



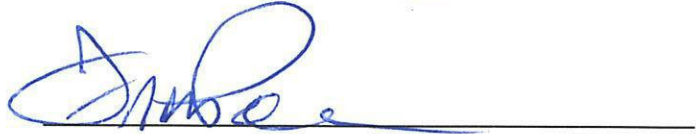
GEORGIA WORLD CONGRESS CENTER AUTHORITY POLICIES AND PROCEDURES

December 20, 2017

Executive Director's Written Adoption and Direction
REVISED POLICIES AND PROCEDURES

The adoption of these revised Authority Policies and Procedures shall not abrogate any action heretofore taken by the Authority's officers or employees under the Policies and Procedures in force prior to the adoption hereof. Any action taken prior to the effective date of these revised Policies and Procedures which would be authorized by these Policies and Procedures if taken under these Policies and Procedures is ratified.

Pursuant to Policy 1-104(B), this revision is hereby adopted and directed, this 22nd day of December, 2017.

A handwritten signature in blue ink, appearing to read 'Frank Poe', is written over a horizontal line.

FRANK POE
EXECUTIVE DIRECTOR

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Policy 1-101 Applicable Laws

The Geo. L. Smith II Georgia World Congress Center Authority (referred to throughout these Policies and Procedures simply as the “Authority”) was re-created and is governed under the Geo. L. Smith II Georgia World Congress Center Act, O.C.G.A. § 10-9-1 et seq.

The Authority, its officers and employees shall conduct all Authority operations pursuant to the Constitution and laws of the United States and the Constitution and laws of the State of Georgia (collectively referred to throughout these Policies and Procedures as the “Applicable Laws”). To the extent that the bylaws adopted by the Board of Governors of the Authority (the “Authority Bylaws”), the Regulations and Ordinances adopted by the Board of Governors of the Authority (the “Authority Regulations and Ordinances”), or these Policies and Procedures, or any of them, or any directive of any officer or employee of the Authority conflict with the Applicable Laws, the Applicable Laws shall control. Nothing in the Authority Bylaws, the Authority Regulations and Ordinances, these Policies and Procedures, or any directive of any officer or employee of the Authority shall authorize any act or omission of the Authority, its officers or employees which act or omission would violate any Applicable Law.

Policy 1-102 Bylaws

The management of the business and affairs of the Authority shall be vested in its Board of Governors, subject to the provisions the Geo. L. Smith II Georgia World Congress Center Act, the provisions of other Applicable Laws, and the provisions of the Authority Bylaws.

Pursuant to O.C.G.A. § 10-9-7, the Board of Governors is granted the statutory authority to make bylaws, rules, and regulations for the government of the Authority and the operation, management, and maintenance of the project as it may determine appropriate.

Subject to Policy 1-101, to the extent that the Authority Regulations and Ordinances, these Policies and Procedures, or any directive of any officer or employee of the Authority conflict with the Authority Bylaws, the Authority Bylaws shall control.

Policy 1-103 Authority Regulations and Ordinances

Pursuant to O.C.G.A. § 10-9-4.1, the Board of Governors of the Authority is granted legislative power to adopt reasonable ordinances (collectively referred to throughout these Policies and Procedures as the "Authority Regulations and Ordinances") relating to the property, affairs, and administration of the Authority for which no provision has been made by general law and which are not inconsistent with the general laws and Constitution of the State of Georgia and the laws and Constitution of the United States.

The maximum punishment for violations of the Authority Regulations and Ordinances is stated therein and shall not exceed a fine of \$500.00 or imprisonment for 60 days, or both.

Subject to Policy 1-101 and Policy 1-102, to the extent that these Policies and Procedures or any directive of any officer or employee of the Authority conflict with the Authority Regulations and Ordinances, the Authority Regulations and Ordinances shall control.

Policy 1-104 Authority Policies and Procedures

Section A. Ratification of Policies and Procedures

Pursuant to Article VII, Section 5 of the Authority Bylaws, the Executive Director is authorized to adopt, direct, and is in responsible charge of the implementation of these Authority Policies and Procedures.

These Policies and Procedures have been adopted by authorization of the Executive Director effective on the date stated on the Executive Director's Written Adoption and Direction.

Subject to Policy 1-101, Policy 1-102, and Policy 1-103, to the extent that any directive of any officer or employee of the Authority conflict with the Authority Policies and Procedures, the Authority Policies and Procedures shall control.

Section B. Process to Amend or Modify Policies and Procedures

No amendment or modification to these Authority Policies and Procedures shall be effective unless and until the Executive Director executes a Written Adoption and Direction adopting and directing implementation of such amendment or modification.

Policy 1-105 Authority Employee Handbook

Section A. Ratification of Employee Handbook

Pursuant to Article VII, Section 5 of the Authority Bylaws, the Executive Director is authorized to adopt, direct, and is in responsible charge of the implementation of the Authority Employee Handbook.

The Authority Employee Handbook shall be adopted by authorization of the Executive Director effective on the date stated on the Executive Director's Written Adoption and Direction of Employee Handbook.

Subject to Policy 1-101, Policy 1-102, Policy 1-103, and Policy 1-104, to the extent that any directive of any officer or employee of the Authority conflicts with the Authority Employee Handbook, the Authority Employee Handbook shall control.

Section B. Process to Amend or Modify Employee Handbook

No amendment or modification to the Authority Employee Handbook shall be effective unless and until the Executive Director executes a Written Adoption and Direction adopting and directing implementation of such amendment or modification to the Employee Handbook.

Policy 1-106 Authority Safety Manual

Section A. Ratification of Authority Safety Manual

Pursuant to Article VII, Section 5 of the Authority Bylaws, the Executive Director is authorized to adopt, direct, and is in responsible charge of the implementation of the Authority Safety Manual.

The Authority Safety Manual shall be adopted by authorization of the Executive Director effective on the date stated on the Executive Director's Written Adoption and Direction of Authority Safety Manual.

Subject to Policy 1-101, Policy 1-102, Policy 1-103, Policy 1-104, and Policy 1-105, to the extent that any directive of any officer or employee of the Authority conflicts with the Authority Safety Manual, the Authority Safety Manual shall control.

Section B. Process to Amend or Modify Authority Safety Manual

No amendment or modification to the Authority Safety Manual shall be effective unless and until the Executive Director executes a Written Adoption and Direction adopting and directing implementation of such amendment or modification to the Authority Safety Manual.

Policy 2-101 Budget

The following are costs which the Authority is authorized to incur in respect of the operation, management and maintenance of the Authority project:

- a. All costs of the purchase, lease, or any other form of acquisition by agreement, eminent domain, or otherwise or improvement, construction, reconstruction, repair, or maintenance of the project or any facility or component of either;
- b. All costs of real or personal property required for the purposes of such project and of all facilities related thereto, including land and any rights or undivided interest therein, easements, franchises, water rights, fees, permits, approvals, licenses, and certificates and the security of such franchises, permits, approvals, licenses, and certificates and the preparation of any application therefor;
- c. All machinery, equipment, furnishings, and fixtures required for such project or facilities;
- d. Financing charges and interest prior to and during construction and during such additional period as the authority may reasonably determine to be necessary for the placing of such project or facilities in operation;
- e. Costs of engineering, architectural, and legal services;
- f. Fees paid to fiscal agents for financial and other advice or supervision;
- g. Cost of plans and specifications and all expenses necessary or incidental to the construction, purchase, or acquisition of the completed project or facilities or to determine the feasibility or practicability of the project or facilities;
- h. Fees paid pursuant to the "Georgia Allocation System" established by Article 8 of Chapter 82 of Title 36 of the O.C.G.A.;
- i. Fees for letters of credit, bond insurance, debt service or debt service reserve insurance, surety bonds, or similar credit enhancement instruments;
- j. Costs of the payment or performance of any obligation of the authority with respect to any lease to or by the authority of or with respect to the project or any facilities or any component thereof;
- k. Administrative expenses and such other expenses as may be necessary or incidental to the financing authorized under O.C.G.A. Title 10, Chapter 9;
- l. The repayment of any loans made for the advance payment of any part of such cost, including the interest thereon; and
- m. A fund or funds for the creation of a debt service reserve, a renewal and replacement reserve, and such other reserves as may be reasonably required by the authority with respect to the financing and operation of its projects or facilities and as may be authorized by any bond resolution or trust agreement or indenture pursuant to the provisions of which the issuance of any such bonds may be authorized.

Policy 2-101 Budget continued

The Authority is required to comply with all applicable state budgetary processes and procedures.

Pursuant to the Bylaws, the Chief Administrative Officer, subject to the supervision and direction of the Executive Director and the Board of Governors, is charged with developing for approval goals and objectives for the operation and management of the Authority's accounting program, and to direct and be in responsible charge of the implementation of such approved goals and objectives. Moreover, the Executive Director is to recommend to the Board of Governors for its approval budgets for compensation for all non-officer positions of the Authority; to recommend to the Board for its approval merit and non-merit increases in compensation for non-officer positions or classes of positions of the Authority; to recommend any required changes to previously approved budgets to account for merit and non-merit increases in compensation approved by the Board of Governors and for promotions of one or more employees from one non-officer position to another non-officer position; establish, within the limits established by the budget approved by the Board, compensation ranges for non-officer positions or classes of non-officer positions of the Authority; and within such ranges establish compensation level for each non-officer employee of the Authority.

Policy 2-102 Designated Reserves

Pursuant to Title 10, Chapter 9 of the Official Code of Georgia Annotated, the Authority is authorized to create a fund or funds for a debt service reserve, a renewal and replacement reserve, and such other reserves as may be reasonably required by the Authority with respect to the financing and operation of the Authority's projects or facilities and as may be authorized by any bond resolution or trust agreement or indenture pursuant to the provisions of which the issuance of any such bonds may be authorized. See O.C.G.A. § 10-9-2.

With the advance authorization of the Board of Governors, the Executive Director may authorize the Senior Director of Finance to create one or more such reserve funds ("Designated Reserves"). Pursuant to O.C.G.A. § 10-9-13, all such moneys received pursuant to that Chapter, whether as grants, contributions, or gifts or as revenues, rents, and earnings, shall be deemed to be trust funds to be held and applied solely as provided in that Chapter, except that grants, contributions, or gifts, the terms or conditions of which require that the proceeds thereof be held separately in trust, shall be held in the manner and applied solely for the purposes specified. Any such Designated Reserves shall be held and applied only pursuant to applicable law and as authorized by the Board of Governors.

The Authority's guideline is to maintain in its operating account cash sufficient to cover not less than three (3) months of the Authority's operating budget (taking into account also any Designated Reserves).

Policy 2-103 Investment Policy

The Senior Director of Finance, acting under the direction and supervision of the Chief Administrative Officer and the Executive Director, shall invest all Authority funds prudently, considering first the probable safety of capital and then probable income, while meeting daily cash flow requirements. In every instance such investments shall be made pursuant to applicable law, including but not limited to O.C.G.A. Title 50, Chapter 17.

