once the term is defined, that definition becomes part of the travel policy.

- A. Authorizing Party – An individual authorized by this policy to approve or disapprove requests for travel, cash advances, travel reimbursements, etc. (Usually a department head).
- B. Employee's Duty Station - "Duty Station" is defined as the job location at which the employee spends the majority of his or her working hours. For an employee in travel status, the duty station should be the point where traveling begins the majority of the time (home or office).
- C. Reimbursements – To pay back previously incurred expenses to requesting parties. All reimbursement requests shall be submitted to finance within ten working days after the travel.
- D. Requesting Party – The person who will be reimbursed for travel costs incurred while conducting County business.
- E. Subsistence (Meals and Lodging) – Subsistence is an allowance related to lodging, meal costs, incidental expenses, and gratuities thereon.
- F. Transportation Expenses – Transportation expenses include personal vehicle, county vehicle, taxi, bus, train, airplane, auto rentals, tolls, and parking fees. All transportation expenses must be incurred by and for employees, board members or other eligible travelers while conducting official County business in order to be eligible for reimbursement.

- G. Travel – Travel is defined as going to and from the normal duty station to a site located outside the County to conduct County business. Authorization of travel requests will be based upon need and cost/benefit of travel as determined by the authorizing party. All travel costs except airline tickets will be paid directly by the requesting party, and will be reimbursed by the County. The requesting party will be reimbursed for actual costs incurred only, subject to the limitations established in this policy.

IV. GENERAL GUIDELINES

A. In-State/Out-of-State Travel

Travel is contingent upon the availability of funds in the departmental budget. Department heads are responsible for ensuring funds are available for travel within their departmental budgets and approving travel. Department heads shall ensure that all charges and expenses are in compliance with this policy.

B. Multiple Employees Traveling to the Same Destination

Two or more travelers traveling to the same destination are expected to make maximum use of joint transportation including taxicabs, County owned, leased, or privately owned vehicles.

V. PROCEDURES

Specific Guidelines Relating to Travel Advances, Registration, Transportation, and Subsistence:

A. Travel Advances

The requesting party must submit an approved Check Request (by the Department Head) to the County Finance Department (Finance) no later than the closing date of the check run with an issue date just prior to the start of travel. (Note: The Check Request should have supporting documentation such as a conference agenda.) The amount of the advance will not exceed eighty percent of the projected meals and the total cost of the lodging. The minimum advance will be \$50. After returning to work the employee shall submit an approved Travel Reimbursement form with appropriate receipts to Finance within ten working days. Excess travel advance funds will be repaid at this time. If the employee does not submit the Travel Reimbursement Form within ten working days then the advance amount will be deducted from the employee's next paycheck at the discretion of the Finance Director. If travel expenses exceed the travel advance, payment will be made on the next scheduled check run.

B. Registration

The County allows for registration fees to be reimbursed at the actual amount as shown by a valid receipt or invoice. They may be paid directly by the department or paid by the employee and then reimbursed. These fees are charged to a training line item. Charges resulting from the cancellation of conference registration shall be the County's obligation if the employee's registration has been approved in advance and the cancellation or change is made at the direction of and for the convenience of the County. If the cancellation or change is made for the personal benefit of the employee, it shall be the employee's obligation to reimburse the County for registration fees paid. However, in the event of accidents, serious illness or death within the employee's immediate family, or other critical circumstances beyond the control of the employee, the employee is not expected to reimburse the County.

C. Transportation

Air Line Travel – Tickets for airline travel will be purchased through the County approved travel agency. Penalties and charges resulting from the cancellation of airline reservations (or other travel reservations) shall be the County's obligation if the employee's travel has been approved in advance and the cancellation or change is made at the direction of and for the convenience of the County. If the cancellation or change is made for the personal benefit of the employee, it shall be the employee's obligation to pay the penalties and charges. However, in the event of accidents, serious illness or death within the employee's immediate family, or other critical circumstances beyond the control of the employee, the County will be obligated to pay the penalties and charges.

Personal Vehicle – A requesting party may use his/her personal vehicle for travel and be reimbursed for actual mileage. The County reimburses mileage expenses at the IRS standard mileage rate. The Finance Director is authorized to make periodic adjustments for automobile mileage rates in accordance with current IRS regulations. Normal parking charges are reimbursable. Parking receipts or an explanation of why there is no receipt should be attached to the reimbursement request. Travel from your home to an out-of-town conference or training session is eligible for reimbursement from your home to the conference site and back home. See the section on **Daily Travel** for details on mileage reimbursement for daily travel.

Rental Vehicle – Must be authorized in advance by department head. Rental vehicles are to be used only in conjunction with approved transportation other than automobile, and a receipt is necessary for reimbursement.

County Vehicles – County vehicles may be used for any authorized travel. The requesting party must obey all laws of the jurisdiction in which the vehicle is being operated. The vehicle will be used in conducting County business only. A minimal amount of personal use, such as driving the vehicle to and from dinner, is permissible, when a County vehicle is utilized for overnight travel related to official County business.

D. Overnight Travel – Subsistence

The per diem rate for meals and incidentals for both in-state and out-of-state travel is based upon the standard rate or the rate specified by the primary destination. These rates are published by the US General Services Administration (GSA) for all destinations within the Continental United States (CONUS). Employees may be eligible for a higher per diem rate depending on the travel destination. A listing of the current rate is available on the County Intranet. If the travel destination has a rate above the standard rate, print the page that details the daily rate for that destination and attach it to the travel voucher.

The County will not require any receipts under the per diem method. The subsistence rate is inclusive of personal gratuities except baggage handling tips that may be claimed for porters at terminals and hotels, under the category of "other expenses".

Meals included as part of a conference will not be included in the daily meal reimbursement. For example, if dinner for one day of the conference is included in the conference registration fee the requesting party cannot claim the dinner reimbursement for that day. A breakout of the meals and incidentals for the various per diem rates is provided in the table below.

M&IE Total	\$39 Standard	\$44	\$49	\$54	\$59	\$64
Breakfast	\$7	\$8	\$9	\$10	\$11	\$12
Lunch	\$11	\$12	\$13	\$15	\$16	\$18
Dinner	\$18	\$21	\$24	\$26	\$29	\$31
Incidentals	\$3	\$3	\$3	\$3	\$3	\$3

Partial Days of Travel - Employees may receive allowances for meals for partial days of travel when the partial day is the day of departure or the day of return.

For employees in an overnight travel status, the per diem will reduced to 75% of the normal amount on the days of departure and return. For example, if the destination has a per diem of \$39.00, the employee will receive \$29.25 on the days of departure and return. As noted above, the \$29.25 will be reduced by any meals included as part of the conference registration fee.

E. Motel/ Hotel:

Employee will be reimbursed for actual cost of motel/hotel at single occupancy rate. Receipts are required.

F. Telephone:

Work Related Long Distance Phone Calls -- Work related long distance phone calls are reimbursable if approved by the Department Head in advance. However, where possible a phone card should be obtained from the Information Services Department for official use instead of hotel room phones. Individual calls over \$3.00 must be identified as to point of origin and destination.

Personal -- Personal calls are not reimbursable.

G. Internet Connection:

Internet connection charges may be incurred only if approved in advance by the Department Head and be deemed necessary in conducting County business while away from the office.

H. Daily Travel (Not Overnight)

Meal Reimbursement

Reimbursement for meals that require employee attendance -- A County employee representative may be reimbursed for meals when the job requires his/her attendance at the meeting of a board, commission, committee, or council in his/her official capacity.

I. Mileage Reimbursement

The County reimburses mileage expense at the IRS standard mileage rate. The Finance Director is authorized to make periodic adjustments for automobile mileage rates in accordance with current IRS regulations. The IRS approved rate may change on a calendar year basis and generally becomes effective January 1 of each year. Normal parking charges are reimbursable. Parking receipts or an explanation of why there is no receipt should be attached to the reimbursement request.

To the extent possible, trips should be planned out in advance so that mileage is minimized. In order for mileage to be reimbursed, it must be substantiated with enough detail that the mileage claimed can be verified.

Transportation expenses between your home and your regular place of work are personal commuting expenses and are not eligible for mileage reimbursement. Employees who are called back into work on the same day will be eligible for mileage reimbursement. If you are required to travel from your regular place of work to client or job sites during the day, that travel is eligible for mileage reimbursement.

County Office is Principal Place of Business	
Example	Eligible for Mileage Reimbursement
Home to office or first work site	NO
Office or last work site to home	NO
First work site to subsequent work sites	YES
Employee called back to work after regular work hours	YES
Employee is called into work on the weekend	NO

Home is Principal Place of Business	
Example	Eligible for Mileage Reimbursement
Home to office or first work site	NO
Office or last work site to home	NO
First work site to subsequent work sites	YES
Employee called back to work after regular work hours	YES
Employee is called into work on the weekend	NO

J. Processing and Approval of Reimbursement Requests

Submitting Expense Reports: The requesting party will submit an approved (by the Department Head) Travel Reimbursement Form with attached receipts for expenses requiring reimbursement to Finance within ten working days after returning from travel. Advances will be deducted from reimbursable costs. (Note: If the purpose of the travel was to attend a conference/seminar, the program for the conference/seminar should be attached to the Travel Reimbursement Form.)

Finance will determine that the reimbursement form has been properly approved, that it is mathematically correct, that the requested reimbursements agree with submitted receipts or per diem amounts, and are within the limits set by this policy. If an error in the reimbursement request is found, the requesting party will be informed and the error will be corrected before payment is made.

Before the reimbursement is made, Finance will determine that there is a sufficient unexpended appropriation in the expenditure line item to pay the request for payment. The Finance Director will immediately inform the authorizing party and requesting party if payment cannot be made.

Reimbursements to the requesting party will be made in the next scheduled check run after the Travel Reimbursement is filed.

The following items are **NOT** reimbursable:

- Any miscellaneous expense not supported by a receipt.
- Meals included as part of a conference.
- Travel to and from duty station.
- Non-employee expense. (Unless non-employee is traveling on official County business.)
- Laundry, newspaper, entertainment, alcoholic beverages and snacks.
- Paid room service, valet and personal gratuities (exclusive of baggage handling tips).
- Any traffic fines.
- Any item which is not deemed a necessary or reasonable business expense.

A requesting party submitting a falsified Travel Reimbursement form will be subject to disciplinary action and criminal prosecution. An authorizing party or Finance Director who approves a falsified reimbursement form that they know to be false will be subject to disciplinary action or criminal prosecution. Violations of the County's travel policy may result in dismissal from County employment.

K. Responsibilities of Travel Approvers

Although the Finance Director is statutorily charged with stewardship of all taxpayer dollars, the fiscal integrity and credibility of our organization is the responsibility of all County employees and supervisors.

If you are approving a travel reimbursement request, whether or not you are the traveling employee's direct supervisor, you are attesting to the following:

1. That you have reviewed the reimbursement request in its entirety;
2. That the reimbursement request is accurate; and
3. That the travel is for a public (County business-related) purpose.

L. Responsibilities of Finance Director

The Finance Director is responsible for implementing and enforcing this Travel Policy, and to interpret it consistent with its spirit and intent, fiscal prudence and accountability. The Finance Director is authorized to approve travel reimbursements not specifically set forth above when he or she determines on the basis of substantial evidence that such reimbursement is necessary or appropriate to accomplish business of the County and is warranted in the circumstances. He or she shall document all such reimbursements and the justification therefore.

Changes in travel policy effective July 1, 2008

CP-06

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COUNTY OF CUMBERLAND TRAVEL REIMBURSEMENT

NAME: _____ ORGANIZATION: _____

PURPOSE OF TRAVEL: (attach copy of program) _____

II. DATE (S) OF TRAVEL: FROM: _____ TO: _____
LOCATION: _____

III. TIME OF DEPARTURE: _____ TIME OF RETURN: _____

IV. TRANSPORTATION: AIR (attach receipts) \$ _____
OTHER (attach receipts) \$ _____
PERSONAL AUTO: _____ miles @ 0.585 \$ 0.00

V. REGISTRATION: (attach receipt) \$ _____

VI. HOTEL/MOTEL: (attach receipt and bill) \$ _____

DATE mm/dd/yy	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Totals
VII. DAILY RATE								0.00
LESS:								
**Partial / Travel Day (s) 25%								0.00
Meals Provided:								
BREAKFAST								0.00
LUNCH								0.00
DINNER								0.00
TOTAL	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00

**Partial and/or Travel Days are reduced to 75% of the normal amount.

VIII. OTHER _____ \$ _____
*Identify _____

TOTAL EXPENSES: \$ 0.00
LESS: TRAVEL ADVANCE: \$ _____
TOTAL REIMB: \$ 0.00

COMMENTS: _____

I CERTIFY THAT THE EXPENSES INDICATED ABOVE WERE INCURRED DURING THE CONDUCT OF OFFICIAL BUSINESS AND THE AMOUNTS CLAIMED ARE CORRECT.