The objectives in managing all investment activities shall be:

- a. Compliance with applicable law including but not limited to the provisions of O.C.G.A. Title 50, Chapter 17.
- b. Safety of capital. Investments shall be managed in a manner that seeks to ensure preservation of principal in each portfolio of investments.
- c. Liquidity. Each portfolio shall remain sufficiently liquid to enable the funding of all cash needs reasonably anticipated given the profile of each respective portfolio.
- d. Investment income. Each portfolio shall be managed with the aspirational objective of obtaining a market rate of return taking into consideration the other factors listed in this Policy including cash flow requirements for each respective portfolio.
- e. Diversification. To reduce overall portfolio risks while maintaining market rates of return, investments in each portfolio should be diversified to reduce risk of loss from an over concentration in a specific maturity, issuer (including repurchase agreement dealers), and security or class of securities.

The Senior Director of Finance shall present for approval to the Executive Director limits for each investment portfolio to assure that prudent diversification and adequate liquidity is maintained.

The Senior Director of Finance should endeavor to match investments with expected cash requirements. The Senior Director of Finance shall present for approval to the Executive Director duration or maturity limitations for investments. Generally, the Authority shall not invest in instruments for more than one (1) year and should endeavor not to have investments cross fiscal years so that the Authority is faced with booking a loss based on the fair market value of an investment as of June 30 (end of the fiscal year).

The Authority's preference is for securities of high credit quality and general marketability. The Authority generally requires all investments to be collateralized 110% of the investment value.

All investment transactions by the GWCCA shall be transacted by competitive bidding with banks or investment companies communicating a willingness to participate in the bid process. The Senior Director of Finance shall prepare the competitive bid request. Responses are required to list the type of investment, maturity date, and actual yield of the investment. Once all bids are received, the Senior Director of Finance shall review proposals based on those criteria listed above.

All investments are audited by the Department of Audits as part of the GWCCA's annual audit. Reconciliations are completed for all cash accounts and investments on a monthly basis. These reconciliations are reviewed by the Senior Director of Finance, the Chief Administrative Officer, and the Director of Internal Audits.

Policy 2-104 Petty Cash

The purpose of this policy is to provide guidelines for effective administration of petty cash held for the convenient and efficient timely purchases of small items and services.

Petty cash accounts will be established by the Senior Director of Finance, acting under the direction and supervision of the Chief Administrative Officer and the Executive Director, with various staff members ("Petty Cash Custodians") of the Authority. Each Petty Cash Custodian shall be in responsible charge of their petty cash reserve.

The cash must be safeguarded under lock and key at all times.

The maintenance of these accounts will be coordinated through the Senior Director of Finance and the Accounting Department.

These accounts are required to be in balance at all times.

All petty cash accounts are subject to an unannounced internal audit at any time.

Disbursement of petty cash to employees must be documented by completion of a receipt that is initialed by the custodian and the employee receiving the funds. The receipt must be placed in the petty cash box.

Each Petty Cash Custodian must adhere to the following procedures for reimbursement.

- a.** Ensure that all reimbursable expenses are reasonable, necessary and authorized expenses incurred by an Authority employee while conducting official business on behalf of the Authority.
- b.** Submit to the Accounting Department on a payment request form, reporting the activity of the petty cash requested with receipts attached. The petty cash requested plus the total cash on hand must equal the original account balance.
- c.** Petty cash funds may be reimbursed as necessary during the month. If petty cash usage is infrequent, reimbursement should be requested at least once every two months, unless no monies were used during the period.

If it becomes necessary to change the person designated as custodian, all monies and receipts are to be turned into the Senior Accounting Manager. Once an audit is done and petty cash is balanced, the fund will be designated to the new custodian.

Each Petty Cash Custodian will be responsible for any petty cash shortage.

Policy 2-105 Property Control

Definitions:

- a. Authority Personal Property - Any furniture, equipment, goods, or other personal property to which the Authority has title which has an initial value of \$1,000 or greater. For purposes of this policy, the term Authority Personal Property also includes specified items with an initial value of less than \$1000 that are required to be controlled (such as radios, computer monitors, furniture, scanners, printers, tools over \$200, machines over \$200, microphones, and any other similar items) as directed by the Chief Administrative Officer.
 - b. Surplus - Any Authority Personal Property, which has no continuing use within the Authority by way of its function, use or condition.
 - c. Transfer - The movement of Authority Personal Property from one department to another or to excess/surplus property with a corresponding adjustment to inventory control records.
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Each department is responsible for managing the proper use, storage, repair, maintenance, and protection of the Authority's furniture, equipment, goods, and other personal property in its custody ("Authority Personal Property"). Such Authority Personal Property which is deemed to be damaged and irreparable (taking into account a repair cost vs. replacement analysis) will be removed from inventory. Unneeded Authority Personal Property shall be transferred promptly from the custodial department to the Purchasing Department to be repurposed.

The Senior Director of Finance has responsibility to maintain inventory control records on all Authority Personal Property, will update inventory control records as receipt and inter-departmental transfers occur, and shall provide to all Departments an inventory of Authority Personal Property annually and also as requested.

Department Directors are responsible for the accountability, maintenance and security of all Authority Personal Property under their custody and control, and must:

- a. Maintain accurate departmental records indicating the location of all Authority Personal Property;
- b. Conduct periodic inventories throughout the year to verify accountability and serviceability of Authority Personal Property;
- c. Conduct periodic inspections of Authority Personal Property; and
- d. Appoint a department inventory coordinator to maintain departmental Authority Personal Property records and associated transfer documents.

The Purchasing Department shall:

- a. Place inventory decals on all Authority Personal Property upon initial purchase of the item;
- b. Maintain the storage area for surplus Authority Personal Property;
- c. Notify departments of Authority Personal Property identified as unneeded by another Department; and
- d. Comply with applicable law in respect of the disposal of surplus Authority Personal Property.

Policy 2-105 Property Control continued

The following procedures will be used to ensure proper accountability of Authority Personal Property assigned to the Authority:

- a. End of Year Inventory - A complete inventory of all Authority Personal Property conducted annually (normally in April) under the supervision of the Accounting Department and the State Audit Department.
 - (1) A designated representative in the Accounting Department will schedule a period of time for each department to conduct their respective end of year inventory. A scanner will be issued to the department's inventory coordinator for use in scanning all Authority Personal Property in that department.
 - (2) A State Affidavit for Lost, Damaged, Destroyed, or Stolen Property Form must be completed by the responsible department for any property item determined missing, damaged, destroyed, or stolen during the end of year inventory process. This form will be sent to the respective Executive for review and signature and forwarded to Accounting. A copy of this form should be retained in the responsible department's property records.
 - (3) Any property not accounted for because it is believed stolen must be reported to the respective facility Public Safety/Security department and an Incident Report must be completed. A copy of the Incident Report must be attached to the State Affidavit for Lost, Damaged, Destroyed, or Stolen Property Form.
 - (4) End of the year inventory results (property accounted for and the property unaccounted for due to various reasons) are submitted to the respective Executive, Director of Accounting and the Executive Director for review and approval. Property missing for two consecutive fiscal years will be deleted from inventory Control Records updated to reflect such.
- b. Adding Authority Personal Property Items to the Inventory Throughout the Year.
 - (1) Purchasing will affix an inventory decal to all purchased Authority Personal Property items immediately upon receipt, and initiate the New Equipment Transfer section of the Property Transfer Form (GA-44-AC). The completed form is sent to Accounting, where the item (decal #, serial #, department location, cost, and Purchase Order number) is recorded in the Inventory Control Records system.
 - (2) The department will initiate a Property Transfer Form when Authority Personal Property items are acquired directly by the department through gifts, found property or abandoned property, or purchased from a vendor through a payment request. (NOTE: The representative Executive must approve the acquisition of gift and found/abandoned property items as being necessary to the department's mission before the Property Transfer is prepared.) The department will request an inventory decal from Purchasing and send the completed Property Transfer Form to Accounting. Accounting will add the item to Inventory Control Records.
- c. Deleting Items from Inventory throughout the year. Authority Personal Property items may be removed from Inventory Control Records for the following reasons only and by the prescribed procedures:
 - (1) Known Lost or Stolen Property - An Incident Report must be prepared by the respective Public Safety/Security Department for property items known to be lost or stolen, and reviewed by the respective Executive. The reviewed Incident Report will be sent to Accounting, who will remove the item from the Inventory Control Records system. The Accounting Department may file an insurance claim, if applicable.
 - (2) Missing Property - Property items which could not be located during periodic or annual inventories may be removed from the Inventory Control Record system only after the item has been missing for two consecutive fiscal years and upon recommendation from the respective Executive.

Policy 2-105 Property Control continued

- (3) Surplus Property - Property items identified by a department as surplus may be transferred to Purchasing for appropriate processing and disposition, resulting in adjustments to the Inventory Control Records.
 - (a) An appointment should be scheduled with Purchasing to move the property to the warehouse if there is space available. If there is no space available in the warehouse area, the respective Department will maintain their excess surplus until the property can be processed by Purchasing. When a Department wants to bring their excess surplus items to the warehouse, they are responsible for arranging assistance to bring the items to the Purchasing.
 - (b) The responsible department will initiate a Property Transfer Form (GA-44-AC) for identified surplus property items and submit it to Purchasing. The Purchasing representative must sign the Property Transfer Form before the property item can be transferred to the surplus category.

(NOTE: Departments should coordinate with the Operations for assistance with moving large property items.)
 - (c) Purchasing will verify the items listed on the Property Transfer Form, sign, and distribute the copies of the form to the respective Departments.
 - (d) Purchasing will attempt to utilize proposed surplus equipment in other departments where possible. If a Department requests the purchase of a new item, Purchasing will review the excess surplus items. If requested item is available from the surplus excess, Purchasing will notify the Department that the item is available for re-issue. Additionally, Purchasing will periodically provide departments a list, and photos if available, of available surplus items that may be transferred between Departments for use. Departments will have a specified period of time in which to review the list, and if they are interested in any property items an appointment can be made to view them.
 - (e) If the proposed surplus property items are not distributed to departments within the designated interval (which designated interval shall be communicated by Purchasing), the items then become surplus, and will be subject to the proper methods of disposition that apply to all surplus State property as administered by the Georgia Department of Administrative Services (DOAS).
 - (f) The items may be placed up for sale on GovDeals internet website for open bids and will be awarded to the highest bidder for each individual item. The items that are placed on the GovDeals website will be clearly marked for surplus and will remain on auction for a minimum of five days but not longer than 15 days or 3 consecutive 5 day postings. A certificate will be awarded to the highest bidder. They have five business days from the time and date of certificate issuance to pay in full and ten business days to remove all awarded items. A follow-up phone call will be made to the certificate holder reiterating the five and ten day rule. The hours for pick-up are 7:30 am to 3:30 pm Monday through Friday, except official holidays.
 - (g) Excess surplus may also be sold to a local recycling plant if in the best interest of the Authority.
 - (h) All funds generated and collected relative to the sale and or surplus if Authority property shall be immediately turned into the Accounting Department for processing. All receipt copies will be maintained by the Accounting Department with a copy issued to the Purchasing Department for their records.
 - (i) Surplus items deemed as no longer having any inherit value may be subject to obtaining an affidavit for destruction from DOAS prior to being destroyed and disposed of by the Purchasing Department.
- d. Care and Maintenance of Authority Personal Property - All Authority Personal Property must be in good serviceable condition and properly maintained at all times, thus presenting a good appearance and operational capability to our customers, contractors and guests. Department director/manager's

Policy 2-105 Property Control continued

must ensure all property requiring repairs is promptly directed to the appropriate service group. Authority Personal Property that cannot be repaired should not be destroyed or thrown away by the responsible department, since State approval is required before such action can take place. Such property should not be transferred to Purchasing as surplus property using the procedures prescribed in this policy. If Authority Personal Property should be accidentally destroyed, the department responsible for the accountability of the property item must initiate a State Affidavit for Lost, Damaged, Destroyed or Stolen Property Form and submit it to Accounting for processing and adjustment of Inventory Control Records.

- e. Transferring Property Throughout the Year - By mutual decision of two department directors/managers, or as otherwise directed by the Purchasing Department, items of equipment may be transferred from one department to another. A Property Transfer Form shall be completed by the losing department and attached to the equipment. A Property Transfer Form should be used for the following property transfer actions:
 - (1) Temporary transfer of computer equipment, radios, etc. for repairs that will last over one month.
 - (2) Transfer of property from excess to a department.
 - (3) Transfer of property to an employee for work related use. This property must be returned to the department from which received no later than the employee's last day of work with that department and custody will then be transferred to another location.
- f. Sharing of Property with Other Departments - By mutual decision of two department directors/managers, or as otherwise directed by the respective Executive, items of equipment may be shared on a short-term basis between departments to optimize the benefit of Authority assets.
 - (1) Department directors/managers shall, at all times, maintain a list of any equipment assigned to their department that may, at their discretion, be available for short-term use by another department on a temporary or emergency basis. Copies of this list will be provided to and maintained by Purchasing.
 - (2) The request of such equipment must be from the director/manager of the borrowing department or from Purchasing in the event that Purchasing was requested to procure the item for the borrowing department. Purchasing shall consider any availability of shared equipment as an "in-house" source, and as such shall pursue that solution before procuring from outside sources.
 - (3) Should an item be shared between departments, a Shared Equipment Request form (GA-63-AC) shall be completed and signed by the loaning department director/manager. The department receiving the item shall sign the form when the item is received.
 - (4) If the item is a motor vehicle, lift equipment, forklift or other equipment requiring operator license or certification, the borrowing department shall be responsible to assure that all operators of such equipment are trained, licensed and/or certified to use the equipment.
 - (5) The borrowing department will be responsible for prompt return of the item at the end of the loan period defined on the Shared Equipment Request form.
 - (6) The borrowing department will hold a designated employee of their department responsible for the maintenance and condition of the item during the loan period, and to oversee that standard safety procedures are upheld.
 - (7) Upon return of the item, the receiving loaning department representative must sign for the return, and acknowledge the condition of the equipment on the Shared Equipment Request form. Both departments shall retain copies for their records.

Policy 2-106 Uncollectible Accounts

The intent of this policy is to implement the administrative process for the write off of uncollectable accounts. See O.C.G.A 50-16-18; see also Ga. Const. Art. III Ga. Code 6, para. VI.

a. Administrative Write-Off of Accounts Deemed Uncollectible Under \$100

Where collection efforts on an indebtedness of less than one hundred dollars (\$100) would be wasteful (taking into account the amount of the debt, the likelihood of being able to collect and the estimated cost of collection efforts), and such account is deemed by the Senior Director of Finance to be uncollectible, the Senior Director of Finance is to recommend in writing the write-off of that account to the Chief Administrative Officer. All recommendations should include the name and contact information of the debtor, the basis for the indebtedness, a summary of collection efforts to date, a reasonable assessment of the likelihood of being able to collect, and a reasonable estimate of the cost of collection efforts.

No debt may be written off if the debtor has more than one such debt owed to the Authority within the then-current fiscal year. The Chief Administrative Officer is required to communicate such recommendations to the Executive Director, with the Chief Administrative Officer's recommendation to accept or reject the recommendation of the Senior Director of Finance.

When the Executive Director agrees that collection efforts on an indebtedness of less than one hundred dollars (\$100) would be wasteful (taking into account the amount of the debt, the likelihood of being able to collect and the estimated cost of collection efforts), the Executive Director may certify the write-off through the "Write Off Certificate" provided by the Georgia State Accounting Office. These certificates should be forwarded to the State Accounting Office once quarterly.

b. Reflection of Existence and Scope of Uncollectible Debts

The Authority regularly shall evaluate the collectability of debts and reflect such debts deemed uncollectible, after due diligence, in its financial statements as allowances for doubtful accounts which shall appear as indicated deductions from an account's gross revenue figure. In this manner, the debt is not written off but nevertheless does not inaccurately inflate the GWCCA's gross revenues.

Such determinations of uncollectible debts characterized as allowances of doubtful accounts shall be made by the following decision-makers:

- (1) for uncollectible debts not greater than \$5,000, the Chief Administrative Officer;
- (2) for uncollectible debts greater than \$5,000 but not greater than \$25,000, the Executive Director;
and
- (3) for uncollectible debts greater than \$25,000, the Board of Governors.

Policy 2-107 Creditworthiness and Credit Risk Assessment Policy

The Accounting Manager is responsible for evaluating the creditworthiness of all customers and others to whom the Authority may extend credit.

The Authority typically extends credit, in one form or another, to most of its customers. Such credit may take many forms. The Authority may extend credit to a customer in the form of credit against license fees owed to the Authority, with the expectation that a balance will be paid when due following invoice after the event. The Authority may extend credit in the form of goods or services provided to a customer in advance of payment for those goods and services, with the expectation that the customer later will pay the Authority when invoiced for those goods or services. The Authority may provide, and itself pay the costs of, audiovisual services, or food and beverages, or electricity for the benefit of the customer with the expectation that the customer later will pay the Authority when invoiced for those goods or services. The Authority may extend credit in the form of other valuable commitments made by the Authority which place the Authority at financial risk if the customer later fails to make payments when due which are expected to cover the costs of the Authority's commitment. There are many other examples.

The Authority has a subscription with Dun & Bradstreet ("D&B"), with which the Authority assesses the creditworthiness and credit risk of individuals and business organizations to whom the Authority is considering extending credit. This policy is intended to facilitate and optimize the Authority's use of D&B as a valuable tool to minimize the Authority's risk and maximize the Authority's revenue collection efforts.

The Accounting Manager shall prepare and circulate to the staff a standardized form to be used for credit application to the Authority (a "Credit Application"). The Director of Sales and his or her staff are to require customers to complete and return the Credit Application form as a means of gathering the information which the Accounting Manager requires in order to utilize D&B's services.

This Credit Application form shall, at a minimum, include the legal name of the individual or business organization to whom the Authority would consider extending credit, its federal tax identification number, its address and telephone number, state of incorporation, bank information, and the names of its owners, shareholders, partners, or, in the case of governmental customers, governing body members. The Credit Application form shall also require the Director of Sales, and his or her staff, to include a reasonable professional estimate of the total credit to be extended to that customer over the course of that event license agreement. The Accounting Manager may require additional information which may be helpful in utilizing D&B's services to evaluate the creditworthiness and credit risk of that customer.

If the Director of Sales and his or her staff estimates the total credit to be extended to a specific customer to exceed \$10,000, then the Accounting Manager may also require that customer's income statements, balance sheets, financial statements, or such other records and reports as may be necessary to conduct a full, high quality creditworthiness and credit-risk assessment to a reasonable degree of professional certainty.

Before executing Event License Agreements granting to customers the right to utilize the facilities and services of the Authority, the Director of Sales shall cause his or her staff to complete a Credit Application for each such prospective customer. The Credit Application shall be returned to the Accounting Manager not less than ten (10) days in advance of the date on which the Director of Sales intends to execute an event license agreement with that customer (or otherwise commit to extending credit to that customer).

Policy 2-107 Creditworthiness and Credit Risk Assessment Policy continued

After receiving a completed Credit Application, the Accounting Manager shall promptly evaluate the credit applicant-customer using D&B's subscription services. After reviewing the Credit Application, consulting D&B's subscriber services, and conducting such other research as may be appropriate for a credit applicant-customer, the Accounting Manager shall promptly prepare a report of the credit applicant-customer's creditworthiness and credit risk.

The Accounting Manager's report then promptly shall be circulated to the Director of Sales, the Chief Commercial Officer, and the Senior Director of Finance. If the Accounting Manager has identified any liens, judgments, credit alerts, or any other high risk indicators, then the Director of Sales should take that information into account in respect of requiring advance payments instead of extending credit to that customer, or otherwise simply denying credit to that customer or limiting credit to that customer. Additionally, the Director of Sales may require personal guarantees from individuals, letters of credit, or other forms of security in cases of doubtful or risky credit.

Credit applicant-customers with a record of previous late payments or defaults with the Authority should be subject to greater scrutiny.

Additionally, this procedure for assessing creditworthiness and credit risk may be utilized also in respect of contracts to be awarded to concessionaires, vendors, and others with whom the Authority contracts to provide goods or services to the Authority. This is especially advisable in the case of long term and high-priority contracts.

Policy 2-108 Official Business Travel

The intent of this policy is to define guidelines in respect of Official Business Travel and reimbursements for such travel.

Employees who engage in Official Business Travel shall be entitled to reimbursement for Reimbursable Expenses, subject to the terms and conditions specified in this policy.

Employees may book airline travel and rental car reservations through a designated Travel Coordinator. Alternatively, employees may book their own travel and request a reimbursement for Official Business Travel-related expenses.

Definitions:

- a. Official Business Travel – For purposes of this policy, this term refers to any travel performed to conduct official business on behalf of or for the benefit of the Authority. This may include overnight stays and partial day trips to one or more locations; as well as travel from the work location to and from seminars, conferences, training, and meetings of authorized professional organizations.
- b. Reimbursable Expense - Any reasonable, necessary, and authorized expense incurred by an Authority employee while conducting Official Business Travel. A list of reimbursable expenses and non-reimbursable expenses is stated below.
- c. Promotional Expense - Any cost associated with authorized entertainment and promotional activities to support the marketing of the Authority's facilities. This may include meals and other costs related to official promotional activities for customers, industry associates, and other authorized guests.
- d. Travel Coordinator - Designated Authority personnel who are authorized to book employee airline and car rental reservations for Official Business Travel. The designated Travel Coordinators are: Executive Assistant to the Executive Director, Senior Executive Assistant to the Chief Administrative Officer, Senior Executive Assistant to the Chief Commercial Officer and the Contract Purchasing Manager.