CLAIMANT: _____ DATE: _____

APPROVED BY DEPT. HEAD: _____ DATE: _____

ORIGINAL SIGNATURE REQUIRED

FINANCE OFFICE USE:	FUND	AGENCY	ORG	OBJECT	AMOUNT
VENDOR _____	_____	_____	_____	3470	_____
_____	_____	_____	_____	3474	_____

TRAVEL.FM (07-07-08)

EFFECTIVE: July 1, 2008

M & IE Total	\$39 Standard	\$44	\$49	\$54	\$59	\$64
Breakfast	\$7	\$8	\$9	\$10	\$11	\$12
Lunch	\$11	\$12	\$13	\$15	\$16	\$18
Dinner	\$18	\$21	\$24	\$26	\$29	\$31
Incidentals	\$3	\$3	\$3	\$3	\$3	\$3
Partial/Travel Days at 75%	\$29.25	\$33.00	\$36.75	\$40.50	\$44.25	\$48.00
(Less 25%)	\$9.75	\$11.00	\$12.25	\$13.50	\$14.75	\$16.00

STANDARD CONUS RATES FOR NORTH CAROLINA
(All destinations within the continental US are available on the Intranet)

Primary Destination	County	M & IE
All NC Locations Not Listed		\$39
Asheville	Buncombe	\$49
Atlantic Beach / Morehead City	Carteret	\$49
Chapel Hill	Orange	\$49
Charlotte	Mechlenburg	\$49
Durham	Durham	\$49
Greensboro	Guilford	\$44
Greenville	Pitt	\$39
Kill Devil	Dare	\$54
New Bern/Havelock	Craven	\$44
Raleigh	Wake	\$54
Wilmington	New Hanover	\$49
Winston-Salem	Forsyth	\$44

Example of M & IE Reimbursement Request

	DATE Monday	DATE Tuesday	DATE Wednesday	DATE Thursday	DATE Friday	Totals
DAILY RATE	\$39.00	\$39.00	\$39.00	\$39.00		\$156.00
Less:						
**Partial/Travel Day (s) 25%						
Meals Provided:						
BREAKFAST				-7.00		-\$ 7.00
LUNCH	-11.00					-\$ 11.00
DINNER		-18.00				-\$ 18.00
TOTAL	\$18.25	\$21.00	\$39.00	\$22.25		\$100.50

POLICY AND PROCEDURES MANUAL

CUMBERLAND COUNTY ABC BOARD

1705 OWEN DRIVE

FAYETTEVILLE, NC 28304

RECEIVED

NOV 30 2009

NC ABC COMMISSION

BOARD CHAIR
EDDIE MAYNOR
HOPE MILLS, NC

BOARD MEMBER
GLENN ADAMS
FAYETTEVILLE, NC

BOARD VICE-CHAIR
STEVE HORNE, JR
FAYETTEVILLE, NC

BOARD MEMBER
VALERIE WYNNE-HALL
FAYETTEVILLE, NC

BOARD MEMBER
BOBBY KNIGHT
FAYETTEVILLE, NC

Director
GENE WEBB

Deputy Director
JOHN RUSSELL

CUMBERLAND COUNTY ALCOHOLIC BEVERAGE CONTROL BOARD
AN EQUAL OPPORTUNITY EMPLOYER
EMPLOYEE HANDBOOK

I. INTRODUCTION:

The Board welcomes you as a member of its organization and hopes you will find your work pleasant, interesting and rewarding. Employees enter an employment relationship with the Cumberland County Alcoholic Beverage Control Board voluntarily and with no contract for a specified length of employment. Accordingly, either the ABC Board or the employee may terminate the "at will" employment relationship at any time, with or without cause, as long as there is no violation of any applicable federal or state law.

As an employee in one of our stores, you will be a representative to the public of our Board. Since most purchasers have little or no other personal contact with our system, their opinion of liquor control will be influenced almost entirely by your attitude and that of other store employees who they know and with whom they deal.

We want our patrons to feel they are genuinely welcome in our stores and that we are glad to serve them and to answer their questions about our merchandise.

The more complete your training, the better equipped you will be to meet your obligation.

The purpose of operating retail alcoholic beverage control stores in North Carolina is to control the sale of alcoholic beverages and prohibit the sale of illegal alcoholic beverages. The rules, regulations and policies set forth in this Employee Handbook are extensive and will give you a good understanding about your employment with the Cumberland County ABC Board. These rules and regulations shall govern the operation of the ABC stores in Cumberland County until amended or rescinded by the ABC Board. These guidelines are neither a contract of employment nor a legal document.

We wish you success in your employment with the Cumberland County ABC Board.

Sincerely Yours,

Eddie Maynor, Chairman

Steve Horne, Jr, Vice-Chairman

Glenn Adams, Member

Valerie Wynne-Hall, Member

Bobby Knight, Member

Gene Webb, Director

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II. POLICIES AND PROCEDURES

A. POLICIES RELATED TO THE GENERAL MANAGER

1. IN GENERAL:

The ABC Board is the policy making authority for the System and the final authority in all matters relating to the operation of the System. The General Manager is the individual with the delegated authority to manage the day-to-day operations of the Cumberland County ABC System and its employees. The General Manager reports to the Board and all other employees report to and are supervised by the General Manager. This authority includes the ability to hire and fire employees pursuant to the System's regulations.

2. CONTRACTING AND PURCHASING:

Other than the routine purchase of products from the State ABC Commission, the General Manager shall enter into no contracts in excess of \$5,000.00 without the prior approval of the ABC Board. [See Paragraph 3(b)(4) for emergency repairs exception and procedure.]

3. REMODELING POLICY:

a. The General Manager is responsible for the administration of the remodeling policy as provided for hereunder.

b. The purpose of the remodeling policy is to limit self performed employee construction work by Board Employees to minor projects and to bring major remodeling and design projects to the attention of the Board. This Remodeling Policy does not relate to general inspection activities or routine maintenance, e.g. changing light bulbs, ballasts, replacing filters, etc. No remodeling, repair or construction work shall be performed by Board Employees except as herein-below provided:

1. Non-structural interior remodeling such as refinishing, repair, removal/addition or relocation of displays, facades, cabinets decorative trim and counters (display or registers) may be performed by Board Employees.

2. All electrical, plumbing or HVAC repair or renovation shall be performed by licensed contractors.

3. No exterior remodeling or repair work that is structural in nature or which requires the use of ladders, scaffolding or lifts is to be performed by Board Employees.

4. No remodeling or repair work requiring the expenditure of \$5,000 shall be performed without prior approval of the Board. However, more expensive emergency repairs (or replacements) may be initiated by the General Manager in emergency situations (HVAC units go out, storm damage, etc.) if the General Manager communicates the problem and his actions to the Board by letter, fax, e-mail, telephone or in person within 72 hours of his responsive action.

4. OTHER POLICIES:

Throughout this Policy and Procedure Manual, there are additional policies related to the General Manager which pertain to particular circumstances and apply to the performance of the General Manager's duties.

B. GENERAL REGULATIONS

1. STORE MANAGER'S AUTHORITY:

The store manager is responsible for the store's operation and for the supervision of the employees assigned to the store.

An employee must perform his/her job duties in a satisfactory manner as assessed by the manager. A manager may recommend to the general manager dismissal of an employee who does not meet the performance expectations of store personnel in furtherance of ABC Board interests and standards.

Problems in a store should be addressed at the store level, if possible, instead of through the general manager's office. However, managers should keep the general manager advised of problem situations within the stores. Employees may discuss any issue with the general manager if issues cannot be resolved at the store level.

2. POSTING AND FILLING OF VACANT POSITIONS

The ABC System encourages promotion from within for qualified candidates. Therefore, all vacancies will be posted in the system for ten (10) days prior to being advertised to the general public. If no qualified candidates are selected after the first 10 days from within the System, the position will be advertised through the ESC, the System website and, at the Manager's discretion, through local media or through statewide or national ABC media outlets.

The candidate review and selection procedure is as follows:

- a. All candidates must submit an application.
- b. All selected candidates will be interviewed for the specific job posting.
- c. The General Manager will make selection based upon qualification and experience for a specific position (i.e., manager versus clerk).
- d. Final job selections or promotions will be based upon
 - i. Interview;
 - ii. Performance evaluation;
 - iii. Education;
 - iv. Written and personal communication skills;
 - v. Demonstration of good judgment, discretion, initiative and organizational skills;
 - vi. Knowledge of local, state and federal laws as applied to ABC Systems personnel;
 - vii. Experience in management and/or retail sales; and
 - viii. Computer literacy, especially with respect to inventory and daily sales reconciliation.
- e. All positions are to be filled in compliance with the System's Affirmative Action Policy provided for in Article III, Section A.

3. USE OF ABC PROPERTY:

Board members and employees are prohibited from conducting any business, other than official business, on property controlled by the ABC Board. This includes the ABC Board's office, warehouse, stores, and vehicles.

4. OUTSIDE ACTIVITIES:

You are permitted to participate in a number of activities outside your job or to take on a part-time job, provided these interests do not interfere with the normal performance of your duties and terms of employment with the ABC Board. Do not expect special arrangements in your work schedule to accommodate business that is unrelated to official job expectations of the ABC Board.

You are required to submit, in writing, to your manager/supervisor and to the general manager, notification of any additional place of employment or business venture, prior to engaging in such activity. Failure to report other employment or business venture may result in suspension or dismissal. Without the prior consent and approval of the general manager and the administrator of the state ABC commission, you may not be employed by or engaged in any business involving the sale of alcohol (including malt or brewed beverages) while employed by the ABC Board.

5. HOURS OF SALE:

General hours of operation are presently Monday through Thursday from 11:00 AM to 9:00 PM, and Friday through Saturday from 10:00 AM to 9:00 PM. Alcoholic beverages may not be sold at any store on Sundays or on any day so designated by the state ABC Commission or by the Cumberland County ABC Board.

No employee shall enter a store at any time the store is not open except by permission of the store manager, the general manager, or the ABC Board.

6. GIFTS:

It is a violation of the ABC Commission rules and the ABC Board policy for employees to accept tips or gifts of any kind (including money or liquor) from customers, salespersons, patrons, visitors, supporters or detractors of ABC stores. Small mementos, such as calendars, desk pads, notebooks, pencils, etc, which are distributed by a donor to business customers and friends may be accepted. However, any gift of real monetary value shall be courteously but firmly refused.

7. LOAN OF MONEY:

It is a violation of Board policy to loan money to a customer for the purpose of purchasing alcoholic beverages.

The ABC system does not lend money to employees – money taken from the ABC system is grounds for dismissal.

8. CONFLICT OF INTEREST(18B-201)

No person shall be appointed to or employed by the Commission, a local board, or the ALE Division, if that person or a member of his household related to him by blood or marriage has or controls, directly or indirectly, a financial interest in any commercial alcoholic beverage control enterprise, including any business required to have any ABC permit. The Commission may exempt from this provision any person, other than a Commission member, when the financial interest in question is so insignificant or remote that it is unlikely to affect the person's official actions in any way. Exemptions may be granted only to individuals, not to groups, or classes of people and each exemption shall be in writing, be available for public inspection, and contain a statement of the financial interest in question.

9. EMPLOYMENT OF RELATIVES:

It is the policy of the Cumberland County ABC Board not to employ relatives of an employee. The term "relative" shall refer to the closeness of relationship, which would suggest that problems might be created within the work unit, and in the public's perception of nepotism. In general, this would include wife, husband, father, mother, sister, brother, son, or daughter. It might include uncle, aunt, nephew, niece, mother-in-law, father-in-law, son-in-law, daughter-in-law, grandmother, grandfather, grandson, granddaughter, stepmother, stepfather, sister-in-law, brother-in-law, and also others living within the same household or otherwise so closely identified with each other as to suggest difficulty.

10. WAREHOUSE: PRESENCE OF UNAUTHORIZED PERSONS PROHIBITED:

Personnel employed by a local Board shall be the only persons permitted to enter the warehouse, except for:

- a. Truck drivers who need to enter in order to verify the amount of merchandise delivered.
- b. Members of the State ABC Commission and its representatives.
- c. Local Board members, the general manager and their duly authorized representatives.
- d. Delivery or service personnel who are on official business, if accompanied by an employee of the Board.

11. RADIOS:

Radios are allowed to be played in the ABC stores at a low volume. No radios shall be on the counters. Any violation of this policy will result in the removal of the radio(s).

12. NEWS MEDIA:

Employees should not talk with news reporters or other media people without the permission of the general manager. Do not give permission for photographs or film to be made. Refer requests to the administrative office.

13. FIREARMS AND WEAPONS:

Consistent with the Board's policy to provide protection to employees against safety hazards, it is the policy of the Board that no employee, excluding law enforcement personnel be allowed to retain any type of firearm, switchblade knife or any other type of instrument designed to be a

deadly weapon on ABC Board property. Any violation of this policy must be brought to the attention of the general manager. Employees in violation will be subject to immediate dismissal.

14. ACCIDENT REPORTING FOR ABC VEHICLES

All accidents involving a vehicle of the Cumberland County ABC Board, whether occurring on private property or on a public street, will be investigated by the appropriate agency having jurisdiction. The employee's supervisor will also conduct an administrative investigation. Employees will not make any statements of liability or property damage to the driver or owner of the other vehicle involved. All inquiries concerning liability or property damage will be referred to the Cumberland County ABC Board Attorney and General Manager.

- a. Whenever a vehicle of the Cumberland County ABC Board is involved in an accident, whether on private property or on a public street, the operator will immediately notify the central office if the accident occurs during business hours or notify the general manager if the accident occurs after business hours, giving the location and advising whether there is property damage or personal injury.
- b. The central office or the general manager will notify the appropriate response agency(s) as necessary and will notify the appropriate law enforcement agency to investigate the accident.
- c. Regardless of the amount of damage, the operator's immediate supervisor or other appropriate on-duty supervisor will be dispatched to the scene to conduct an administrative investigation.
 - i. The investigating supervisor, prior to ending his/her tour of duty, will prepare the supervisor's report
 - ii. The investigating supervisor will require the involved member to write a statement explaining the circumstances of the collision.
 - iii. The supervisor's investigative report and the involved member's written statement will be forwarded (along with copies of other records) to the Chief of ABC Law Enforcement.
- d. The Chief will review the reports and will determine the need for further investigation. If further investigation is not required, the Chief will forward a report of findings to the General Manager for review.
- e. The General Manager will then review the findings of the Chief. The driving history of the ABC employee, the nature of the emergency, any violation of law or policy governing motor vehicle operation, and any occurrence of employee negligence will be considered during the review. Based on the review, the General Manager may order retraining or administer any disciplinary action, to include dismissal. Any termination decision will come from the General Manager.
- f. Any Cumberland County ABC Board Employee that is involved in a wreck while driving an ABC Board vehicle will required to undergo a mandatory drug screening.

- g. The driver's licenses of all Cumberland County ABC Board employees who drive ABC Board vehicles will be checked annually to insure that no changes have occurred on their licenses in the prior year.

15. EMPLOYER PROVIDED VEHICLES

All employees who use company vehicles for commuting from home to work and back each day must complete an IRS Vehicle Use Information Sheet. The employees will be charged \$3.00 per day or \$780 per year for personal use. The fringe benefit will be added to the employee W-2 form for personal use of a company-provided vehicle. FICA and Medicare taxes owed on this amount will be deducted from the last December paycheck. The following questions will help complete the IRS Vehicle Form:

- a. Name: _____ SSN: _____
- b. How many miles is it round trip from your home to work and back? _____
- c. How many days each week do you drive a county vehicle home? _____
- d. List the year and model of vehicle driven. (Note: If more than one vehicle was used during the year, list year and model of all vehicles driven as well as who drove the vehicle previously, and when the turnover took place).
- e. Please list ending mileage as of November ____, 20___. If the vehicle you are Driving was not used for the entire year (December 1, 20__ through November ____, 20__), please list the beginning and ending mileage of the new vehicle, in addition to the ending mileage of the old vehicle.

16. INFORMATION TECHNOLOGY RESOURCES AND INTERNET USAGE POLICY

Internet Access and use of Cumberland County ABC Board information technology are resources solely provided for the conduct of ABC business. Use of these resources for personal or non-ABC business is prohibited. Unauthorized use of the Internet access or ABC information technology resources, including violation of the Specific Prohibitions set forth below, may be grounds for disciplinary action. No employee of the Cumberland County ABC Board should have any expectation of privacy as to matters on any "information technology resource" owned by the Cumberland County ABC Board and said resources are subject to inspection at any time for any reason by an employee's supervisor.

Cumberland County ABC provides access to the Internet to encourage and promote use of technology and information services for ABC and to promote ABC employees to the Internet Community. ABC's information technology resources are for its employees to use in conducting official ABC business. Cumberland County ABC expects its employees, as public servants, to present a favorable and professional image of the system to the entire Internet community, and to adhere to customary Internet ethics and accepted practices and standards of conduct.

"Information technology resources" means all computers, mobile data computers, networks, servers, email accounts, applications or operating programs, printers, scanners, telephone lines, code, other hardware or software, and electronic transmission paths and media of all kinds.

a. SPECIFIC PROHIBITIONS:

- i. Using the ABC's information technology resources to conduct transactions for personal financial gain, or for political activities.
- ii. Accessing or attempting to access through ABC's information technology resources information, programs, services or sites to which you do not have specific authorization.
- iii. Using the ABC's information technology resources for illegal, immoral or improper activities.
- iv. Using the ABC's information technology resources to threaten or harass.
- v. Using the ABC's information technology resources to transmit graphic depictions or representations of any sexual matter.
- vi. Violating any software license agreements or information services contracts by unauthorized duplication of software, files, codes, operating instructions or reference manuals.
- vii. Installing ABC owned software on, or using ABC-provided Internet access from, and employee's personal computer without the express prior approval of the employee's supervisor.
- viii. Using another employee's password or access code.
- ix. Using ABC information technology resources for playing games during work hours.
- x. Notwithstanding the Specific Prohibitions listed immediately above, an employee may make limited use of ABC information Technology resources for personal or charitable purposes during non-work hours, provided that the employee's supervisor approves and that consumable supplies such as paper are replaced. Furthermore, an employee may make limited use of email or network messaging services to prepare and transmit personal electronic messages to and from members of his or her immediate family, so long as such use does not disrupt official use of the resource.

b. INTERNET ETIQUETTE:

- i. Be polite. Do not get abusive in messages to others, nor communicate in a way that could reasonably be perceived as harassing individuals or groups because of their age, race, sex, religious beliefs, physical attributes, etc.
- ii. Use appropriate language. Do not swear, use vulgarities or other language that would tend to injure or adversely reflect on the reputation or image of ABC.
- iii. Include a subject line on each email posting.

- iv. Do not reveal your personal address or phone number or that of a colleague.
- v. EMAIL IS NOT GUARANTEED TO BE PRIVATE, EMAIL MAY NOT BE SECURE AND MAY BE INTERCEPTED. Messages may be accessed through “hacking.” Each employee has an obligation to maintain the confidentiality of certain information, such as medical records and information; non-public personnel information; and certain property tax information.
- vi. Be careful about practices that might introduce viruses into the ABC’s network, such as downloading files from the Internet or using diskettes from home or other institutions.
- vii. Take care to maintain the integrity and security of passwords. Don’t use birthdays, given names, or other obvious passwords. Random seven or eight digit combinations of both letters and numbers work well. Don’t leave your password lying around or in an unlocked desk drawer where it can easily be found.
- viii. Signal humorous intent through a “smiley,” such as ☺. Facetiousness and sarcasm can easily be misunderstood in electronic communication.
- ix. Keep each line of email messages shorter than 70 characters to avoid problems on some email systems caused by longer lines.

C. SPECIFIC REGULATIONS

1. SALE TO OR PURCHASE BY UNDERAGE PERSONS PROHIBITED (18B-302):

It is unlawful for a person less than 21 years old to purchase, to attempt to purchase, or to possess fortified wine, spirituous liquor or mixed beverages. It is a violation of state law to sell or give fortified wine, spirituous liquor or mixed beverages to anyone less than 21 years old. **The Cumberland County ABC Board policy/guideline is to ask for an ID from all persons who “look” 30 years old or younger! Use I.D.**

Scanner to check ID from all persons who look under 30 years old.

a. AVOIDING SALES TO MINORS:

If a person enters your store and appears to be 30 years of age or younger, ask the person for a picture ID. The following forms of identification can verify the person is **at least 21 years of age:**

- i. A valid driver’s license with a photo. You may accept any **driver’s license** (with a photo) appearing in the ID checking Guide provided by our Law Enforcement division.
- ii. A valid US Military ID.
- iii. A valid North Carolina Special ID card. Other states’ ID cards shall not be accepted. College ID’s shall not be accepted.
- iv. A valid official passport issued by any nation.

b. We cannot overemphasize the importance of properly checking ID's.

It is the responsibility of the Cumberland County ABC Board to carry out and enforce all rules, regulations and laws as they pertain to alcoholic beverages in our jurisdiction. If any infractions are found, the general manager will review them for possible disciplinary action. If an employee is charged with an underage sale, he/she will be responsible for his/her own defense.

An employee of the Cumberland County ABC Board who is convicted of selling alcoholic beverages to a minor may, at the discretion of the Board, have his/her employment terminated.

2. SALE TO INTOXICATED PERSONS PROHIBITED (18B-305):

- a. "It shall be unlawful for a permittee or his employee or for an ABC store employee to knowingly sell or give alcoholic beverages to any person who is intoxicated."
 - i. You should refuse the sale of alcoholic beverages to any person you believe to be intoxicated. Unfortunately, this is not always easy to determine. You should look for any of the following signs to assist in the detection of an intoxicated person:
 - (a) Smell of alcohol coming from the customer's body.
 - (b) Flushed face and/or blood shot eyes.
 - (c) Slurring of speech.
 - (d) An unsteady gait or walk.
 - (e) Loss of hand/eye coordination.
 - (f) Loud or boisterous talk.
 - (g) Other unusual signs are clothes on wrong or shaving cream on face.
 - ii. If you observe one of the signs listed above AND believe the person is likely intoxicated, you should refuse the sale. Note, however, that a person may show some of the signs listed above, but NOT be intoxicated. The person may suffer from a physical condition, which may mimic signs of intoxication. Use your best judgment to determine whether or not to make a sale to the person. (Remember the odor of alcohol should always be your first clue.)
- b. "Any person authorized to sell alcoholic beverages may, in his discretion, refuse to sell to anyone."
 - i. Once you make the decision NOT to make the sale to a person, do not tell the person it is because they are "drunk." Simply tell the person that you will be unable to make a sale to them at this time, because they appear to be impaired. If the customer persistently asks why you will not sell alcohol to him/her and argues with you, ask the person to leave and/or seek assistance from an employee with higher authority (manager or

senior person on duty). If he/she refuses to do so call the law enforcement division or 911. (If the situation is an emergency call 911 first.)

ii. If a person drives to your store and is refused service because he/she may be intoxicated, offer to call a cab at the customer's expense. If the person refuses and proceeds to drive away call 911 and give the person's tag number, description of the vehicle, and direction of travel.

c. **REMEMBER: DO NOT SELL TO AN INTOXICATED PERSON, INCLUDING PEDESTRIANS.**

3. NO CONSUMPTION ON PREMISES (18B-301(f)(1):

State law prohibits a person from consuming or offering consumption of fortified wine, spirituous liquor or mixed beverages on the premises of an ABC store

4. WARNING SIGNS REGARDING DANGERS OF ALCHOL CONSUMPTION DURING PREGNANCY (18B-808):

At all times and in an open and prominent place, the store manager shall display a warning sign informing the public of the effects of alcohol consumption during pregnancy. The sign is created by the ABC Commission and distributed to the store by the local ABC Board. The store manager shall contact the local ABC Board in the event a replacement warning sign is needed.

5. SAFEGUARDING PUBLIC FUNDS:

All personnel will be given detailed written instructions to assure the safeguarding of funds. Unless these instructions are changed in writing, no deviation whatsoever will be permitted. The store clerk is primarily responsible for the change fund entrusted to him or her and will be required to reimburse any shortages. The store manager will be held secondarily responsible in the event the store clerk is not held responsible or is unable to reimburse any shortages.

You must develop good habits and techniques at the cash register. Always ring the merchandise and bag it before making change. Place your customer's money on your cash register while making change. Count the change out of the drawer, and again to the customer. Place the customer's money in the drawer after he/she turns to leave.

All store employees are assigned \$100.00 for the change fund. It is a strict violation to take money from your change fund. If your change fund is incorrect at the time of spot audits, this could be reason for immediate dismissal. At the end of your shift, always count your \$100.00 change fund out of your other monies as the first step when checking out of your register. This rule can never be broken. Once you have your change fund intact, then count the balance of your money to see if it agrees with your register totals. All differences shall be reported and there will be no exception to this rule. We do not make up shortages nor do we take out overages. **IT IS A VIOLATION OF ABC BOARD POLICY TO FORCE BALANCE ANY DAILY RECEIPTS.** Never operate a register unless you are personally assigned to the drawer you are operating. There is no sharing of a change fund, or a register. The use of a change box for balancing overages and shortages or any practice that involves any type of finagling will not be tolerated. It is our job to deal with money and we must do it properly!

The success of your work is evaluated in great part by your accuracy in handling transactions such as counting change, ringing proper codes, labeling bottles, and completing necessary forms.

Money should never be left on or under the counter. All money must be in the safe or in the cash register. Managers should sell extra change to clerks if the manager must leave the store. Safes must be closed and locked at all times. With the safe locked, a manager can safely leave store keys with a clerk if necessary. The clerk may need to lock the store in the event of a power failure or other emergency.

Item shortages, countless other reports and checks will demonstrate your degree of conscientiousness. Unnecessary or habitual shortages and mistakes cannot be tolerated. Any money found in the store is the property of the ABC Board and must be deposited and labeled on the daily store report as 'found money'.

6. STORE SECURITY:

The manager or assistant manager closing a store in the evening shall check all outside lights to assure they are operating correctly. Any burned out bulbs should be immediately replaced. Any need for an extension ladder should be promptly expressed to the warehouse manager.

When securing the store for the night, several lights must be left on inside the store to light the interior and blinds must be left open.

Security is very important. Bank errands must be personally made solely by managers and these errands should not be performed at the same time each day. Similarly, pick-ups should vary to keep a pattern from developing. Always be mindful of safety and security procedures.

7. ROBBERY:

In the event of a robbery, you should cooperate in every possible way. The policy is designed to protect you and to allow the police department to assume responsibility for the funds taken. We have an agreement with the Fayetteville Police Department outlining all details of your duties to what to do in case of a robbery. Acquaint yourself well with these procedures. There is a copy in each store. Examples of the policy provisions designed to discourage robbery, promote safety, minimize loss, and assist with criminal prosecution direct you to:

a. PREVENTION:

- i. Acknowledge every person who enters your store.
- ii. Keep small amounts of cash in the registers.
- iii. Leave no cash in the open at the counter or in the office.
- iv. Exercise caution when opening and closing the store.
- v. Allow no one to enter the store after you have locked the doors.

- b. DURING A ROBBERY...
 - i. Obey all instructions. **Do not resist!**
 - ii. Observe the robber for later description and identification.
 - iii. Make no sudden movements that would alarm the robber.
 - iv. Give what is asked for and no more! Volunteer no additional information.
 - v. Activate hold-up alarm only when doing so will not endanger anyone. Know the location of the alarm and know how to activate it.
 - vi. Handle any note presented to you as little as possible and save the note for investigators.
 - vii. Get behind the closest cover and lie as flat on the floor as possible in the event of shooting. Either lie flat on your stomach or in a fetal position. Protect your head with your hands.

- c. AFTER THE ROBBERY...
 - i. Give the robber a few minutes to leave the store before immediately locking the doors to keep the robber from re-entering the store. Keep employees and witnesses safely inside until police arrive. Do not leave the store under any circumstances (unless remaining in the store would be life threatening or unsafe).
 - ii. Call 911 immediately and stay on the phone until you are told to hang up.
 - iii. Notify ABC Law Enforcement and/or management.
 - iv. Protect the crime scene until the police arrive. Do not let anyone other than the police enter the store. Do not let anyone inside tamper with possible evidence.
 - v. Advise witnesses not to leave or to discuss the incident until police arrive. If they insist on leaving, get their full names, addresses, and telephone numbers.
 - vi. Write down a description of the robber while it is still fresh in your mind.
 - vii. Make written note of what the robber touched or took.
 - viii. Do not discuss the robbery with anyone in the media.

8. EMERGENCY TELEPHONE NUMBERS:

The telephone numbers of the police department, fire department and our burglar alarm/monitoring service shall be posted near each telephone. All stores shall also post near

each telephone the telephone number for ABC law enforcement officers as well as the home and mobile telephone numbers of the assistant general manager and the general manager.

9. HANDLING OF MERCHANDISE:

Every item of merchandise has been assigned a code number that appears on the shipping carton and the sales shelf. To avoid errors when replenishing shelf stock, always compare the code number of the carton with the code number on the shelf before coding and pricing bottles.

When taking merchandise from reserve stock, the oldest stock should be used first. You can identify older stock by the bottling date printed on the carton. Warehouse and storage room stock should be stacked with the label end facing toward you. Prior to stocking, inspect the contents of the case to insure that the case contains the same number of bottles as printed on the carton. Any difference should be called to the attention of the store manager before bottles are removed.