Responsibilities:

- a. Employee – All Authority employees who engage in Official Business Travel should:
 - (1) Be familiar with this policy;
 - (2) Ensure that all expenses for which reimbursement is sought are Reimbursable Expenses;
 - (3) Request government rates when making reservations for transportation, lodging, rental cars, and airport parking (these rates may be available to employees with a valid GWCCA identification badge);
 - (4) Obtain and provide detailed receipts for all expenses; and
 - (5) As a general rule employees should endeavor to submit requests for travel reimbursement within one week of their return (and in no event should an employee submit a request for travel reimbursement later than one month after their return).
- b. Travel Coordinator – Authority Travel Coordinators engaged in booking Official Business Travel should:
 - (1) Schedule airline reservations, automobile rental (if necessary), hotel accommodations, and other Official Business Travel-related services for Authority employees; and
 - (2) Obtain the lowest available fare for each trip considering the criteria stated in this policy (and using discount and promotional fares when available).
- c. Department Directors and Supervisors – All Department Directors and Supervisors should:

Policy 2-108 Official Business Travel continued

- (1) Ensure all employees under their authority are familiar with this policy, and should assist employees when necessary with questions; and
- (2) Review and recommend for approval as Reimbursable Expenses all costs incurred which are submitted for reimbursement.

d. Accounts Payable Manager –The Accounts Payable Manager, under authority of the Senior Director of Finance, should:

- (1) Ensure all requests for Reimbursable Expenses are processed promptly and payment to the employee is made not later than thirty (30) days following receipt of the request in Accounting;
- (2) Review all requests to determine whether in fact the requests are Reimbursable Expenses; and
- (3) Review and approve payment request forms electronically through accounting system.

Airline Reservations:

Employees may book airline travel and rental car reservations for Official Business Travel through a designated Travel Coordinator. Alternatively, Employees may book their own travel and include these expenses on a Request for Expense Reimbursement form (or such other form(s) as may be required) at the conclusion of the business trip. If an employee elects to book himself, then the employee is solely at risk in the event that the expenses incurred are not, in fact, later determined to be authorized Reimbursable Expenses. If a Travel Coordinator is not utilized, then it is the employee's responsibility to ensure that he seeks the lowest available fare for each trip considering the criteria stated in this policy (and using discount and promotional fares when available).

- a. Domestic Travel** - Coach Fare should be purchased for domestic air travel. When available, especially reduced fares, discount fares, and connecting flights are used for booking. Full fare reservations should be made only when alternatives are not available because of unforeseen last minute travel situations. Employees should seek the lowest available fare that will:
 - (1) Depart as close as possible to the requested departure/arrival time;
 - (2) Require no more than one interim stop each way;
 - (3) Result in a scheduled layover that does not exceed one hour; and
 - (4) Not otherwise create any undue burden or hardship on the employee.
- b. International Travel** - Business class reservations are allowed for authorized travel outside North America (provided that the employee should otherwise endeavor to minimize costs as much as possible).
- c. Unused Tickets** - Employees must inform the Travel Coordinator of any unused tickets and comply with the Travel Coordinator's instructions regarding future use of any such tickets. The Travel Coordinator must notify the Senior Director of Finance (for audit purposes).

Rental Automobiles:

- a.** Necessary automobile rental reservations should be identified and requested at the time air travel reservations are made or through Purchasing. The use of rental car contract should be utilized whenever possible. A mid-sized car is normally reserved, but a full-size car may be reserved when three or more travelers share a car. Rental cars may be used when:
 - (1) Public or private transportation is not an alternative;
 - (2) Transportation provided by the Authority is not available;
 - (3) The lack of accommodations near a facility or the anticipated cost of a taxi service requires use of a rental car; or
 - (4) The nature of the business trip and cost is facilitated by the use of a rental car.

Policy 2-108 Official Business Travel continued

- b. Insurance coverage offered by the rental car agency should be purchased if the rental is not through the statewide contract. However, if using an assigned card, the card must be used for rental cars because American Express provides additional insurance coverage.
- c. The basic cost of rental car and insurance coverage is reimbursable, as well as all incidental expenses incurred for operation of the rental car, including gasoline, oil, toll charges, and reasonable parking fees.

Other Transportation Considerations:

Taxis, buses, or trains may be used for travel when reasonable circumstances require. Transportation to and from the Atlanta airport shall be by the most economical and practical methods, considering cost, time, and other business-related factors. If personal vehicles are used, the employee will be reimbursed as specified in the Personal Automobiles section of this policy. Limousine or taxi service will be reimbursed between the employee's departure point and the airport. At the destination, if an airport or hotel shuttle is available and more cost effective than a taxi or rental car, this form of transportation is preferred.

Personal Automobiles:

- a. Reimbursement for business use of a personally-owned vehicle is calculated per mile, from point of departure, after deduction for normal commuting mileage, based on the current reimbursement rate, which can be found on the SAO Travel website, or by viewing the following policy, [Mileage Reimbursement Rates for Use of Personal Vehicles](#). The employee and supervisor must determine if mileage reimbursement should be made.
- b. The standard per-mile reimbursement rate is the only reimbursement the employee may receive in respect of use of a personally-owned vehicle. The employee shall not receive reimbursement for gas, oil, repairs, maintenance, tires, insurance, registration fees, licenses, and depreciation attributable to the business miles driven.
- c. Parking and toll expenses incurred while performing official business on behalf of the Authority in a privately owned lot are reimbursable.
- d. The Authority does not provide insurance coverage for damages to the employee's personal vehicle. Cost of repairs to a personal vehicle, whether or not they result from the traveler's acts, are not reimbursable.
- e. Under no circumstances will the Authority reimburse for parking fines or moving violations.

Lodging:

- a. Reimbursement will be made for actual lodging expenses based on a reasonable rate according to the business nature of the travel. It is expected that reservations be made in advance of the travel date whenever practical, and that the government rates or other discounted rates be requested.
- b. The employee must pay any additional cost associated with room upgrades or a non-employee person accompanying the employee on the business trip.
- c. Authority lodging expenses may be exempt from sales tax. An exemption form should be requested from the GWCCA Intranet or Accounts Payable Department. It is the responsibility of the traveler to submit this form to the hotel to seek exemption.

Employee Meals:

- a. Meals for employees are reimbursable only when in a travel status as listed within this policy and/or when attending functions while conducting official business on behalf of the Authority.

Policy 2-108 Official Business Travel continued

- (1) Itemized receipts should be submitted with expense report. Generally, reasonable costs for the various meals should not exceed the following amounts: breakfast \$15, lunch \$20, and dinner \$35. If meal costs exceed these amounts, it is up to the employee's supervisor to determine whether the excess is allowable and should be reimbursed.
- (2) The actual cost of meals (including a gratuity not to exceed twenty percent (20%) will be reimbursed.
- (3) If an employee departs for an overnight trip prior to 6:30 a.m., then the employee may be reimbursed for breakfast meal expense.
- (4) If an employee is still in a travel status after 7:30 p.m. and is not within a 30 mile radius of home or office, they may be reimbursed for a dinner expense.
- (5) If an employee departs on a trip after lunch but before dinner, the employee shall not be reimbursed for breakfast or lunch meals on the day of departure.

Personal Travel:

- a. Personal Stopovers and Vacations - If an employee desires to include personal stopovers and/or vacations immediately before or after Official Business Travel, then the details of such travel should be identified to the employee's department head prior to travel arrangements being finalized. The details also should be provided to the Travel Coordinator when reservations are requested. If the personal stopovers and/or vacations result in higher travel cost for the Authority, the employee must pay the difference.
- b. Airline and Hotel Programs - Employees shall not be required to forfeit any reward miles or points they receive in respect of Official Business Travel under airline or hotel reward programs.

Travel Advances:

Eligible employees must submit approved (by manager) travel advance requests at least two weeks prior to the start of the travel period. This request must be submitted on a Request for Travel Advance form to the employee's department head for approval. Checks will be issued no more than two (2) weeks prior to trip departure.

- a. Any travel advances paid by the Authority to the employee are to be held in trust by the employee for the Authority's benefit until expended for an authorized expense. In the event of a cancellation or indefinite postponement of authorized business travel, any travel advances previously paid to the employee immediately must be returned to the Accounting Department.
- b. When actual travel expenses are less than the amount of the travel advance, the employee must repay to the Authority the difference. A Request for Expense Reimbursement form must be completed, approved, and submitted to Accounts Payable within 10 business days of return from trip. If the advance exceeds the total amount of expenses, reimbursement from the employee must be received when the form is submitted. If the excess funds are not submitted with the Request for Expense Reimbursement form, the excess will be deducted on the employee's next pay check.
- c. Any travel advances outstanding at the time an employee separated from employment with the Authority will be set-off against payroll deposits or check payments.

Promotional Expense

- a. Promotional expenses are reimbursed to employees subject to the authorization and approval by the employee's department head. Promotional budgets are administered by the Director of Sales, the Sr. Director of Business Development, and the Sr. Dir of Campus Operations and are intended to support the marketing and sales program. Other department directors/managers should coordinate

Policy 2-108 Official Business Travel continued

promotional expenses with these respective budget managers prior to approving the use of promotional funds.

- b. All promotional expenses must include itemized receipts and identification of the names of company affiliations of the personnel entertained. When meals are involved with clients and employees, the total cost of the meals are to be included under “sales and promotion” on the expense account form.

Filing Business Expense for Reimbursement

An employee who incurs a Reimbursable Expense must submit a Request for Expense Reimbursement form within one week, but not later than one month, following the activity for which the expense was incurred. The form must be approved by the employee’s department head. False claims may subject the employee to adverse action up to and including discharge.

Receipts are required. A statement of explanation must be submitted for any lost receipt before the expense is considered for reimbursement. Certain charges may also require additional explanation.

Department heads must forward Requests for Expense Reimbursement, with their recommendations for approval, to Accounting for processing and payment. Department heads (and above) must submit Requests for Expense Reimbursement to their immediate supervisor.

The Accounting Department reviews the Request for Expense Reimbursement form for accuracy and compliance with this policy.

- d. Examples of “reimbursable” and “non-reimbursable” expense are shown below. These are not intended to be inclusive of all items.

(1) Reimbursable Expense:

- (a) Meals, lodging, and transportation;
- (b) Business center expenses such as fax and computer use;
- (c) Authorized business entertainment with clients;
- (d) Business telephone charges;
- (e) Registration fees;
- (f) Parking and toll charges;
- (g) Laundry expense (for trips more than 5 days);
- (h) Tips for meals (not to exceed 20%); and
- (i) Personal calls home (1 per day, 8-10 minutes)

(2) Non-Reimbursable Expense:

- (a) Babysitter fees;
- (b) Barber/hair stylist;
- (c) In-flight and/or hotel movies;
- (d) Luggage and/or briefcases;
- (e) Passports;
- (f) Theaters and/or cinemas;
- (h) Personal telephone calls;
- (i) Personal toiletries such as toothpaste, aspirin, etc.;
- (j) Pet lodging and care fees; and
- (k) Cancellation fees (unless required for business purpose).