Extreme care must be exercised in handling merchandise to prevent breaking bottles, defacing labels, breaking seals, etc. Do not attempt to put more cartons on a hand truck than the hand truck is designed to carry. Watch for bottles that may be cracked, contain low volume, or contain sediment or foreign matter of any kind. If a bottle is broken, save the bottle neck with the closure. The manager will prepare a "Broken Bottle Report". The report and bottleneck will be sent to the administrative office. All un-sellable merchandise must have a "Claim Report" written and the bottle must be brought to the administrative office.

10. PURCHASE-TRANSPORTATION PERMITS (18B-303, 18B-400 and 18B-403):

a. No customer may purchase or transport more than eight (8) liters at one time without first being issued a purchase/transportation permit. The manager or assistant manager of an ABC store may issue a permit to purchase and transport up to forty (40) liters on a single trip from that store. If more than forty (40) liters is to be purchased, the customer must make a separate purchase and trip prior to expiration of the issued purchase-transportation permit. A purchase-transportation permit is only valid until 9:30 PM on the date of the purchase, which date shall be stated on the permit. These permits are issued in all of the ABC stores. A purchase/transportation permit cannot be issued for "transportation only". If a customer should ask for a permit to transport liquor already purchased, explain there is no provision in the law that will permit you to issue this type of permit. Additionally, state law prohibits issuance of permits to any person who:

- i. is not sufficiently identified or known to the issuer;
- ii. is known or shown to be an alcoholic or bootlegger;
- iii. has been convicted within the previous three years of an offense involving the sale, possession or transportation of non-tax-paid alcoholic beverages, or
- iv. has been convicted within the previous three years of an offense involving the sale of alcoholic beverages without a permit.

b. One copy of the permit shall be given to the customer, one copy shall remain in the store where it is issued and one copy shall be sent to the ABC Board's office. These permits must stay on file for a period of three years. By state law, the

purchaser shall display his copy of the permit to any law enforcement officer upon request and the store should advise the customer of that requirement.

- c. A customer taking the liquor to an establishment for which the customer holds a "special occasion permit" or a "limited special occasion permit" must first provide his or her "special occasion permit" or "limited special occasion permit" number prior to being allowed to purchase and transport more than eight (8) liters. Subject to the prohibitions stated above, a special occasion purchase-transportation permit may then be issued. For 48 hours prior to and following the conclusion of the function that is held pursuant to a "special occasion permit" or "limited special occasion permit", the "special occasion purchase-transportation permit" will allow the customer to store liquor at the establishment and to transport up to forty (40) liters of liquor to and from the establishment for which the "special occasion permit" or "limited special occasion permit" has been issued.
- d. ABC law enforcement officers, administrative staff, and ABC Commission officials can answer questions concerning permits.

11. EXCHANGE OF MERCHANDISE:

Only the store manager or an administrative staff member shall approve and make an exchange of product. Merchandise is not generally exchanged unless there is a complaint such as an "off" taste, bad color, trash in bottle, etc. Clerks should record a customer's name, address, telephone number and "reasons" for requesting exchange for a manager's review and contact with the customer. If a store manager authorizes an exchange he or she should provide a written report to the general manager containing the customer's contact information and the reasons for the exchange.

12. EMPLOYEE PURCHASES:

Personnel desiring to make purchases in their own store are to make purchases through another employee. The manager's approval must be obtained before removing packages from the store.

Store employees are not to sell to their own family members and these sales are to be made by another employee.

D. CUSTOMER SERVICE

1. COURTESY:

To deserve the goodwill of the public is of the utmost importance. The public's goodwill is best gained by giving cheerful and competent service in clean and attractive stores.

Customers must be waited on promptly and pleasantly. Greet them with "Good morning (afternoon or evening)". Ask, "may I help you?" After the sale is completed, say "thank you". If engaged in other duties at the counter, stop such work when customers enter and be prepared to serve them. If additional help is needed for better service, ask your manager or assistant manager for help.

Should a customer be difficult in his attitude, remain courteous and patient. If difficult situations arise, request assistance from the manager before such incidents get out of control.

Smoking is not allowed in the store. It may offend our customers and could interfere with your work. Profanity or boisterous conduct is not acceptable. Do not read newspapers, magazines or books at the cash register when customers are in the store. Don't eat or drink in the sales area of the store (please no toothpicks). Be attentive to our customers and their needs from the time they enter the store. Always stand when customers are in the store.

2. BRAND RECOMMENDATION FORBIDDEN:

Although you are not allowed to show preference in the sale of brands, you are expected to assist any customer who is uncertain as to what he wants, or one who asks for information about merchandise. It is not considered to be "good marketing" to encourage a customer to purchase a cheaper brand of merchandise.

3. PACKAGING MERCHANDISE:

To prevent breakage, always package merchandise in such a manner that bottles do not come in direct contact with one another. To prevent selling a leaking bottle, lay the bottle on its side to determine if it is leaking before packaging it for the customer.

If a customer requests packaging in some special manner, this should be done to his or her satisfaction.

4. SPECIAL PRODUCTS:

Each store should have a specified area to display new or special items. The displayed products should be visible to customers as they enter the store.

The ABC Commission selects "on-sale" items. If a local system has the on-sale item listed, then it must be sold at the "on-sale" price. Our marketing policy will be to mark all items correctly with the new price and display signs in the store with the new and old prices. Put special emphasis on high-dollar items in the different brand categories. Use case cards, special signs, and place items in prime locations, etc.

5. RECEIPTS TO CUSTOMERS:

Offer a cash register receipt to each customer. If the customer requests an additional special type of receipt, provide one to him/her.

6. SPECIAL ORDERS:

Customer requests for items not on the approved state list must be referred to our administrative office. An office staff member will contact the State ABC Commission for approval to submit the special order.

- a. State guidelines are as follows:

- i. The local board requests that the Commission obtain the price from the vendor, including freight, bailment surcharge and bailment; the Commission determines the retail price and advises the local board making the request;
- ii. The local board advises the customer of the retail price for the particular case of merchandise. If the customer places an order, the entire purchase price is at that time paid to the local board, and the Commission is advised that the local board has a bona fide order;
- iii. The Commission places the order with the proper vendor and the merchandise is shipped to the state ABC warehouse for delivery to the local board with the next regularly scheduled shipment to the local board; and
- iv. The local board reports the sale of each case of merchandise sold on its monthly report to the Commission.

III. EMPLOYEE WORK RULES & REGULATIONS

A. AFFIRMATIVE ACTION POLICY:

1. The ABC Board's policy of Affirmative Action shall have as its objective the equal opportunity for employment of all individuals without regard to race, religion, color, national origin, sex or age (except where age is bona fide occupational qualification).
2. The general manager of the Board will administer the Board's policy of equal opportunity and will assume primary responsibility for the implementation of the provisions of the program.
3. Board policy with respect to equal employment opportunity shall be as communicated as to give maximum effectiveness to the policy.
4. The hiring of employees will continue to be made on the basis of the individual's qualifications for the available position and without regard to race, religion, color, age, sex or national origin.
5. The placement and assignment of employees will continue to be made on the basis of the individual's qualifications for available positions and without regard to race, religion, color, age, sex or national origin.
6. All forms of employee compensation will continue to be established and administered without regard to race, religion, color, age, sex or national origin.
7. The application of the Board's program shall not be limited to the promotion of equal employment opportunities for any one minority group. Rather the achievement of equal employment shall be sought for all persons.

B. PROBATIONARY PERIOD:

As a new employee you will serve a probationary period. For general employees the period is six months; for law enforcement officers, one year.

During this time your supervisor will work closely with you to insure proper orientation and training. This probationary period not only allows your supervisor time to consider your suitability for the job, but also gives you the opportunity to decide if you want the job.

C. PERSONAL APPEARANCE:

As an employee of the Cumberland County ABC Board, you represent the Board to our customers. With this in mind, the Board has adopted a dress code for store employees. No shorts are allowed at ANY time. The furnished nametag should be worn at all times. You are expected to wear clean, neat clothes. Your shoes should be comfortable and clean. All employees are expected to have good personal hygiene habits.

D. CHANGE IN STATUS:

It is important that you immediately notify the accounting department if there is a change in any of the following:

- (1) Your name
- (2) Marital status
- (3) Number of dependents (withholding purpose)
- (4) Address and telephone number
- (5) Beneficiary of your life insurance or retirement

E. PART-TIME EMPLOYEES:

Persons hired for part-time work are paid at an hourly rate, agreed upon when employed. Part-time workers do not receive insurance coverage, vacation, sick leave, or retirement benefits, etc.

F. TRANSFER OF EMPLOYEES:

It will be the policy of management to periodically transfer employees from store to store due to resignations, retirements, etc. Employees are "employed" by the ABC Board – not by a particular store. Failure to accept a store assignment may be grounds for dismissal.

G. TELEPHONE POLICY:

The telephone numbers of ABC stores are listed in the telephone book. Telephones are for business use and personal calls shall be kept to a minimum. Limit personal calls to two minutes or less. No long distance calls are to be charged to ABC telephone numbers. Personal cell phones shall not be used while on duty. Personal cell phones shall not be kept in the public area of the store.

H. EMPLOYEE SUGGESTIONS:

The Cumberland County Alcoholic Beverage Control Board welcomes your constructive suggestions on how to increase the efficiency and productivity in the operations of the ABC system. If you have ideas

that you believe will improve the methods, procedures, morale or safety of the operations or which will in any way eliminate bottle-necks, duplication of work, costs, waste and service, please write them down and deliver them to the General Manger. Your suggestions are sincerely encouraged.

I. AUTOMOBILE EXPENSE:

The ABC Board will reimburse the employee at the IRS approved travel rate per mile when using his/her personal vehicle for ABC Board business. Rates are adjusted in July of each fiscal year as needed. These expenses shall be reported on the form designed for this purpose at the approved mileage rate and will be approved by the general manager. This reimbursement represents the ABC Board's entire payment for the use of your personal automobile. Traffic fines will not be rebated.

J. POLITICAL ACTIVITY

Every employee of the Cumberland County Alcoholic Beverage Control Board has a civic responsibility to support good government by every available means and in every appropriate manner except where in conflict with the law. Board employees may join or affiliate with civic organizations of a partisan or political nature. They may attend political meetings, advocate and support the principles or policies of civic or political organizations in accordance with the Constitution and laws of the State and in accordance with the Constitution and laws of the United States of America. However, no employee of the Board shall:

1. Engage in any political activity while on duty
2. Be required as a duty of his office or employment, or as a condition of employment, promotion or tenure of office, to contribute to, solicit for, or act as custodian of funds for political or partisan purposes.

K. USE OF ALCOHOLIC BEVERAGES AND DRUGS:

The consumption of alcoholic beverages or illegal drugs on ABC premises is strictly forbidden. Any employee who should report for duty, or be on duty, while showing any evidence of consumption of such beverages or drugs shall be immediately suspended from duty, and his/her future status will be determined after investigation. If you are aware of a fellow employee who may have a problem with alcohol or drugs, you should bring this to the attention of management. If an employee comes to work under the influence of alcohol or drugs and you are aware of it, you should report it to your supervisor. Concealing information could lead to suspension or dismissal.

Illegal drug use and alcohol abuse is dangerous and unacceptable in the workplace. In the interest of employee health, safety, morale and work efficiency, the Cumberland County ABC Board will tolerate no type of substance abuse. Alcohol and drug abuse are safety hazards to the affected employee as well as his/her co-workers. To aid in preventing and treating alcohol and drug abuse, the following procedures have been established:

1. Use of Controlled Substances or Alcohol on Company Premises
 - a. Unauthorized possession or use of alcoholic beverages by any employee on Board property is grounds for immediate termination. Unlawful manufacture, distribution, possession or use of unprescribed controlled substances or illegal drugs on Board property is grounds for immediate termination.

- b. Any employee who reports to work under the influence of alcohol, illegal drugs or unprescribed controlled substances or who appears to be under the influence of alcohol, illegal drugs or unprescribed controlled substances while at work will be suspended immediately without pay pending an investigation. A determination that any employee is under the influence of alcohol, illegal drugs, or unprescribed controlled substances may be grounds for immediate termination.
- c. Any employee taking prescribed medications, which may affect performance or ability to function safely on the job, should report this fact to his/her supervisor. The supervisor and the general manager (who will seek medical advice if necessary) together will decide whether the employee is able to work or should be sent home.

2. Reasonable Cause

- a. The Board has the option to ask an employee who is reasonably suspected of substance abuse to submit to a drug or alcohol test. Reasonable suspicion includes such things as physical appearance, behavior, reliable reports from other employees, on-the-job accidents, poor job performance, excessive continuing absences, and tardiness. The employee in question will be observed by at least two members of management to document behavior or physical appearance as indicators of possible impairment. Supervisory personnel who suspect that an employee may be under the influence of drugs/alcohol should contact the general manager immediately.
- b. Employees involved in on-the-job accidents which cause personal injury to another employee or property damage may be asked to submit to a drug or alcohol test.
- c. Tests will be conducted with confidentiality and respect for the employee and with sufficient safeguards to insure accurate testing results.
- d. Refusal to submit to testing procedures may, however, be grounds for immediate termination even if subsequent evidence proves that the employee was not under the influence of drugs or alcohol.
- e. An employee who tests negative (passes the test) will be recalled to work and reimbursed for any lost wages.

L. CHEMICAL DEPENDENCY, ALCOHOLISM, AND MENTAL HEALTH ASSISTANCE

The Board is sympathetic to physical and emotional conditions that may affect employees. If time away from your position is required, notify the general manager. Should treatment require mental health or chemical dependency services, you must receive prior approval from Megellan Behavioral Health (1-800-359-2422).

Normal sick leave or vacation may be used for this care. If all annual leave is exhausted, unpaid leave, if deemed necessary, will be granted under the Family Medical Leave Act of 1993.

M. CONFIDENTIAL INFORMATION:

Employees are exposed daily to a great deal of confidential information. These types of things, however minor, should only be discussed with fellow employees when necessary in the course of the job. None of this information should be repeated or discussed outside the work situation. When in contact with people both inside and outside of your organization, it is neither ethical nor in good taste to make derogatory remarks about fellow employees or customers.