Policy 3-101 Record Retention and Destruction

The intent of this policy is to maintain public records pursuant to applicable law and to define the process for lawful, authorized destruction when appropriate.

All records created or received in the performance of duty and paid for by public funds are deemed to be public property and shall constitute a record of public acts. The destruction of records shall occur only through the operation of this record retention schedule. Unauthorized destruction of records not allowed under this record retention schedule is a crime under O.C.G.A. § 50-18-102.

Without limitation, this policy applies to all Georgia World Congress Center Authority employees, contractors, and other agents. Records are to be retained while they remain in use, unless longer retention is required for reference, contractual or legal requirements, or otherwise. Records that are no longer useful, and have satisfied their period of retention, are to be destroyed in an appropriate authorized manner, as designated in this policy.

Definitions:

- a. **Records** – are defined as all documents, papers, letters, maps, books, microfilm, magnetic tape, or other material, regardless of physical form or characteristics, made or received pursuant to applicable law or in the performance of functions by the Authority. Email messages fall within the definition of public records and are also subject to record retention schedules. In the case of emails the content of each email will determine the applicable retention period.
- b. **Agency Record Storage** – an area onsite that stores records which no longer have day-to-day use but for which destruction is not authorized.
- c. **Record Retention Schedule** - Record disposal schedule approved by the Department of Archives and describes the length of time that a record must be maintained. No record may be destroyed unless it is scheduled and has met its retention period as listed in the schedule.
- d. **Historical Memorabilia** - Pictures that include employee events, community service participation, facility ceremonies, political or celebrity figures on campus, etc. that are promoted by or in conjunction with the promotion of the facilities of the Authority. Items that provide a historical account of the Authority, such as In-house newsletters, annual reports, organizational charts, awards received, copies of media coverage, marketing materials produced, studies specific to facilities regarding expansion and future planning, naming rights, architect information, documentation regarding major management decisions, etc.

E-mail (Electronic mail):

- a. **Personal and Transitory** emails may be deleted as soon as they are no longer useful. Examples of personal and transitory emails include: meeting notices, invitations to events, general staff announcements, thank yous and personal greetings, sympathy communications, listserv messages, and private correspondence unrelated to the business of the Authority.
- b. **Administrative Support** emails were created or received in the course of administering a program or function of the Authority. The applicable record retention schedules generally permit destruction of such emails in as little as one year or as many as fifteen years. To determine the applicable retention period, evaluate the category of the content and consult the retention schedule below. Examples of Administrative Support records include:; daily/monthly activity reports; training records, applications for employment, work/time schedules; facility/ building security records, and maintenance work orders.

Policy 3-101 Record Retention and Destruction continued

- c. Policy and Program** emails reference the Authority's policies and procedures and the management of the Authority's programs and functions. These emails must be retained for either a long-term period (more than fifteen years) or permanently. To determine the applicable retention period, evaluate the category of the content and consult the appropriate retention schedule. Examples of Policy and Program records include: correspondence with members of the public, correspondence with outside agencies and bodies, correspondence regarding contractual agreements, program reports, minutes and agendas of meetings, budget documents, messages concerning decisions made by the Authority, and other matters that do not fall under Administrative Support.
- (1) The responsibility to prevent unauthorized destruction falls on the person who sends and the person who receives the email.
 - (2) Emails that have been requested subject to a discovery request, warrant, subpoena or Open Records Act request must be retained until the request has been fulfilled, even if the applicable retention period for the record otherwise has expired. All discovery requests, warrants, subpoenas and Open Records Act requests shall be communicated to Legal Counsel within not less than twenty-four (24) hours of receipt.
 - (3) No less frequently than once per year, Department Heads shall require their Departments to review email records and delete the emails which are authorized for destruction.

Responsibilities:

- a.** Accounting Department has the responsibility for conducting an annual review of the Agency Record Storage documents and initiating disposal of records as appropriate.
- b.** The Chief Administrative Officer is responsible for updating the record retention schedule as appropriate and obtaining approval of the updates from the Department of Archives.
- c.** Department Heads:
 - (1) Make sure that accurate and complete records in their department are identified, retained, stored, protected and subsequently disposed within the requirements of this policy and that all employees within their department are maintaining records per this policy.
 - (2) Annually pull pertinent event related information from files to merge with the contract files in Accounting. Accounting will maintain under lock and key all original information (contract, invoices, letters, etc.) for no less than 6 years (or longer if required under the Record Retention Schedule).
- d.** The Director of Communications is responsible for maintaining Authority Historical Memorabilia indefinitely.

Procedures:

- a.** Department Heads should periodically screen records to determine whether they are actively in use, or inactive. Redundant or duplicate copies of any documents may be destroyed during this screening (so long as the redundant or duplicate copies are identical to the retained original in every respect). Records which are in use should be stored within the department. Inactive records should be reviewed to determine whether they must be retained based on the retention schedule (see Appendix A).
- b.** Records which fall under more than one retention category should be retained for the longest period of time. Records which no longer have a retention requirement should be disposed of within the year they fall off the retention schedule (unless they are being used). Records which are inactive, but are on the retention schedule and cannot fit in departmental storage spaces are to be boxed for the record storage area. Record review, archiving and disposal should take place at least once a year, and is the responsibility of the Department Head.
- c.** Documents to be sent to the record storage area should be placed in a storage box with the name of the record and its disposal date shown on the front of the box. Department Heads should maintain a historical file of archived records for quick reference.

Policy 3-101 Record Retention and Destruction continued

- d. Each department will at least annually remove and dispose all records that have met the record retention requirement.
- e. The computer network is to be backed up daily. Data on the system (including backups) must be maintained for at least seven years.

References:

- a. Official Code of Georgia Title 50, Chapter 18
- b. Retention Schedules for State Government Records, revised 2015

GEORGIA WORLD CONGRESS CENTER AUTHORITY RECORD RETENTION SCHEDULES

Records Category	Retention Period	Authority
<u>Administration</u>		
Executive Director's Files	Permanent	State Retention Policy
Annual Reports	Permanent	State Retention Policy
Audio-Visual Presentations	Permanent	State Retention Policy
Correspondence, Fiscal	5 years	State Retention Policy
Correspondence, General	5 years	State Retention Policy
Correspondence, Legal	10 years	State Retention Policy
Equipment Maintenance	5 years	State Retention Policy
Historical Memorabilia	Permanent	State Retention Policy
Minute Files (Authority)	Permanent	State Retention Policy
Minute Files (Department)	1 year	State Retention Policy
News Releases	Permanent	State Retention Policy
Open Records Act Requests and Correspondence	7 years	State Retention Policy
Public Information Still Photographs	Permanent	State Retention Policy
Publications	Permanent	State Retention Policy
Records Schedules	5 years after superseded	State Retention Policy
Records of Construction of The Georgia Dome	Permanent	State Retention Policy
Records of Operation of The Georgia Dome	6 years after termination of Stadium Indenture/ Funding Agreement	Funding Agreement Trust
Standard Operating Procedures/Policies	3 years after superseded	State Retention Policy
<u>Accounting/Personnel</u>		
General Accounting Records (includes 1099 Report; Accounts Payable/Receivable Reports; Aged Payables/Receivables Report; Bank Deposit Slips; Bank Statements; Cancelled Checks, Vouchers, EFT Files; Cash Balances/Reconciliations; Cash Flow Statements; Cash Receipt Journals; Check Copies; Check Registers; Collection File, Deposit Slips and Reconciliations; DOE guidelines; Encumbrance Report; Expense Journal File; Grant Records; Investment Records; Invoices; Journal Entries; Moving Expenses; Outstanding Obligations; Purchase Order/Requisition Journals; Prompt Pay Reports; Payment Schedules; Per Diem and Fee Reports; Professional Membership Records; Reconciliations; Returned Checks; Sales Tax Records; Tax Reports; Work Orders; W-9 File	5 years	State Retention Policy

GEORGIA WORLD CONGRESS CENTER AUTHORITY RECORD RETENTION SCHEDULES

Records Category	Retention Period	Authority
Annual Financial Statements Includes Statement/Balance Sheet)	Permanent	State Retention Policy
Audit Reports	5 years or two successive audits, whichever is longer	State Retention Policy
Bid File- Capital Improvement	11 years	State Retention Policy
Bid File- Noncapital Improvement Records	7 years	State Retention Policy
Budget Records/Reports	6 years	State Retention Policy
COP Construction Notebooks	11 years after completion	State Retention Policy
Computer Inventory Records	4 years after computer removed	State Retention Policy
Computer System Documentation	Until migration to new system	
Contract Files (includes Employee Contracts; Leasing and Rental Contracts; License/Space; Caterer Financial Reports; Vendor Agreements; Parking Financial Reports	7 years after expiration	State Retention Policy
Contract Files (Capital Improvements)	10 years after expiration	State Retention Policy
Credit Card Administration Records	7 years	State Retention Policy
Data Input forms	Until verification/audit	State Retention Policy
Depreciation Schedules	4 years	State Retention Policy
Destruction Records	Permanent	
Employee Attendance/Leave Records (excludes record of final leave status)	3 years	State Retention Policy
Employee Financial Records (Employee Earnings/Overtime Payroll Records; Payroll Journals/Registers; Periodic Payroll Reports; Salary Schedules; Timesheets/Timecards; Travel Reports; W-2 File; Wage and Hour Records)	4 years after end fiscal year	State Retention Policy
Employee Retirement Reports	6 years	State Retention Policy
Employer 941 Tax Return File/Tax and Wage Report File	4 years	State Retention Policy
Equipment/Network Usage Documentation	4 years after superseded	State Retention Policy
Fixed Asset Files	4 years after end of fiscal year	O.C.G.A. 9-3-31
Fuel Usage and Tax Records	3 years	State Retention Policy
Garnishment	4 years after release	State Retention Policy
General Ledgers/Journals and Trial Balance Files	7 years	State Retention Policy
Insurance Fund Claims	5 years after claim is closed	State Retention Policy
Inventories of Records Useful life		
Network/PC Password/Security Identification	4 years	State Retention Policy
Payroll Deduction Record File	4 years after changes	O.C.G.A. 48-7-111
Payroll Earnings Reports	50 years after tax year	State Retention Policy
Property Damage	7 years	
Real Property Ownership/Purchase Records	11 years after property sold/transfer	State Retention Policy
Refund Requests	4 years	O.C.G.A. 9-3-25
Signature Authorizations	7 years after authorize expires	State Retention Policy