N. PERSONAL PROBLEMS:

1. Personal problems of various kinds may interfere with an employee's work performance. Examples of such problems are:
 - a. High absentee record
 - b. Requests to leave work early
 - c. Lateness at the start of work and after meal breaks
 - d. High number of personal phone calls
 - e. High error rate
 - f. Increased fatigue
 - g. Loss of initiative
 - h. Expression of irritability to co-workers
 - i. Requests for irregular vacation and days off
 - j. Antipathy toward supervisor or management
 - k. High grievance rate

O. DISCIPLINARY ACTION:

The ABC Board has an established policy on disciplinary action to be taken when an employee's job performance or conduct disrupts orderly and efficient operations.

1. Discipline may range from counseling, to a written warning with a copy placed in your personnel file, to suspension without pay, to dismissal. Dismissal may be immediate in these cases:
 - a. Being under the influence, using, or unauthorized possession of alcohol or illegal substances on Board premises or during work schedule.
 - b. Any type of dishonesty including falsification of records, time cards, theft, etc.
 - c. Insubordination or non-cooperation with fellow employees.
2. Other causes for disciplinary action or dismissal listed below are not intended to include every type of violation, but rather serve only as examples:
 - a. Inefficiency, incompetency or negligence.
 - b. Physical or mental incapability.
 - c. Careless or improper use of ABC property.
 - d. Failure to work well with the public or other employees.
 - e. Absence without approved leave.
 - f. Improper uses of sick leave.
 - g. Habitual tardiness.
 - h. Conviction of a felony.

- i. Improper use of merchandise or ABC funds.
- j. Falsified information.
- k. Possession of unauthorized weapons on the job.
- l. Betrayal of confidential information from official records.
- m. Engaging in incompatible employment.
- n. Punching another employee's time card.

P. PERFORMANCE EVALUATION:

From your first day on the job, your supervisor will be evaluating your performance. Through open and frank discussion, you should gain a clear understanding of what is expected of you in your job and what the supervisor thinks are your strong and weak points. During these discussions, you will be expected to be open and honest about any problems you are having so that your supervisor can assist you.

You will receive a formal written evaluation of your performance at least once a year.

Q. GRIEVANCES:

We recognize that questions, suggestions, and grievances are a normal occurrence among people working together. You are encouraged to take your concerns to your manager. Problems or concerns not resolved at the store level can be directed to the general manager or his/her designee. If the employee is still not satisfied, he/she can appeal to the ABC Board. Problems should be presented directly to the person authorized to deal with them; complaining to anyone else is neither constructive nor in good taste.

R. RESIGNATIONS:

In the event you choose to end your employment voluntarily, you are asked to submit a dated, written notice to your manager or general manager two weeks prior to the effective date of your resignation. Failure to submit proper notice will result in the loss of any annual leave earned that would otherwise be due.

Upon termination of employment, employees may be scheduled for an interview with the general manager. The purpose of this interview is to discover the employee's attitude and opinions regarding our workplace.

IV. SEXUAL HARASSMENT:

A. OBJECTIVE AND INTENT:

1. The Cumberland County Alcoholic Beverage Control Board, in law and in spirit, is committed to providing a work environment conducive to the performance of an employee's job duties, free from intimidation or coercion in any form.
2. As an employer, the Board is dedicated to a stringent policy against discrimination. It is the intent of this policy to further detail a specific form of discrimination: that of harassment on the basis of sex. Any supervisor or manager who has information of instances of sexual harassment must take corrective action and also report alleged sexual harassment in writing to the Board's general manager immediately (within 48 hours after the alleged harassment occurs).

B. WHAT IS SEXUAL HARASSMENT?

1. Sexual harassment can be broadly defined as abusive treatment (of a sexual nature) of an employee, by the employer or someone under the employer's control, which would not occur but for the victim's gender. The term refers both to demands for sexual favors in return for employment benefits, and to oppressive treatment, which results in a hostile employment atmosphere.
2. Behavior that constitutes sexual harassment includes sexual advances, request for sexual favors and other verbal or physical conduct of a sexual nature when:
 - a. Submission to such conduct is made explicitly or implicitly a term or condition of an individual's employment;
 - b. Submission to or rejection of such conduct by an individual is used as a basis for employment decisions affecting that individual;
 - c. Such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive work environment;
 - d. Such conduct is directed at customers and/or third parties doing business with the Cumberland County Alcoholic Beverage Control Board.

C. PROCEDURE:

1. Any employee who believes he or she has been the subject of sexual harassment should make a written report of the alleged act immediately (within 48 hours after the alleged sexual harassment occurs) directly to the general manager. If the general manager is the "accused", the written report should be made to the Board Chairman.
2. There will be no discrimination or recrimination against any employee for making a report of sexual harassment.
3. All actions taken to resolve complaints of sexual harassment through internal investigations shall be conducted confidentially.
4. Any supervisor, agent or other employee who is determined to have engaged in sexual harassment of another employee will be subject to appropriate disciplinary action, up to and including discharge as the circumstances may warrant.

V. WORK SCHEDULES

A. WORK HOURS:

1. Retail store employees are entitled to two weekdays off and a Saturday and Monday off per pay period, with the exception of December when the schedule has to be adjusted. From time to time emergencies will arise that will change the posted schedule, and you are expected to accept these changes for the effective operation of the store. Managers

should schedule all full-time employees to work the day(s) stores are open prior to a holiday.

2. The standard workweek in the ABC System is 40 hours per week. Store managers and warehouse managers who supervise two or more employees are part of management and are not limited to a 40-hour workweek. Office staff and ABC officers are not restricted to a 40-hour workweek but are expected to regulate their schedules to complete desired results in 40 hours per week.
3. Time cards will be kept on all store and warehouse employees, including managers. Time cards shall be punched accurately and schedules followed. The store manager shall note any deviation from the standard work schedule on the back of the time card. Your salary is based on a 40-hour workweek. For overtime you may receive one and one-half hours off for each hour worked over 40 hours during a workweek. Such time must be taken within the pay period that your schedule exceeded 40 hours, or overtime will be paid at the rate of one-and one-half your regular hourly pay rate. Store managers are to arrange 40-hour (or less) work schedules except for emergencies. If an emergency arises and you are asked to change work schedules you are expected to accommodate this request. The hours of work and overtime compensation do not apply to employees performing jobs that are deemed "exempt."
4. Time clocks are provided to promote the keeping of accurate records of the time you work. If you leave early or late, then punch your card accordingly. It is a violation of ABC policy to place a false entry on your or another person's time card. It is also a violation to punch any time card other than your own. When you arrive to work, punch your card. Excessive write-ins of arrival and departure are reasons for disciplinary action. No employee is expected to work for an unreasonable period of time without taking a break. If you do not leave the store for your meal break, you still must leave your workstation. You are expected to report to work promptly at your appointed time. When at work, give your full attention to your job. Your co-workers depend on you to do quality work as well as your fair volume of work.
5. Do not frequently ask for special favors from your manager. When scheduled to work, you must stay in the store; even though you may not be busy, you are not to leave the store on personal errands, unless given special permission by your manager. Never leave the store unattended.
6. Your work schedule allows you ample time in your off hours to schedule doctor and dentist appointments. This should be taken into consideration except in the event of emergencies.
7. Occasional tardiness may be unavoidable, but continued tardiness is inexcusable. If you cannot be at work on time, you should personally contact your manager to communicate the nature of your problem and approximate arrival time.
8. When an illness or injury prevents you from reporting to work, you are to contact your supervisor as quickly as possible to report the reason for the absence. You may be requested to provide a written certification from your doctor.

B. BAD WEATHER:

If the ABC stores remain open until normal closing and the roads are extremely dangerous, and you are unable to drive home safely, you may request the Board to pay for your taxi fare. This does not mean a taxi will be provided for you to return to work the next day. A decision will be made by the general manager to either close the stores or have a late opening; otherwise it is your responsibility to provide your transportation to and from work.

C. MATERNITY LEAVE:

1. Maternity leave without pay must be granted prior to and after the birth of a child. Accumulated sick leave may be used during the actual period of disability resulting from childbirth. A doctor's certificate will verify this period of disability.
2. In many cases an employee will want to take leave from her work before she actually becomes disabled due to her pregnancy. Maternity leave without pay may be granted for this purpose after annual leave is exhausted. Since sick leave pay may be used for actual period of disability, leave without pay may divide into two parts: time before the disability begins and after the disability ends.
3. Medical insurance will be continued during the maternity leave period. The total duration of maternity leave will normally be limited to twelve weeks. At least two weeks prior to the end of leave period, or twelve weeks, whichever is less, you must notify the general manager of your intention to return to work. Failure to make proper notice will be considered voluntary resignation.
4. At the end of your maternity leave, you will receive your previous job or one with a similar classification and pay. If for valid reasons no openings exist, your status will remain as "leave without pay" for a cumulative period not to exceed one year. During this time you will receive first consideration for openings in your previous or related classification.

D. FAMILY LEAVE:

To the extent required by law, the System shall fully comply with the requirements of the Family Medical Leave Act of 1993 as may be from time to time amended. Current copies of those regulations shall be maintained and posted at each store and the central office.

3. PROCEDURE

- a. An eligible employee may request FMLA leave to care for his/her child after birth, or placement for adoption or foster care; to care for a member of the family who has a serious health condition; or for a serious health condition that makes the employee unable to perform his/her job.
- b. Whenever possible, an employee must give 30 days advance notice of the need to take FMLA leave. This notice should also include the employee's intent regarding whether he/she will return to work. When circumstances do not allow advance notice, the employee must notify his/her supervisor as soon as practical.

- c. An employee granted FMLA leave will be required to use paid, accrued leave (annual, sick or compensatory time) for which he/she is eligible and qualified. The employee is not required to reduce his/her annual leave balance below 40 hours but may do so at his/her option. Paid leave used for FMLA will be counted in the 12 week total for the year.
- d. An employee who requests leave due to his/her own or a family member's serious health condition will be required to furnish medical certification substantiating the health condition at the time the leave is requested and periodically thereafter.
- e. While the employee is on leave for these purposes, he/she will not lose any employment benefits accrued prior to the date the leave begins. Group health benefits will be maintained during the leave period at the level and under the conditions coverage would have been provided if the employee had continued in active employment. The employee must continue to pay the employee's share of the insurance premiums for coverage in effect at the start of the leave, but if payments are not received on a timely basis, such coverage may be cancelled. The employee must return from leave and work a time period equal or greater than the leave without pay period, otherwise the Board may recover from the employee the amount (\$) paid for the employees health coverage during the leave – an exception will be made if there is a continued serious health condition (certified by a health provider) or other circumstances beyond the employee's control. Employees who qualify for leave under this guideline and who provide the required certification of fitness to return to work will be restored upon return to their former position or to an equivalent position with equivalent pay and benefits.
- f. Employees are required to give at least 30 days of advance notice to their supervisor when a leave will be required under any of the circumstances described above. If the reasons for the leave are not foreseeable, the employee must give as much advance notice as possible. Employees will be required to report to their supervisor (in person or by phone) every 10 working days while on leave in order to advise the supervisor of the status of the leave, any change in the employee's anticipated date of return, and any change in the employee's intentions to return to work.

4. Additional Information regarding Pregnancy

- a. There is no uniformly applicable time at which a pregnant employee must begin maternity leave so long as she is able to perform her duties in a satisfactory manner. Maternity leave will commence at the discretion of the employee except that the leave may not begin before the start of the seventh month of pregnancy unless a qualified physician determines it to be a medical necessity that leave begins earlier. Maternity leave is leave without pay, except for the period(s) of actual temporary disability for which accrued sick leave may be used. Temporary disability is defined as the period of hospital confinement for delivery and recovery therefore as determined by the employee's physician.

- b. Before the start of the seventh month of pregnancy, the employee must give her supervisor written notice of intent either to use maternity leave or otherwise indicate her plans regarding her continued employment.
- c. Also, a physician's statement indicating the expected date of birth and approval to work until the start of leave, must be included in the employee's notification to her supervisor.
- d. At the end of the temporary disability period, the physician should certify the actual period of disability so that the employee may receive compensation for the disability period.
- e. Request for extension of maternity leave must be sent in writing to the general manager at least two weeks before the leave is scheduled to end.

E. MILITARY LEAVE:

Military leave with full pay shall be granted to full-time employees who are members of the Reserves of the Armed Forces of the United States or the National Guard, when ordered to military duty for training or other purposes. This leave will not exceed two weeks per fiscal year.

F. COURT APPEARANCES/JURY DUTY:

You will be given leave with pay to serve jury duty. This will not be charged against your earned vacation. You will be entitled to any juror's pay, plus your regular ABC salary for this period. If you are excused from jury duty early enough, you are expected to report to work.

If scheduled, you are expected to report to work on Saturday of the week of your jury duty. If you are subpoenaed to appear in court as a witness, no leave is required.

VI. EMPLOYEE BENEFITS

A. SALARY:

1. The Board's policy is to pay salaries competitive with those in our community and in the ABC industry, recognizing individual effort and contribution to the success of our system. Each year the Board reviews salary information and determines overall salary increases, including a merit pay range and applicable market adjustments. Annual salary increases become effective July 1st of each year.
2. You will be paid every other Friday. Several items will be deducted from your paycheck, including: federal and state withholding taxes, social security, retirement, and dependent coverage on life and health insurance. Other deductions may be made through payroll deductions. Check with office staff to determine eligibility.
3. An individual's pay is a personal matter. As a courtesy to you, we seal your paycheck in an envelope. The assistant general manager or the general manager can answer questions about salary policies and procedures.

B. MERIT AWARDS:

A program of merit increases shall be developed whereby all employees are eligible for consideration for merit salary increases based on meritorious work performance subject to Board appropriation of funds.

1. Eligibility-All employees having permanent status shall be eligible for consideration for merit salary increase.
2. Salary Plan-An employee's salary cannot be raised by merit increases to exceed the maximum salary rate of the job classification assigned.
3. Performance evaluation-Employees given consideration for meritorious increases shall, at a minimum, be evaluated on meritorious work performance based on quality, quantity, knowledge of work as measured by results, relationships with others, initiative and application of time, and amount of guidance required.

C. CREDIT UNION:

As an employee of the Cumberland County ABC Board, you are eligible to become a member of the NC State Employees' Credit Union. There are currently three locations in Fayetteville/Hope Mills: 3333 N Main St, Hope Mills, 651 Executive Pl. and 4065 Sycamore Dairy Rd., Fayetteville.