GEORGIA WORLD CONGRESS CENTER AUTHORITY RECORD RETENTION SCHEDULES

Records Category	Retention Period	Authority
System Architecture Documents and Wiring Schematics	3 years after obsolete	State Retention Policy
Travel Authorization Records	3 years	State Retention Policy
Unclaimed Paychecks	1 year	State Retention Policy
Unemployment compensation Records	5 years after end of fiscal year	State Retention Policy
Vehicle Records (Purchase)	5 years after disposition of vehicle	State Retention Policy
Vehicle Title	Duration of ownership	State Retention Policy
Vendor Dispute Files	5 years	State Retention Policy
Withholding Allowance Certificates	4 years after superseded	State Retention Policy
<u>Facilities</u>		
Equipment Maintenance Records	3 years after disposition of vehicle	State Retention Policy
Equipment Inventory Record	5 years after disposition of equip	State Retention Policy
Facility Inspection Records	10 years	O.C.G.A. 9-3-51
Facility Plans/Specifications, As-Built	Permanent	State Retention Policy
<u>Human Resources</u>		
Accident Reports (Employee)	2 years	State Retention Policy
Affirmative Action Plans	Until superseded	State Retention Policy
Converted Personal Leave Forms	1 year after leave used	State Retention Policy
Drug Testing Records Positive/Refusals-	5 years; negative/cancelled-	State Retention Policy
	2 years	State Retention Policy
Employee Assistance Program Case Files	6 years	State Retention Policy
Employment Application Files, Not Hired	2 years	29 CFR 1602.31
Employment Applications, unsolicited	Retain for Useful life	State Retention Policy
Employee Eligibility Forms (I-9)	3 years after date of hire or 1 year after separation, whichever is later	8 CFR 247a.2
Employee Grievance Files	2 years	State Retention Policy
Employee Handbooks	Permanent	State Retention Policy
Employee Medical Files-toxic/hazardous	30 years after separation	State Retention Policy
Employee Parking Records	expiration of permit	State Retention Policy
Employment Discrimination Claims	2 years or until final disposition, whichever is longer	State Retention Policy
Family Medical Leave Case Files	3 years	State Retention Policy
Flex Benefits Records	6 years after term of participation	State Retention Policy
Employees Personnel Files (includes final leave status, security clearance, fingerprint cards, and background checks)	7 years after separation	State Retention Policy
Employees accruing retirement benefits	7 years after separation	State Retention Policy
Employees not accruing retirement benefits	7 years	State Retention Policy
Job Recruitment Materials	2 years	State Retention Policy

GEORGIA WORLD CONGRESS CENTER AUTHORITY RECORD RETENTION SCHEDULES

Records Category	Retention Period	Authority
Leave Donation Records	1 year after leave use	State Retention Policy
Leave Records (includes jury duty records)	3 years	State Retention Policy
Personnel Listing-annual (name, position, salary)	Useful life	
Position Classification Materials	4 years after position Reclassified	State Retention Policy
Pre-employment Assessments, Not Hired	2 years	State Retention Policy
Training Records	7 years	State Retention Policy
Unemployment Claims Records	5 years after end of fiscal year	State Retention Policy
Work Schedules	4 years and settlement of all claims due	State Retention Policy
Worker's Compensation Claim Files	5 years and settlement of all claims due	State Retention Policy
<u>Public Safety</u>		
911 Emergency Call Recordings	3 years	State Retention Policy
Access Authorization Records (distribution of keys, clearance requests, etc.)	Until superseded.	
Accident/Incident Reports (not filed with/by police)	5 years	State Retention Policy
Accident/Incident Reports (filed with/by police) 2 years	State Retention Policy	
Ambulance Trip Reports	5 years	State Retention Policy
Criminal Investigation Records		
Capital Felonies 50 years	after disposition	State Retention Policy
NonCapital Felonies	7 years after disposition	State Retention Policy
Misdemeanors	5 years after disposition	State Retention Policy
Facility/Building Security Records	5 years	State Retention Policy
Facility/Building Life Safety Systems Tests	5 years	State Retention Policy
Internal Investigation Records, Founded	20 years after settlement	State Retention Policy
Internal Investigation Records, Unfounded	1 year after completion of investigation	State Retention Policy
Investigation Logs	2 years	State Retention Policy
Radio Dispatch Records	3 years, or until case is adjudicated, whichever is longer	State Retention Policy
Staff Emergency Response Drills/Tests	3 years	State Retention Policy
Traffic Citation Logs	5 years	State Retention Policy
Uniform Traffic Citations/Warnings	5 years	State Retention Policy

Policy 3-102 Electronic Signatures

Pursuant to the Uniform Electronic Transactions Act (O.C.G.A. Title 10, Chapter 12) (the “Act”), the Authority authorizes and accepts electronic signatures, but only subject to and as expressly authorized under this Electronic Signatures Policy.

As a general proposition, when a signature is required or authorized by law and when the parties to a transaction have agreed to transact business electronically, under the Act Georgia law will treat an electronic signature just as it would treat a pen and ink signature.

As an instrumentality of the state, the Authority may determine whether and the extent to which it will send and accept electronic records and electronic signatures to and from other persons and otherwise create, generate, communicate, store, process, use, and rely upon electronic records and electronic signatures.

To the extent that the Authority uses electronic records and electronic signatures, the Authority, giving due consideration to security, may specify:

- a. The manner and format in which the electronic records shall be created, generated, sent, communicated, received, and stored and the systems established for those purposes;
- b. If electronic records must be signed by electronic means, the type of electronic signature required, the manner and format in which the electronic signature shall be affixed to the electronic record, and the identity of, or criteria that shall be met by, any third party used by a person filing a document to facilitate the process;
- c. Control processes and procedures as appropriate to ensure adequate preservation, disposition, integrity, security, confidentiality, and auditability of electronic records; and
- d. Any other required attributes for electronic records which are specified for corresponding non-electronic records or reasonably necessary under the circumstances.

The Authority has determined that it will agree to transact business electronically but only to the extent that such transaction complies with the requirements of this Policy. Any transaction which does not comply with this Policy in which either party has purported to transact business electronically shall be deemed null and void as an unauthorized ultra vires transaction. The parties’ mutual assent to conduct business electronically in any transaction which does not comply with the requirements of this Policy shall not be inferred from context or prior conduct of the parties, and the Authority expressly reserves the right to refuse to accept further electronic signatures at any time.

With certain exceptions stated in the Act, this Policy and the Act itself apply to all electronic records or signatures relating to any Authority transaction created or received after the effective date of this Policy.

The purpose of this Policy is to facilitate the use of electronic signatures in certain Authority transactions giving due weight to issues including security, enforceability, and obtaining the proper authorization in respect of the transaction.

PROCEDURES

Definitions:

- a. **Attestation:** the application of an electronic signature to a document indicating authorship or the indication of assent in respect of the document's content.
- b. **Authentication:** verification of one's identity and authorization prior to executing an electronic signature of a document. Authentication may be accomplished when one logs onto the electronic signature system.
- c. **Electronic signature or e-signature:** an electronic sound, symbol, or process attached to or logically associated with a record and executed or adopted by a person with the intent to sign a record. An electronic signature will be attributed to a party if such record or signature was the act of the person. An electronic signature may be notarized, acknowledged, verified, or made under oath. So long as an electronic signature complies with this Policy and the Act, such electronic signature shall not be denied legal effect or enforceability solely because it is in electronic form. If a law requires a signature, an electronic signature which complies with this Policy and the Act shall satisfy the law.

Electronic Signature Authentication:

a. **General Principles**

The general rule is that no Authority employee may utilize the electronic signature system unless he or she expressly is authorized either under the by-laws or in writing by the Executive Director.

The Authority shall operate an electronic signature system which is compliant with the Act and this Policy. The system utilized to implement an electronic signature system may be updated or replaced from time to time as deemed by the Authority as necessary or otherwise advisable. In case of update or replacement, authorized users shall be trained to operate the updated or replaced system.

Prior to attestation, the author of a document shall verify content accuracy and completeness.

Nothing in this Policy shall be construed to repeal or otherwise modify any provisions in the Authority's Bylaws, Policies or Procedures regarding which positions are authorized with or without express case-by-case Board authorization to execute agreements or other documents which are enforceable against the Authority.

Documents executed by way of electronic signature at a minimum must indicate the electronic signature itself, the author's name, the author's title, the date, and the time of application.

Nothing in this Policy shall be deemed to repeal or otherwise modify the Authority's approved document record retention schedule.

Once an entry has been electronically signed, the system shall prevent deletion or alteration of the entry and its related electronic signature for the life of the referenced documentation.

Policy 3-102 Electronic Signatures continued

This Policy and all applicable user manuals, policy and procedures in respect of electronic signatures shall be accessible for review by authorized users of the system. Training shall be offered periodically and on an as-needed basis.

b. Types of E-Signatures

The types of e-signature functionality acceptable for use by the Authority under this Policy include technologies and methodologies such as clicking an “I agree” button in a click-through agreement, electronic tablets that accept handwritten digital electronic signatures, digital signatures cryptographically associated to a digital ID or certificate, and other systems. The Executive Director or the Executive Director’s designee shall select the electronic signature system to be utilized by the Authority following consultation with the Authority’s Legal Counsel, the Chief Administrative Officer, and CCLD. Technologies and methodologies for authentication may include but are not necessarily limited to utilization of biological information for authentication such as fingerprints or retinal scans, cryptographic signatures, and digitized signatures.

c. Amendments, Corrections, Deletions, and Retractions

Any amendments, corrections, deletions, and retractions to any electronically-signed agreements or other documents themselves must be authenticated in compliance with the requirements of this Policy.

Policy 3-103 Authority iPad Usage

The Authority may purchase and maintain iPads for use by the GWCCA Board of Governors and Legislative Overview Committee.

As a general rule the Authority will not publish and compile printed binder of materials referenced below:

- a. Current month's meeting agenda
- b. Previous month's meeting minutes
- c. Monthly Reports (Sales, Finance, etc.)
- d. Customer Feedback
- e. Press Coverage Items
- f. ther meeting-specific content as required.

Instead of printing hard copies, prior to the monthly Board of Governors meeting the Executive Director's designee will preload or require CCLD to preload the iPads with those reports and other documents listed above, along with other material deemed suitable in the judgment of the Executive Director and/or Board chair.

These iPads designated for use by the GWCCA Board of Governors and the Legislative Overview Committee are for use during regular scheduled and special called Board of Governors meetings, committee meetings, retreats, and other meetings as deemed appropriate. The Executive Director's designee will maintain possession of the iPads and prepare the iPads contents for each meeting.

Contents of the iPads are subject to the State of Georgia's Open Records Act.

Printing is not available from the iPad. Hard copies of documents may be available from the Executive Director's designee.

Policy 3-104 Computer System Security

This policy applies to all computer resources of the Authority, without limitation.

General Use and Ownership

While the Authority desires to provide a reasonable level of privacy, users are hereby given notice that all communications and other information created or received on the Authority's computer equipment is the property of the Authority and is subject to search and is not confidential.