D. VACATION:

1. Annual leave is accrued at the rate of

Years of Aggregate Covered Service	Workdays Earned Each Month	Workdays Earned Each Year
Less than 2 years	$\frac{3}{4}$	9
2 through 4 years	1	12
5 through 9 years	$1 \frac{1}{4}$	15
10 through 14 years	$1 \frac{1}{2}$	18
15 through 19 years	$1 \frac{3}{4}$	21
20 years and up	2	24

2. Annual leave may be accumulated without any applicable maximum until December 31, of each calendar year. Leave accumulations over thirty (30) workdays shall be transferred to sick leave on January 1.
3. The vacation season begins January 1st of each year. Vacations must be planned in advance. Store and warehouse employees must complete their vacation by November 15. The employee's immediate supervisor schedules vacations.
4. Other uses of vacation:
 - a. Medical appointments.
 - b. In lieu of sick leave.

- c. Absence from work for which pay would otherwise be deducted, with prior approval of the general manager.

E. SICK LEAVE:

1. Sick leave is allotted to all full-time employees at the rate of one (1) day per month/twelve days per year. Sick leave is accumulative. Sick leave may be used for:
 - a. Injury or illness that prevents you from performing your duties. However, an employee may not use accumulated sick leave earned as an employee of the ABC Board for an injury or accident sustained while engaged in outside employment. Any such absence will be absence without pay.
 - b. Medical appointments.
2. Sick leave is a benefit granted to an employee for personal sickness or injury. Sick leave may also be granted to an employee in the event of serious illness of a member of the immediate family up to a maximum of five days. For the purpose of this policy, the immediate family is defined as wife, husband, mother, father, son, daughter, mother-in-law and father-in-law. Employees may not take sick leave to care for healthy children while the other parent is confined because of illness or disability. In the event of an emergency, if an employee must transport a member of the immediate family to a medical facility, the employee's time away from the job shall be counted as sick leave. If an employee takes a member of the immediate family to a medical/dental appointment that is considered routine, time spent away from the job shall be counted as annual leave.
3. Sick leave shall be accumulated by each full-time employee at the rate of one day per month beginning with the first month of employment. Upon termination, no payment will be made for unused sick leave. Upon retirement from active service, unused sick leave will be used to determine additional retirement credits (refer to Local Governmental Employees' Retirement System booklet).
4. The general manager and store manager are authorized to take all necessary steps to prevent abuse of the sick leave policy. The general manager may require you to provide a physician's statement to verify illness. **DO NOT ABUSE YOUR SICK LEAVE.**
5. If you are absent on sick leave and miss a normal day off or your only Saturday off, this will be granted in the following month.
6. You may be granted leave without pay when any other type of leave does not cover your absence from work. Different situations that may result in leave without pay:
 - a. Sick leave without pay – for a disability due to illness or injury when all sick leave and vacation leave is exhausted.
 - b. Military leave without pay – for periods of active duty with the Armed Forces of the United States as a result of involuntary draft, or a period of one voluntary enlistment not to exceed four years.

- c. Absence without pay – for excused or unexcused absences from the job when no other leave is in effect; such as leave for personal reasons or any other absences.

F. VOLUNTARY SHARED LEAVE PROGRAM

1. There are occurrences brought about by prolonged medical conditions that cause employees to exhaust all available leave and therefore be placed on leave without pay. It is recognized that such employees forced to go on leave without pay could be without income at the most critical point in their work life. It is also recognized that employees may wish to voluntarily donate some of their vacation leave so as to provide assistance to another system employee. This policy provides an opportunity for employees to assist another affected by a medical condition that requires absence from duty for a period of time, resulting in possible loss of income due to lack of accumulated leave.
2. This policy and program will provide the opportunity for one employee to help another on a one to one, personal basis. It does not permit “banking” of leave.
3. In cases of a prolonged medical condition, an employee may apply for or be nominated to become a recipient of leave transferred from the vacation leave of another employee or from the vacation or sick leave account of an immediate family member in the system. For purposes of this policy; medical condition means medical condition of an employee or a family member as defined by personnel policy of such employee that it is likely to require an employee’s absence from duty for a prolonged period of time and to result in a substantial loss of income to the employee due to limited leave in the employee’s leave account. The intent of this policy is to allow one employee to assist another in case of a crisis involving a prolonged medical condition. This policy is not intended to apply to incidental, normal, short-term medical donations
4. The use of vacation or sick leave on a shared basis for any purpose other than that specified in this policy is prohibited.
5. Participation in this program is limited to 1,040 hours, either continuously or if for the same condition, on a recurring basis. However, Management may grant employee continuation in the program month by month for a maximum of 2,080 hours, if management would have otherwise granted leave without pay.
6. An employee on worker’s compensation leave who is drawing temporary total disability compensation may be eligible to participate in this program. Use of donated leave under the workers’ compensation program would be limited to use during the required waiting period.
7. A family member donor may contribute vacation or sick leave.
8. A non-family member donor may contribute only vacation leave.
9. Minimum amount of leave donated is (4) four hours.
10. Maximum amount of leave donated by you can be no more than your annual accrual rate and must not reduce your vacation balance below one-half of your annual vacation accrual rate.

G. PERSONAL LEAVE:

In the event of death in an employee's family, personal leave with pay may be granted as follows:

Up to three (3) days for death of spouse, child, brother, sister, parent, parent-in-law or stepparent (if stepparent actually parented the employee), grandparent, grandchild, brother-in-law, sister-in-law.

H. GROUP LIFE, HEALTH, AND DENTAL INSURANCE:

1. Each full-time employee is eligible for group life, health, and dental insurance after 60 days of employment.
2. The Board provides and pays for a \$25,000 life insurance policy for each full-time employee.
3. A group health insurance policy is provided at no cost to each full-time employee. If the employee desires to include a spouse/dependent(s) in the health policy, he/she must pay the additional premium cost through payroll deduction. Dependent coverage premiums are covered under the Board's Section 125 – meaning you will not pay taxes on the premium cost.

I. RETIREMENT PROGRAMS:

The ABC Board belongs to a retirement program that will provide career employees with a retirement income. Detailed information regarding the governmental retirement plan is available in the booklet entitled "Your Retirement Benefits", available at the administrative office. The entire booklet can be accessed from the state's web site. (<http://www.treasurer.state.nc.us>)

The ABC Board is a member of the 401(k) Supplemental Retirement Income Plan of North Carolina and, as such, this plan is available to all full-time employees. An employee may contribute to his/her 401(k) plan beginning the first month of employment. The ABC Board will contribute five (5) percent of each employee's gross pay to the plan. An employee may elect to contribute to his/her account within the plan in addition to the employer's contribution.

J. INSURANCE COVERAGE POLICY – RETIREMENT:

As of October 1, 2003, if an employee retires from the ABC Board and the North Carolina Local Government Retirement System with at least 20 years of service with the ABC Board, the employee may simultaneously elect to continue to be covered under the ABC Board's health insurance plan until he/she becomes eligible for Medicare and will no longer be covered under the ABC Board's health insurance plan. Each electing eligible retiree shall pay for the cost of continued participation in the health insurance plan provided by the ABC Board.

K. WORKERS' COMPENSATION:

The Cumberland County ABC Board employees are fully covered under the workers' compensation laws, which provide payment for lost time and medical attention at the ABC Board's expense if you have an accident or contract an occupational disease. If you are injured on the job, notify your

supervisor immediately. The responsibility of claiming compensation lies with you. The supervisor will notify the administrative office supplying full details of the injury within 24 hours. By law, reports must be filed within five (5) days.

L. PAID HOLIDAYS:

New Year's Day	Memorial Day	Thanksgiving Day
Martin L. King, Jr. B'Day	Independence Day	Christmas Day
President's Day	Labor Day	*December 26
Easter Monday	Veteran's Day	

Managers should schedule all full-time staff to work on the "open for business" day(s) (stores are open) prior to a holiday. The store manager and the general manager must approve all exceptions.

If a holiday falls on a full time clerk's regularly scheduled day off, the employee will be given another day off during the week of the holiday. A manager can take the day at his discretion if his is covered.

If Veterans Day falls on a Friday or Saturday, another day will be substituted for store employees as the Holiday off, which will be given on a Thursday or Monday of that pay period.

*Our ABC stores will close at 6:00 PM on Christmas Eve. The number of days given off for Christmas holidays will be determined each year. It is not in the best interest of the citizens of Cumberland County for the ABC stores to be closed longer than two days at one time; therefore, Christmas holidays will be determined each year.

M. BIRTHDAY:

Each employee is permitted unpaid leave on their birthday, provided that the employee's birthday does not fall on a Sunday or on a regularly scheduled day off.

Updated 06-19-09

Local ABC System
 Compensation and Benefits Survey
 Please Return on or before December 1, 2009
 To Laurie Lee, NC ABC Commission
 4307 Mail Service Center, Raleigh NC, 27699

Name of ABC System CULLITUCK COUNTY ABC # 025

ABC Employees

1. How many employees does your ABC system have? full-time 7 part-time 2
 other 3 SEASONAL MAY - SEPTEMBER

2. What are the names, titles, total annual compensation (salaries plus bonuses), benefits (410(k), health, retirement, other) and hire date for the 5 most highly paid employees of your system for the following periods:

Fiscal Year 2009 (July 1, 2008 - June 30, 2009)

NAME <u>DAVID A. COLLINS</u>	TITLE <u>Supervisor</u>
SALARY \$ <u>64983.00</u> BONUS \$ <u>1238.00</u>	BENEFITS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> HIRE DATE <u>2/01/02</u>
NAME <u>Michelle LANCASTER</u>	TITLE <u>ASSISTANT Supervisor</u>
SALARY \$ <u>35,438.00</u> BONUS \$ <u>678</u>	BENEFITS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> HIRE DATE <u>02/25/2002</u>
NAME <u>Chuck JORRATT</u>	TITLE <u>STORE MANAGER</u>
SALARY \$ <u>28,882</u> BONUS \$ <u>553</u>	BENEFITS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> HIRE DATE <u>6/06/03</u>
NAME <u>Kim AMBROSE</u>	TITLE <u>STORE MANAGER</u>
SALARY \$ <u>27,161.00</u> BONUS \$ <u>517.00</u>	BENEFITS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> HIRE DATE <u>4/10/2002</u>
NAME <u>JADE LINDSEY</u>	TITLE <u>STORE MANAGER</u>
SALARY \$ <u>26196.00</u> BONUS \$ <u>501.00</u>	BENEFITS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> HIRE DATE <u>6/06/05</u>

Fiscal Year 2008 (July 1, 2007 - June 30, 2008)

NAME <u>David A. COLLINS</u>	TITLE <u>Supervisor</u>
SALARY \$ <u>61888</u> BONUS \$ <u>1238</u>	BENEFITS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> HIRE DATE <u>2/01/02</u>
NAME <u>Michelle LANCASTER</u>	TITLE <u>ASS'T. SUPERVISOR</u>
SALARY \$ <u>33,912</u> BONUS \$ <u>678.00</u>	BENEFITS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> HIRE DATE <u>02/25/02</u>
NAME <u>Chuck JORRATT</u>	TITLE <u>STORE MANAGER</u>
SALARY \$ <u>27639.00</u> BONUS \$ <u>33.00</u>	BENEFITS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> HIRE DATE <u>6/06/03</u>
NAME <u>Kim AMBROSE</u>	TITLE <u>STORE MANAGER</u>
SALARY \$ <u>25868.00</u> BONUS \$ <u>570</u>	BENEFITS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> HIRE DATE <u>4/10/2002</u>
NAME <u>Jade LINDSEY</u>	TITLE <u>STORE MANAGER</u>
SALARY \$ <u>25070.00</u> BONUS \$ <u>519.00</u>	BENEFITS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> HIRE DATE <u>6/06/06</u>

Fiscal Year 2007 (July 1, 2006 - June 30, 2007)

NAME <u>David A. COLLINS</u>	TITLE <u>Supervisor</u>
SALARY \$ <u>58941.00</u> BONUS \$ <u>1117.00</u>	BENEFITS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> HIRE DATE <u>2/01/02</u>
NAME <u>Michelle LANCASTER</u>	TITLE <u>ASS'T SUPERVISOR</u>
SALARY \$ <u>32,298.00</u> BONUS \$ <u>645</u>	BENEFITS Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> HIRE DATE <u>02/25/02</u>

NAME Chuck Jorlatt TITLE STORE MANAGER
 SALARY \$ 26,323 BONUS \$ 5,260 BENEFITS Yes No HIRE DATE 6/06/03

NAME Kim Ambrose TITLE STORE MANAGER
 SALARY \$ 24,635 BONUS \$ 0 BENEFITS Yes No HIRE DATE 4/10/2002

NAME Jode Lindsey TITLE STORE MANAGER
 SALARY \$ 22,345 BONUS \$ 3,447 BENEFITS Yes No HIRE DATE 6/06/05

3. Please attach a list of the benefits you pay to your 5 highest paid employees.
4. List the names of your board members and their annual board compensation for Fiscal Year 2009 W. Charles Ely - Chairman - \$1500; Harold Bell, \$1200

Harold Capps, \$1200; David Myers - \$1200; David Weber, \$1200

Fiscal Year 2008

SAME AS ABOVE

Fiscal Year 2007

SAME AS ABOVE

5. Do your board members receive insurance or retirement benefits? Yes No If yes, what are they? _____
6. Do your board members receive other compensation for their service? Yes No If so, what? _____
7. Do you have a travel policy for board members/employees? Yes No If yes, when was it instituted? _____ Please attach a copy. (1000 FED. Mileage rate per (0.485¢) travel to Board meetings)
8. Do you have an ethics policy in place for board members/employees? Yes No If yes, when was it instituted? _____ Please attach a copy.
9. Does your ethics policy prohibit receipt of gifts, including for example, entertainment tickets, bottles of alcohol, goods or services? Yes No
10. Does your ethics policy allow payment of meals or other travel expenses by industry members or private dollars? Yes No
11. Do you have a nepotism policy in place for board members/employees? Yes No If yes, when was it instituted? _____ Please attach a copy.
12. Do you have a standard process for setting salary and compensation ranges for ABC employees? Yes No If yes, when was it instituted? 10/2003 Please attach a copy.
13. Do you pay a car allowance for board members/employees? Yes No If so, how much is it per year total and who receives it? Supervisor - \$4800 (Inc. phone/com.)
Asst. Super - 1800 (Inc. phone/com.)
14. For your individual board members (and family members if applicable) what was the total travel expense paid or reimbursed from all sources, public and private for ABC-related functions in Fiscal Year 2009? 8760

Submitted by Name Della-Allin Title: Supervisor Date: 11/23/2009

Currituck County ABC Board Minutes

August 4, 2003

Meeting called to order at 10:00AM in the ABC Board Supervisor office at 6664 Caratoke Hwy., Grandy, NC. Present are Mr. H.L. Waterfield, Chairman; Mr. W.E. Davis, member; Mr. Woodrow Williams, member.

Old Business:

1. Profit distribution: Board approves reverting to the original distribution of 85% to County and 15% to remain with ABC system. This will be effective on the 1st quarter FY03-04 distribution. The current balance in the Savings/Building Fund will remain to be used for capital improvement project planned for Grandy Store.

2. Grandy Project update-No movement has taken place. Bissell is slow to return calls. Board directs Supervisor to take action necessary to move the project along.

3. New accountant-Board members direct supervisor to discuss with the accounting firm issues related to their cost of services, the time frames expected for audit reports and support to be expected from them relating to supervisor accounting duties.

4. Employee salary increases-Board is presented with salary schedule for NC State employees with job descriptions similar to those of ABC employees. Rationale for adopting a schedule with Pay Grades and Steps is presented by the Supervisor. While not accepting the full schedule of salaries, the board approves individual increases that will place the ABC employees on the same pay level as state employees with similar job duties. Store managers in Grandy and Moyock will have starting salaries between \$18,418.00 and 19,339.00; clerks will have a starting salary of at least \$17,692.00. Store manager and assistant store manager in Corolla will have starting salaries of at least \$20,796.00 and 20,305.00, respectively. The Assistant Supervisor position will have a starting salary of at least \$22,279.95. The Board approves Supervisor salary of \$36,000. These increases will result in yearly payroll increase of approximately \$30, 000. The Board will consider these increases and give final approval if year-end audit report has favorable numbers. Tentative effective date of pay increase will be October 1, 2003.

New Business

1. New vehicle-New vehicle quote is presented to Board members. Courtesy Ford has program that deals with local government entities. Using their program, a cost of \$35,000 for Ford Super Duty F550 complete with 14ft cargo box is given. Board approves expenditure for new vehicle.

Currituck County ABC Board Minutes

October 13, 2003

Meeting called to order at 10:00AM in the ABC Board Supervisor office at 6664 Hatoke Hwy., Grandy, NC. Present are Mr. H.L Waterfield, Chairman; Mr. W.E. Davis, member; Mr. Woodrow Williams, member.

Business:

Accounting update: Discussed with the Board the meeting held with the new accountant, Moss & Associates. That meeting was held on October 10, 2003 with Board members Davis and Williams present. The purpose of the meeting was to discuss the annual audit report and any changes that need to be made to it. Mr. Sean Moss and his associate, Ms. Yvette Konstanzer presented their plan to upgrade the reports to current accounting standards. They are familiar with the accounting program used by the supervisor and will assist in getting the numbers generated by the ABC office and the numbers they generate on their audits to match. It was explained that this is an ongoing process that will reflect in the numbers coming closer over a period of time. It was the opinion of the accounting firm that, based on the annual audit, substantial pay increases would not result in a negative profit.

The Board is refreshed with information regarding salary increases that will make the ABC Board employee salaries competitive with NC State employees. The Board votes to increase ABC employee salaries as presented in the September Board meeting. These increases are to be effective in the current pay period (October 2003).

Sales update-One week of sales lost due to Hurricane Isabelle. Declaration of emergency in the county required closure of ABC stores in this county. Otherwise, there was no physical damage to any of the stores.

New vehicle is ready for delivery. Final cost is \$34,376.00. Funds to be transferred from "Savings" account to "Checking" account for this purchase. Board approves taking delivery and payment in full for the vehicle. Board authorizes sale of old vehicle ("for what it is worth").

Bissell has lost survey data and will have to repeat the physical survey.

New Business

Board discusses need for additional computer for Supervisor's office. Ideally, this would be a portable computer that the supervisor can take to each store as needed. In the future expansion, this portable computer will serve as an additional work station as well. The computer will back up the accounting data on the main computer. Board approves expenditure of \$3,000.00(+/- \$500.00) for portable computer.



Employee Positions and Pay Grades
October 2007 State Salary Plan

00361 SALES CLERK I	50	22,067	27,029
00362 SALES CLERK II	53	22,067	30,083
00365 SALES MANAGER I	56	22,238	33,557
00366 SALES MANAGER II	58	23,761	36,236
00367 SALES MANAGER III	61	26,444	40,797
01541 BUSINESS OFFICER I	73	41,687	68,613
01542 BUSINESS OFFICER II	75	45,387	75,209
01543 BUSINESS OFFICER III	77	49,577	82,424
01544 BUSINESS OFFICER IV	80	56,710	94,675

Currituck County ABC Board Job Classifications and Salary Schedule (eff 7/01/08)

Effective July 1, 2009, salary was increased 2% over 2008. Employee stays at same grade and step with 2% increase.

Sales Clerk I	Pay Grade 50	Step 1	\$22067.00
		Step 2	23170.35
		Step 3	24328.87
		Step 4	25545.32
		Step 5	26822.59

Sales Clerk II	Pay Grade 53	Step 1	\$22067.00
		Step 2	23170.35
		Step 3	24328.87
		Step 4	25545.32
		Step 5	26822.59
		Step 6	28163.72
		Step 7	29571.91

Sales Manager I	Pay Grade 56	Step 1	\$22238.00
		Step 2	23349.90
		Step 3	24517.40
		Step 4	25743.27
		Step 5	27030.44
		Step 6	28381.97
		Step 7	29801.07
		Step 8	31291.13
		Step 9	32855.69
		Step 10	34498.48

Sales Manager II	Pay Grade 58	Step 1	\$23761.00
		Step 2	24949.05
		Step 3	26196.51
		Step 4	27506.34
		Step 5	28881.66
		Step 6	30325.75
		Step 7	31842.04
		Step 8	33434.15
		Step 9	35105.86
		Step 10	36861.16
Sales Manager III	Pay Grade 61	Step 1	\$26444.00
		Step 2	27766.20
		Step 3	29154.51
		Step 4	30612.24
		Step 5	32142.86
		Step 6	33750.01
		Step 7	35437.51
		Step 8	37209.39
		Step 9	39069.86
		Step 10	41023.36
Business Officer I	Pay grade 73	Step 1	\$41687.00
		Step 2	43771.35
		Step 3	45959.92
		Step 4	48257.92
		Step 5	50670.82
		Step 6	53204.37
		Step 7	55864.59
		Step 8	58657.82
		Step 9	61590.72
		Step 10	64670.26
Business Officer II	Pay Grade 75	Step 1	\$45387.00
		Step 2	47656.35
		Step 3	50039.17
		Step 4	52541.13
		Step 5	55168.19
		Step 6	57926.60
		Step 7	60822.93
		Step 8	63864.08
		Step 9	67057.29

SALES CLERK I

NATURE OF WORK

This is sales work in a bookstore, soda fountain, snack bar, or supply store. Employees are responsible for displaying merchandise, making sales to customers and assisting in taking inventories of stock. Work is performed under the general supervision of a higher level sales clerk or sales manager.

ILLUSTRATIVE EXAMPLES OF WORK

Displays, explains: and sells merchandise to customers.
Operates cash register and makes change for merchandise sold.
Cares for stock on, sales floor; places new merchandise on shelves, racks, or stands, keeps stock orderly and dusted
Informs supervisor of shortages as they occur and covers or removes stock from counters at night.
Assists other clerks in marking merchandise and in taking inventory of stock.
Performs related work as required.

KNOWLEDGES SKLLLS AND ABILITIES

Some knowledge of the functions of a retail store.
Ability to deal effectively with academic personnel, students, and other personnel
Skill in adding, subtracting, and making change.

ACCEPTABLE TRAINING AND EXPERIENCE

Completion of the eight grade.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions, but may not be applicable to all positions.

Store Clerk

Physical Demands-You must be able to bend, stoop, reach, stretch and lift boxes weighing up to 50 lbs. You will stack and sort boxes weighing up to 50 lbs. You will walk through aisles of boxes and also aisles of shelving stocked with breakable items. You will stock items on shelving. Occasionally, you will be required to assist in offloading a truck.

a) Each new employee will complete a training period with an experienced employee to learn the basic functions of store operations, cash register procedures and inventory control and management.

b) Each clerk will be given an operating cash fund of one thousand dollars a locked security bag, combination to the safe, and keys to the store. The employee will sign a notice of receipt and will at that time become entirely responsible for all of the items.

c) Each clerk will serve all customers in a polite, courteous, helpful and timely manner.

d) Each clerk will be responsible for the decision to sell alcohol to underage or intoxicated persons. Should this happen you will be held accountable for any damages or fines this action may cause.... when in doubt ..card the person or refuse to sell to them and never be afraid to call the police. If you do have any doubt try to get the license plate number and have a description of the parties and vehicle for dispatch when you call.

e) Each clerk will maintain an acceptable appearance and attire themselves in clean and proper clothes.

f) Each clerk will be responsible for keeping the store, office, warehouse, windows and bathroom clean. This includes, but is not limited to:

1) Vacuum the store everyday.

2) Clean and stock bottles everyday.

3) Keep bottles fronted after every sale, if able.

4) Clean doors and/or windows of handprints, bird droppings, sipper webs, etc.

5) Complete all required daily, weekly and monthly paperwork that becomes due on your shift.

6) Make daily deposits of cash received.

7) At no time will an employee smoke in the showroom.

8) At no time will an employee eat or drink in the showroom.

9) At no time will an employee talk on the phone while waiting on a customer unless it is a technical support issue.

10) At no time will an employee have friends or family loitering in the store or showroom.

11) At no time will an employee have children come to work with them unless approved by the supervisor.

For personal safety and security reasons, employees are not to discuss ABC financial data with persons outside the ABC system. This includes, but is not limited to, cash on hand information, daily sales and receipts information, information pertaining to daily deposit routines, times, locations and amounts.

SALES MANAGER I

NATURE OF WORK

This is supervisory sales work in managing a small retail outlet in a state college, institution, or other facility,

Employees exercise some independence in supervising a small group of sales clerks engaged in selling snacks and other miscellaneous items, Work is evaluated primarily on the basis of patrol satisfaction and is performed under administrative supervision in accordance with established policies for efficient operation.

ILLUSTRATIVE EXAMPLES OF WORK

Supervises and assists sales clerks in selling items: keeping facilities clean and attractive, taking inventory, and otherwise performing the duties of a sales clerk,

Orders, receives verities amounts, and arranges for sale of a number of prepared and packaged items including sandwiches, ice cream, soft drinks, doughnuts, cookies, candy, tobacco products, pastries, and student supplies,

Selects sales clerks and trains them in the performance of their duty.

Maintains a written record of all purchases made and items received.

Counts days receipts and turns in all cases and reports at the close of each day,

Makes a detailed inventory of all stock periodically and prepares and submits a written report,

Performs related work as required.

KNOWLEDGES, SKILLS, AND ABILITIES

General knowledge of ere methods of storing and exhibiting a variety of prepared food items, packaged goods; supplies; beverages, arid sundry items,

General knowledge of the basis rood handling practices and sanitation requirements.

Ability to train and supervise a group of lower level employees engaged in selling a variety of items,

Ability to maintain accurate records of materials received and sold and of cash received.

ACCEPTABLE TRAINING AND EXPERIENCE

Graduation from high school and three years experience as a sales clerk; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions, but may not be applicable to all positions.

Store Manager

1) The store manager is responsible for the duties of clerking as well as, but not limited to the following:

- a) Provide supervisor with monthly order.
- b) Maintain inventory and do a full and complete count every two months.
- b) Maintain and order necessary store supplies.
- c) Train and/or instruct clerks on operations and procedures and report any problems to the supervisor.
- d) Is present for any load received by your store.

SALES MANAGER II

NATURE OF WORK

This is supervisory sales work in managing a large snack bar or a medium sized student supply or book store in a state college, institution, or other facility.

Employees exercise considerable independence in supervising a large group of sales clerks engaged in selling snacks and other miscellaneous items, or in supervising the purchase, sale, and rental of course textbooks and other resource materials. Work is evaluated primarily on the basis of patron satisfaction and is performed under administrative supervision and in accordance with established policies for efficient operation.

ILLUSTRATIVE EXAMPLES OF WORK

Supervises a large number of sales clerks in selling items, keeping facilities clean and attractive, and taking inventory,

Orders, receives, verifies amounts, and arranges for sale of a number of prepared and packaged items including sandwiches, ice cream, soft drinks, doughnuts, cookies, candy, tobacco, pastries; and student supplies.

Selects sales clerks and trains them in the performance of their duties.

Maintains a written record of all purchases made and items received.

Counts day receipts and turns in all cash reports at the close of each day.

Orders, displays, and sells books for student courses.

Distributes and collects rental books.

Makes a detailed inventory of all stock periodically and prepares and submits a written report

Performs related work as required

KNOWLEDGES, SKILLS, AND ABILITIES

Considerable knowledge of the methods of storing and exhibiting a variety of prepared food items; packaged goods, supplies; beverages; and sundry items.

Considerable knowledge of the basic food handling practices and sanitation requirements.

Ability to train and supervise a group of lower level employees engaged in selling a variety of items.

Ability to maintain accurate records of material received and sold and of cash received.

ACCEPTABLE TRAINING AND EXPERIENCE

Graduation from high school and four years experience in sales clerk work, including one year in a supervisory capacity or an equivalent combination of training and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions, but may not be applicable to all positions.

SALES MANAGER III

DESCRIPTION OF WORK

This is supervisory work in managing a major division of a large student supply store. Employees serve as supervisors responsible for directing and organizing a staff of sales personnel engaged in selling, displaying, and stocking general merchandise or books in a student supply store. Work in this class is distinguished from that found in the Sales Manager II class by greater size and complexity of assigned area, decision-making authority, and independence of action. In comparison to the Supply Store Manager I class, this class has a more limited role in purchasing, pricing, and other related merchandising functions along with less overall managerial responsibility. Work is performed under the general supervision of a Supply Store Manager.