Employees are responsible for exercising good judgment regarding the reasonableness of personal use. Individual departments are responsible for creating guidelines concerning personal use of computer systems. In the absence of such policies, employees should be guided by departmental policies on personal use, and if there is any uncertainty, employees should consult their supervisor or the Authority's Human Resources Department.

The Authority reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy.

The Authority has the right to take immediate action to protect the integrity and proper functioning of computer systems and networks. This may involve the removal of suspect files or programs from local computer systems and/or network systems, and the disconnection of an individual causing interference or disruption of services.

Unacceptable Use

Employees are prohibited to use Authority computer equipment for any illegal purposes. Additionally, the following are prohibited:

- a. Any use which violates the proprietary rights of others protected by applicable law including copyright, trade secret, patent, or any other intellectual property rights.
- b. Any use which introduces harmful programs into the network or server (e.g., viruses, worms, Trojan horses, e-mail bombs, etc.)
- c. Any use which reveals your account password to others or otherwise allows use of your account by others. This includes family and other household members when work is being done at home.
- d. Any use which may constitute a violation of sexual harassment or hostile workplace prohibitions.
- e. Any use which allows one to make fraudulent offers of products, items, or services originating from any Authority account.
- f. Any use which constitutes a security breach or disruption of network communication. Security breaches include, but are not limited to, accessing data of which the employee is not an intended recipient or logging into a server or account that the employee is not expressly authorized to access, unless these duties are within the scope of regular duties. For purposes of this section, "disruption" includes, but is not limited to, network sniffing, pinged floods, packet spoofing, denial of service, and forged routing information for malicious purposes.
- g. Port scanning or security scanning is expressly prohibited.
- h. Executing any form of network monitoring which will intercept data not intended for the employee's host, unless this activity is a part of the employee's job duties.
- i. Circumventing user authentication or security of any host, network or account.
- j. Interfering with or denying service to any user other than the employee's host (for example, denial of service attack).
- k. Using any program/script/command, or sending messages of any kind, with the intent to interfere with, or disable, a user's terminal session, via any means, locally or via the Authority's network.
- l. Providing information about, or lists of, Authority employees to parties outside the Authority.
- m. Use of Authority systems for advertising or commercial enterprises.

Policy 3-104 Computer System Security continued

- n. Sending unsolicited email messages, including the sending of "junk mail" or other advertising material to individuals who did not request or otherwise invite such material (email spam).
- o. Any form of harassment via email, texting or telephone, whether through language, frequency, or size of messages.
- p. Unauthorized use, or forging, of email header information.
- q. Solicitation of email for any other email address, other than that of the individual's personal account, with the intent to harass or to collect replies.
- r. Creating or forwarding "chain letters", "Ponzi" or other "pyramid" schemes of any type.
- s. Use of unsolicited email originating from within the Authority's networks of other Internet service providers on behalf of, or to advertise, any service hosted by the Authority or connected via the Authority's network.
- t. Posting the same or similar non-business-related messages to large numbers of Usenet newsgroups (newsgroup spam).

System Security

Employees must keep passwords secure and not share accounts. Authorized users are responsible for the security of their passwords and accounts. User level passwords should be changed every 45 days. Individuals will receive a warning prior to the expiration of their password.

All PCs, laptops and workstations should be secured with a password-protected screensaver with the automatic activation feature set at 10 minutes or less, or by locking the workstation when left unattended.

All desktop computers, laptops, and workstations used by the employee that are connected to the Authority's network shall be continually executing approved virus-scanning software with a current virus database.

All e-mail attachments shall be scanned for malware (viruses, worms, Trojan horse code) at the e-mail gateway for incoming mail and the Microsoft Exchange server. Certain file types are automatically quarantined as these file types are often used to deliver malware. Individuals who receive notification that a file attachment has been quarantined and believe the file is business-related should submit a Helpdesk ticket through the online Helpdesk System available at <http://servicedesk.gwcc.com/>.

Employees must use extreme caution when opening e-mail attachments received from unknown senders, which may contain viruses, e-mail bombs, or Trojan horse code.

Responsibilities

The IT Services team is responsible, under the direction of the Chief Administrative Officer of the Authority, for overall management of the Authority's information systems including security and maintenance of desktop computers, laptops, workstations, servers, and network equipment.

Department Managers and designated supervisors shall:

- a. Provide proactive supervision of computer resources to ensure their effective and efficient use. This includes physical security of equipment, monitoring the ethical and legal use of computers, and coordinating training for employees.
- b. Ensure each employee has the proper Ungerboeck access level required to perform their respective duties. Ungerboeck security levels shall be reviewed annually.
- c. Maintain an inventory list of all computer equipment assigned to their departments and account for it at all times. The inventory list can be obtained from the Accounting Department fixed asset manager. No computer equipment should be released from the department to anyone until it has been properly transferred and signed for on an equipment inventory form. Both the losing and

Policy 3-104 Computer System Security continued

gaining departments should retain a copy of this form for records and provide a copy to the fixed asset manager in Accounting.

Each Authority employee is responsible for the ethical and legal use of their computer, and its safeguarding and care in accordance with established policies and procedures.

System Security

Access to the Authority's Data Center is limited. It is locked at all times and protected with access card readers. The Data Center is monitored by two motion-sensing cameras which record all entrances and exits to the data center. Keys are issued to authorized personnel only.

Disaster Recovery

System backups are an essential component of contingency planning strategies. Backups enable IT support personnel to quickly and reliably recover essential data and software in case of events such as natural or environmental disasters, system or application failures, sabotage, data/system integrity errors and/or system operations errors.

Data and Restoration Procedure

- a. Critical servers have been virtualized. The restoration of the server could occur in minutes. The data would be restored from disk or tape if necessary.
- b. Non-critical servers would be placed on a virtual server and data could then be restored from disk or tape if necessary.
- c. Full backups are performed on Friday nights. Differential backups are performed Saturday through Thursday nights. Certain systems such as Exchange databases and Active Directory receive a full backup every night.
- d. Full backups are backed up to disk and then transferred to tape. Differential backups are backed up to disk only.
- e. Backup tapes are stored off site. Generally the off-site contractor picks up tapes not less frequently than once per week. These tapes are stored off site for two weeks and then returned. The tapes are then stored in secure area of server room.
- f. Media retention periods – backups to disk are kept for at least 3 cycles on disk; and Monthly backups to tape are kept for 7 years.
- g. Each tape is bar coded and inventory is available in CommVault database.
- h. Media is rotated on a bi monthly cycle.
- i. Backup media and restoration procedures shall be routinely tested to ensure data and systems can be reliably restored.

Incident Reporting

Computer security violations, system outages, or other problems should be reported to the IT Services Helpdesk by submitting a ticket online at <http://servicedesk.gwcc.com/>. IT Services personnel are also available at extension 5522. If required, the IT Services group will elevate the incident to the Chief Administrative Officer or others as appropriate.

- a. All trouble calls will be logged for tracking purposes, ensuring resolution in a timely manner. For issues which cannot be resolved over the telephone, a PC Technician will be dispatched to assist.
- b. Repair of warranted equipment and contracted services will be coordinated through the IT Services Department as necessary.

Policy 3-105 Mail Processing: Internal and External

The GWCCA Purchasing Department performs all actions pertaining to the receipt, distribution, collection and forwarding of internal and external mail for all facilities of the Georgia World Congress Center Authority. The Executive Director must approve any exception to this policy.

The Warehouse Inventory Control Manager will establish a daily mail delivery route that provides timely collection and drop off of internal and external mail for all Authority activities. The delivery route normally begins at 10 a.m. and 3 p.m. daily. The locations included are GWCC Administration, GWCC Information Desk, GWCC Building Services, GWCC Engineering, GWCC Event Services, GWCC Sales/Marketing, Business Office, Human Resources, Event Staff Services, Public Safety, COP Administration, Levy Administration, and CCLD Administration.

The Warehouse Inventory Contract Manager will ensure the Mail Clerk adheres to the established route and responds to department requests for special handling of mail for any reason. Special handling requests may require the department to pick-up/deliver requested mail if the normal route cannot accommodate the request with minimum disruption.

Incoming Mail (U.S. Postal Service):

The Mail Clerk picks up incoming mail from the U.S. P.S. each workday at 9 a.m. The Mail Clerk sorts the incoming mail immediately upon receipt and organizes it onto a mobile mail delivery station/cart for delivery to departments in accordance with the established delivery schedule.

Outgoing Mail (U.S. Postal Service):

The Mail Clerk collects outgoing mail from departments, with the exception of Levy, twice daily according to the established delivery schedule. Departments are responsible for grouping INTERNATIONAL, FIRST CLASS, and THIRD CLASS mail prior to pick-up. Mass mailings should be separated and identified to assist in postage application. Mail is sorted immediately upon collection into one of these categories:

- a. Pre-stamped;
- b. U.S. Postage required; and
- c. International Postage required.

The Mail Clerk delivers all mail that requires postage to Business Office. For Certified, Registered, Express, and Return Receipt mail, each department must complete and attach the required information to the outgoing envelope.

Inter-Office Mail (Internal Mail):

The Mail Clerk collects inter-office mail from each department during the two (2) scheduled daily mail routes. Each department must designate a convenient and orderly location for mail collection and drop-off. The Mail Clerk sorts/organizes the inter-office mail at time of pick-up to minimize delays in distribution. Inter-office mail remaining on the mail cart after completion of the afternoon route will be delivered the next business morning.

Event Mail:

Mail addressed to an event held at the Authority that arrives by U.S.P.S. will be delivered to the Event Services department of the respective facility. Event Services will determine if the mail should be retained for event pick-up or "return to sender".

Policy 3-105 Mail Processing: Internal and External continued

Express Mail, Parcel Packages, Overnight Letters, etc.:

All items such as express mail, parcel packages, overnight letters, etc. addressed to any Authority facility will be received at Purchasing. These items are sorted with other mail articles and delivered as soon as possible during one of the two daily mail routes. Departments will immediately deliver to the appropriate individual. If a department receives an article in error, the Warehouse Inventory Control Manager should be notified promptly to assist in locating the proper recipient.

Policy 3-106 Personal Mobile Device Usage Policy and Authorization

This Personal Mobile Device Usage Policy defines the standards, procedures, and restrictions for individuals who have legitimate business requirements to access corporate data from a personal mobile device connected to networks outside of the Georgia World Congress Center Authority's direct control. This mobile device policy applies to, but is not limited to, all devices and accompanying media that fit the following device classifications:

- a. Smartphones and PDAs (BlackBerry, iPhone, Android, and others)
- b. Tablets (iPad, Zoom, and others)

The goal of this policy is to protect the integrity of the data that resides within the Authority's technology network. This policy intends to prevent this data from being deliberately or inadvertently stored insecurely on a mobile device or carried over an insecure network where it can potentially be accessed by non-Authority resources.