EXAMPLES OF DUTIES PERFORMED

Supervises a large staff of sales personnel in the daily operation of the department.
Supervises the receiving, stocking, and displaying of merchandise.
Advises on the buying needs of the department.
Makes a detailed inventory of all stock periodically and prepares a written report.
Selects, trains, and schedules sales personnel.
Approves and follows through on special customer orders.
Receives and responds to customer complaints.
Performs related work as required.

RECRUITMENT STANDARDS

Knowledges, Skills, and Abilities

Thorough knowledge of the methods of storing and displaying a large variety of sales items, such as supplies, office equipment, clothing, gifts, and books.
Some knowledge of effective supervisory practice and ability to supervise and train sales personnel.
Ability to develop maximum and minimum inventory levels and to maintain accurate records of materials received and sold.

Minimum Training and Experience

Completion of high school and two years of supervisory experience in retail sales, including inventory control; or an equivalent combination of training and experience.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions, but may not be applicable to all positions.

Assistant Supervisor

The position of assistant supervisor will report directly to the Supervisor. Primarily, the assistant supervisor will be familiar and proficient with "back office" operations, to include software used for inventory control, software used for accounts payable and payroll. The individual in this position will be able to perform the duties of supervisor in the supervisor's absence. Generally, this position will assist the county supervisor in inventory management, store management and personnel training. The individual in this position will be familiar with all aspects of store operations and will be able to fill in at the store level when necessary. This will be an entry-level management position. It is a salaried position and no overtime will be authorized. The working hours will generally be during store operating hours. The supervisor and Assistant Supervisor will share weekend duties. Following are specific examples of some tasks to be performed by the assistant supervisor:

- 1) Receive "in-house" training and become proficient in the inventory control and accounting software. The expected level of proficiency will be such to allow the assistant to fill in during any absence of the supervisor.
- 2) Provide coverage for store personnel in event of illness, vacations, etc.
- 3) Assist supervisor in taking physical inventory of all stores on a regularly scheduled basis.
- 4) Assist store managers in expanding inventory in a methodical fashion and ensure new items reach the shelves.
- 5) Assist store managers in working up orders.
- 6) Assist supervisor in the offloading of deliveries and distribution of product to stores.
- 7) Manage mixed beverage sales in all stores that are set up for this type of sales. This may include training appropriate personnel, assisting store personnel in processing mixed beverage orders, maintaining positive working relationships with mixed beverage customers.
- 8) Ensure that established policies and procedures are being followed system wide.
- 9) Ensure that adequate office supplies are on hand, for stores and office.

This is not an inclusive list. Other duties may be assigned that are not included in this list.

BUSINESS OFFICER I

NATURE OF WORK

This is administrative work as business manager of a small state institution or agency or as assistant business manager in a large state institution.

Employees have responsibilities for the organization and supervision of fiscal and budgetary operations, personnel administration, purchasing, auxiliary enterprises, physical plant operations, and other managerial functions with variations fitting the size, organization, physical layout, and type of institution or agency. Assignments in this class are in hospitals, educational institutions and the smaller state agencies, and employees work independently under the general supervision of higher level administrative officials.

ILLUSTRATIVE EXAMPLES OF WORK

Directs and supervises the maintenance of institution accounts; assists in preparing budget estimates; deposits incoming monies, approves all checks and vouchers; prepares requests for quarterly allotments and requisitions for funds.

Determines needs and approves requisitions for all supplies, equipment and repairs; supervises general storage warehouse; signs requests for bids and opens bids; supervises the preparation of purchase orders; confers with storekeepers, housekeepers, and dietitians regarding current supplies and future requirements; interviews salesmen.

Inspects physical plant; confers with architects, contractors, and state officials concerning permanent improvements; checks buildings for repairs; approves all work orders.

Analyzes problems relating to state programs for the blind and makes recommendations for new or revised procedures to division supervisors.

Recruits and assigns personnel; interprets state personnel policies; maintains personnel records; prepares payrolls.

Performs related work as required.

KNOWLEDGES, SKILLS AND ABILITIES

Considerable knowledge of the principles and practices of public and business administration.

Considerable knowledge of modern office procedures, practices, and equipment.

General knowledge of personnel, purchasing, and accounting practices and procedures.

Ability to plan and direct fiscal and business services.

Ability to establish and maintain effective working relationships with associates, other state officials, and the general public.

ACCEPTABLE TRAINING AND EXPERIENCE

Graduation from a four-year college or university, preferably with a major in business, public, or hospital administration, and four years administrative experience involving participation in the planning and management of a business or governmental program; or an equivalent combination of training and experience.

Special Note - This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

Currituck County ABC Board Employee Evaluations

The Currituck ABC Board has adopted a plan for providing annual employee evaluations. These evaluations will be performed at the end of a new employee's 6 month probation period and then annually thereafter, on the employee's anniversary date of hire. The evaluation will rate the job performance of store employees. These performance rating may assist the Board in making decisions regarding suitability for continued employment, pay raises and job promotions.

The store employees will be rated on a scale from "Excellent" to "Inadequate". These ratings will measure how well the employee performs the job duties assigned, whether the employee needs prompting to perform the duties and whether the employee requires supervision when performing the assigned duties. This rating scale assumes that the employee has received proper training and assumes the employee has requested additional training if they do not understand their duties.

The job duties on which the employees will be rated will include, but will not be limited to the following areas: Storekeeping, Customer Service and Store Operations.

Storekeeping: Cleanliness (inside and outside); all shelves fully stocked at all times; new products put out promptly.

Customer Service: Courtesy; promptness in response to customers; helpfulness; check ID and verifies age when proper; refuses sales when appropriate.

Store Operations: Accuracy of daily reports and deposits; Inventory control; Ordering (main and off month orders); additional tasks such as weekly alarm system checks; store supply orders; etc.

The ABC supervisor will be responsible for performing the employee evaluations. The evaluations are to be done annually, except for the 6 month evaluation for new employees. The Supervisor will meet individually with the employee and discuss the current evaluations. The employee may respond to the evaluation, in writing, within 14 days following the evaluation. Unresolved issues pertaining to the evaluation may be discussed with the ABC Board after filing a written request with the Supervisor. The Employee Evaluation will become a part of the employee's personnel file.

**Currituck County ABC Board
Employee Evaluation**

Date of Hire _____

Employee Name _____

Date of Evaluation _____

Storekeeping	Excellent <input type="checkbox"/>	Very Good <input type="checkbox"/>	Good <input type="checkbox"/>	Poor <input type="checkbox"/>	Inadequate <input type="checkbox"/>
Justification for rating/ Improvement plan					
Customer Service	Excellent <input type="checkbox"/>	Very Good <input type="checkbox"/>	Good <input type="checkbox"/>	Poor <input type="checkbox"/>	Inadequate <input type="checkbox"/>
Justification for rating/ Improvement plan					
Store Operations	Excellent <input type="checkbox"/>	Very Good <input type="checkbox"/>	Good <input type="checkbox"/>	Poor <input type="checkbox"/>	Inadequate <input type="checkbox"/>
Justification for rating/ Improvement plan					

Supervisor _____

Employee _____

Currituck County ABC Board
Employee Benefits Summary

Retirement—Currituck County ABC Board is part of the Local Government Employees Retirement System. Employer contribution is currently 4.8% of employee gross pay. Employee pays 6.0% and are “vested” after 5 years. (Refer to LGERS handbook)

Health Insurance—Currituck County ABC Board currently pays the total premium for full time, permanent employees. Current cost is approximately \$630.00 per employee and this includes medical, dental, vision and life/accidental death benefits. Employees are responsible for any family coverage additions.

Eligible retiree healthcare insurance—Minimum of 20 years creditable service, the last 10 of which must be with Currituck County ABC board. Coverage from age of retirement (62 years) to age of Medicare coverage (65 years).

Vacation—1 week after 1 year employment;
2 weeks after 2 years of employment;
3 weeks after 15 years of employment.

Employees may be paid for vacation time, but vacation time may not be accrued year to year.

Sick Leave—7 days annually to year 1 to 5, then 12 days annually. Time is allowed to accrue and may be used for “Creditable Service” toward retirement benefits. (Refer to LGERS handbook) Employees will not be paid for unused sick leave.

Extended illness—when all sick leave is used, employee will receive two-thirds pay per month, for each year of service with a maximum of 6 months. If employee cannot return to work after this period of time, employment will be terminated.

Bereavement—For use with immediate family members only.

8 February 1984

1. Meeting called to order 7:00 PM, Moyock, N.C.
2. Members: E. F. Humphries
 H. L. Waterfield
 W. E. Davis, Jr.
3. Discussed Financial Statement and related items.
4. There is now \$10,982.00 in Building Fund. Motion was made and seconded to pay \$7,500.00 on Moyock Store loan leaving a balance of \$20,000.00. Motion passed.
5. Motion was made and seconded to bring the Currituck County ABC Board Employees into the Local Government Employee's Retirement System. Motion passed.
6. Discussed having a fence erected between the Trailer Park next door and the ABC Store. Tabled.
7. There being no further business meeting adjourned 9:30 PM.

APPROVED:

E. F. Humphries
E. F. HUMPHRIES

H. L. Waterfield
H. L. WATERFIELD

W. E. Davis Jr.
W. E. DAVIS, JR.

Currituck County A. B. C. Board

P. O. Box 248
MOYOCK, N.C. 27958

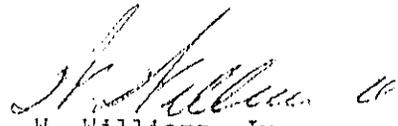
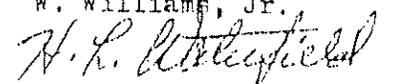
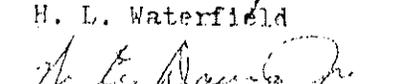
STANDARD OPERATING PROCEDURE # 2

1 July 1992

SUBJECT: Vacations

1. Personnel will be authorized vacation according to the following schedule:
 - a. 1 week vacation after 1st year of employment.
 - b. 2 weeks vacation after 2 years of employment.
 - c. 3 weeks vacation after 15 years of employment.
2. Personnel will inform the supervisor of their intention of taking vacation with as much notice as possible, however, at least 2 weeks notice will be required to insure the request can be granted.
3. Personnel may be paid for their vacation time in lieu of taking vacation.

APPROVED:


W. Williams, Jr.

H. L. Waterfield

W. E. Davis, Jr.

Currituck County A. B. C. Board

P. O. Box 248
MOYOCK, N.C. 27958

STANDARD OPERATING PROCEDURE # 1

1 January 1998

SUBJECT: Sick Leave

1. Effective 1 July 1992, all personnel employed by the Board with over 5 years service will be granted 12 working days of sick leave, in addition, personnel will accrue 7 working days of sick leave each year hereafter.

2. Sick leave may be accrued from year to year and used as service time toward retirement at the rate of 20 days sick leave or portion thereof equals 1 month's additional service time toward retirement, example, 41 days of sick leave equals 3 months service toward retirement.

3. Sick leave may also be used as bereavement leave for members of the immediate family - grandparent, parent, spouse, child, grandchild, brother sister, mother-in-law, father-in-law, son-in-law, daughter-in-law, sister-in-law or brother-in-law.

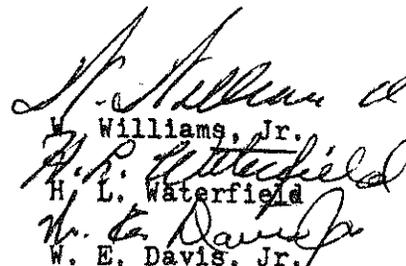
4. The supervisor reserves the right to require verification of sick leave, regardless of the number of days taken, when circumstances warrant.

5. In the event of an extended illness, and when all sick leave has been used the employee will go on two thirds pay per month for each year of service for a maximum 6 months. At the end of this period employment will be terminated.

6. A record of sick and bereavement leave will be kept by the supervisor and may be reviewed by the employee at any time.

7. Any problems concerning sick or bereavement leave will be resolved by the Board.

APPROVED:


W. Williams, Jr.
H. L. Waterfield
W. E. Davis, Jr.

Currituck ABC Board Minutes
August 9, 2004

Board Members present: Mr. Charles Eley, Chairman; Mr. W.E. Davis; Mr. Woodrow Williams, Jr.; Mr. Donny Jones

Old Business

1. Update regarding Grandy expansion project. Site plan accepted by County planning Dept. Variance hearing regarding number of required parking places is pending.

New Business

1. New Board member appointment. Mr. Donny Jones, appointed by County Manager to initial 1 year term on the Currituck county ABC Board, effective July 2004. Mr. Jones represents the Poplar Branch Township area of the County.

2. ABC Supervisor suggests employee pay increase of 4%. This is equal to 1 step on the state pay scale. Motion made by Mr. Williams to increase employee pay by 1 step (4% approximate). Discussion: Next year, employee increases are to be merit based, i.e. based upon job performance. Supervisor is to evaluate job performance of each employee on their anniversary date. Current salary increase to be effective retroactive to August 1, 2004. Motion second and passed by majority.

3. Health insurance coverage for qualifying retirees. Mr. Williams points out that current employees with long local government service histories currently have no health coverage from retirement until Medicare begins. To address this issue with ABC employees, it is suggested that employees with at least 20 years of service with any Local Government entity be provided with ongoing health insurance coverage from the retirement age of 62 years until the age of Medicare coverage, currently 65 years. Motion made by Mr. Davis: ABC Board to provide health insurance coverage for eligible retirees from the Currituck County ABC system. Eligible retirees are those age 62 years with 20 or more years of service with any Local Government and/or State Government entity, the last 10 of which must be with Currituck ABC Board. Insurance coverage will be from the age of retirement, 62 years, to the age of Medicare coverage, 65 years. Discussion of costs, the number of potential employees that might qualify, etc. There is one current employee that may qualify for this benefit. The monthly cost for insurance is approximately \$500.00. Second made by Mr. Williams; Passed by majority vote. This motion to be made part of employee manual, benefits section.

4. Sales update—4th quarter sales and July sales.

Meeting adjourned.