This policy applies to all Authority employees and authorized partner employees who utilize a mobile device to access or store organizational data. Access to Authority data is a privilege, not a right, and forms the basis of trust the Authority has with its clients, partners and the community.

It is the responsibility of any Authority employee and authorized partner employees who use a mobile device to access corporate resources to ensure that all security protocols normally used in the management of data on PCs are also applied to mobile devices. It is imperative that any mobile device that is used to conduct Authority business be utilized appropriately, responsibly, and ethically. Failure to do so may result in immediate suspension of that user's account. Based on this, the following rules must be observed:

Access Control:

- a. IT Services may refuse the mobile devices connections to corporate systems, if it has reason to believe such equipment is being used in a manner that places the Authority's systems, data, users, and clients at risk. Devices which have been rooted or jail broken will be prohibited from accessing the Authority's resources.
- b. All mobile devices must be registered with IT Services prior to access to Authority's network being authorized. IT Services will work with users to configure the device after management approval.
- c. Once approved, IT Services will deploy software to secure the employee's mobile device utilizing authentication and strong encryption measures. End users who wish to connect mobile devices to Authority systems must allow for installation of this software and configuration. Failure to allow implementation and configuration will result in the suspension of mobile access privileges.
- d. All mobile devices attempting to connect to Authority systems may be inspected using technology centrally managed by the IT Services department.

Security:

- a. Employees using mobile devices for network and data access will use secure data management procedures. The Authority's mobile device management system will ensure all mobile devices are protected by a password and all Authority data stored on the device be protected by strong encryption measures.

Policy 3-106 Personal Mobile Device Usage Policy and Authorization continued

- b. All users of mobile devices must employ reasonable physical security measures. End users are expected to secure mobile devices at all times – no exceptions.
- c. IT Services will manage security policies and email data access centrally using appropriate technology solutions. Employees are not to disable or attempt to remove installed security software. Any attempt to contravene or bypass these security measures will be deemed an intrusion attempt and access will be revoked. Additionally, this may lead to the mobile device to be remotely wiped to ensure the security of the Authority’s systems.
- d. In the event of a lost or stolen mobile device, it is required that the employee report this to IT Services immediately. The device will be remotely wiped of all data and locked to prevent access by anyone other than IT Services. If the device is recovered, it can be submitted to IT Services for re-provisioning. It is the responsibility of the employee to routinely back up their personal mobile device. Neither the Georgia World Congress Center nor its IT Services provider is responsible for the loss of personal data.

Help & Support:

The IT Services department will support its software deployment, but is not accountable for conflicts or problems caused by the use of unsanctioned media, hardware, or software. Employees are responsible for hardware and communications support of personal mobile devices with their carrier (AT&T, Verizon, Sprint, etc.)

Organizational Protocol:

The end user agrees immediately to report to his/her immediate supervisor and the IT Services department any incident or suspected incidents of unauthorized data access, data loss, and/or disclosure of company resources, databases, networks, etc. Authorized Authority employees as defined in the Authority’s *“Acquisition and Use of Telecommunications Services and Equipment Policy,”* who provide their own mobile device and will be allowed a monthly reimbursement amount as set forth by the Executive Director.

Policy Non-Compliance:

Failure to comply with the Personal Mobile Device Usage Policy may, at the full discretion of the Authority, result in the suspension of any or all technology use and connectivity privileges, and further disciplinary action.

Personal Mobile Device Authorization Form:

I, _____, authorize the GWCCA to forward business calls and emails to my personal cell or mobile device (#).

I, _____, understand that I am responsible for all maintenance and care of the personal equipment and agree to comply with the standards set forth in the Personal Mobile Device Usage Policy. I agree that I will always answer the cell phone in a professional manner and maintain a professional voicemail message that represents the Authority well.

Agreed to by: _____
(Signature of Employee)

Employee’s printed name: _____

Department Head: _____

Policy 3-107 Social Media

The Authority has suggested guidelines in respect of employee use of online social networks, Facebook, Twitter, Instagram, Pinterest, blogs, wikis, virtual worlds, and all other types of social media ("Social Media"). This policy seeks to balance the interests of Authority employees, as citizens, in commenting upon matters of public concern, and the interests of the Authority, as an employer, in promoting the efficiency of the public services which the Authority performs by and through its employees.

The Authority's mission is to acquire, construct, equip, maintain, and operate its facilities and engage in such other activities as it deems appropriate to promote trade shows, conventions, and political, musical, educational, entertainment, recreational, athletic, or other events and related tourism within the state so as to promote the use of the facilities and the use of the industrial, agricultural, educational, historical, cultural, recreational, commercial, and natural resources of the State of Georgia by those using the project or visiting the state or who may use the project or visit this state. In furtherance of its mission, the Authority has a legitimate interest in controlling the operation of its work places. The Authority, like private employers, requires a significant degree of control over its employees' words and actions, including employee participation in Social Media.

Only the Executive Director, or the Executive Director's designee, is authorized to communicate on behalf of the Authority through Social Media. Employees in the course of their official duties are prohibited without authorization from the Executive Director or designee(s) to communicate through Social Media.

This policy is not intended to impose any restrictions or limitations on employees communicating not in the course of their official duties but rather as citizens on matters of public concern. Moreover, this policy is not intended to impose restrictions or limitations on employees when the Authority lacks adequate lawful justification for imposing such restrictions or limitations.

Authority employees are prohibited without authorization to communicate any sensitive, confidential, or privileged information of the Authority through Social Media. Authority employees are prohibited also to communicate any false or erroneous information through social media.

Authority employees are requested to observe the following suggested guidelines in respect of Social Media:

- a. Post only meaningful, respectful comments. Do not post spam or inappropriate remarks.
- b. Post only photographs that you would feel comfortable published in the media. If not, then take the necessary steps to make your online profiles private, or consider not posting the material. This includes photographs with nudity, alcohol or drug use, or anything that would adversely affect the reputation of you or the Authority.
- c. Avoid commenting on Authority business-related matters.
- d. Consider how your post will reflect on yourself and the Authority before posting.
- e. When disagreeing with others' opinions, maintain an appropriate and polite level of response.
- f. Include the following statement in all social media "About" sections of your personal profiles: "All opinions are my own."

Policy 3-108 Telework

This policy defines the terms and conditions under which teleworking by Authority employees may be authorized. The term “teleworking” describes the practice of working at home instead of working at the Georgia World Congress Center Authority facilities. Under appropriate conditions, teleworking may allow eligible and authorized employees better to balance the demands of their work and personal lives. However, not every employee is necessarily eligible or authorized to telework, and teleworking is not a universal benefit or employee right.

An employee who is authorized to telework nevertheless shall be required to comply with all applicable laws, Authority Bylaws, Authority Regulations and Ordinances, and Authority Policies and Procedures.

Teleworking is a work alternative which may be authorized for some employees, provided that the decision to grant a request to telework shall be at the Authority’s sole and absolute discretion (subject to this Policy 3-108 and taking into account factors such as the employee’s specific job duties and the practicability of teleworking under a totality of the circumstances).

Procedures and Process:

a. Eligibility

To be eligible to request to telework, an employee must be a full-time Authority employee with a history of satisfactory or better job performance ratings. To request to telework, the employee must submit the request to his or her supervisor. The supervisor shall consult with Human Resources to confirm that the employee is eligible under this policy, and then, if the employee in fact is confirmed to be eligible, then the supervisor may grant authorization to telework after taking into account the following specific work-related criteria to determine whether the request should be granted.

b. The decision whether to grant a request to telework shall be made taking into account the following specific work-related criteria:

- (1) Employee responsibilities;
- (2) Need for, and nature of, interaction with other staff and external clients;
- (3) Need for use of specialized equipment;
- (4) Availability of other qualified employees on site; and
- (5) Employee job performance.

c. Additionally, when considering a request the supervisor must take into account the following. To telework an employee must be able to work independently, be a self-starter, and demonstrate exemplary skills managing time in a productive manner. The employee must have a satisfactory or better performance level with no record within the last three years of performance or conduct issues. The resources that an employee requires must be easily and affordably transportable or available electronically.

d. The Authority may withdraw an authorization to telework at any time, with or without cause, at the Authority’s sole discretion.

e. Eligibility and suitability of employees to participate in the teleworking program will vary among departments and business units, depending on the respective functions and responsibilities of the employees. When authorizing supervisors to grant teleworking requests, each department must take into account their minimum required on-site staffing levels.

Policy 3-108 Telework continued

- f. Teleworking is not intended to serve as an alternative to child or elder care and, when authorization to telework has been granted, a teleworking employee is responsible for making appropriate arrangements for such child or elder care during the time the employee is teleworking.

Schedules and Hours:

- a. Teleworking hours may be different from office work hours, but teleworkers and their supervisors must agree on the designated work hours. A regular teleworking schedule, including specific days and hours, must be established by the teleworker and approved by the supervisor. Generally, a teleworker will spend one to two days working from home with the remainder of the scheduled hours working in his/her office on the Authority's premises. The amount of time the teleworker is expected to work per day or per pay period will not change due to participation in the teleworking program.
- b. Overtime hours must be pre-approved in writing by the supervisor. Deviations from the agreed upon schedule must be approved in advance by the supervisor. The Authority's policy will be followed for all absences.
- c. Supervisors retain the right to require a teleworker to return to the Authority's office on a regularly scheduled teleworking day should the Authority deem such action appropriate. If a teleworker is required to return to the Authority's office during regularly scheduled teleworking days frequently, the supervisor should re-evaluate the compatibility of the teleworker's position and job responsibilities with respect to teleworking or the specific teleworking schedule.
- d. Teleworkers are required to account for all time worked in accordance with the Authority's current timekeeping policies and as otherwise may be directed. It is the teleworker's responsibility to submit an accurate accounting of hours worked in a timely manner. If a teleworker is sick while working at home or uses other time off, the teleworker must report hours actually worked on his/her timecard and use composite leave for the remainder of the hours. Non-exempt teleworkers may perform overtime work only after receiving approval from their supervisor.

Workspace:

- a. Teleworkers must have an appropriate work area in their home that considers ergonomics, equipment, adequate workspace, noise, and interruption factors. The teleworker's off-site workspace should provide an adequate work area, lighting, telephone service, power, and temperature control. Additional requirements may vary, depending on the nature of the work and the equipment needed to perform the work.
- b. It is the teleworking employee's responsibility to provide a safe work area within which to work.
- c. The Authority shall not be responsible to pay for any increase in premiums for the employee's homeowner's insurance or other coverages which increase is or may be attributable to the employee teleworking from that location. The Authority also shall not be responsible to pay any other costs which have not expressly been authorized in advance in writing by the Authority. For example, any increase in the teleworking employee's home utility costs, such as electricity, telephone, or data charges, is the responsibility of the employee (unless the Authority agrees in advance in writing to pay such expenses).
- d. Federal and state statutory abstracts will be posted at the teleworker's office location on the Authority's premises in lieu of posting them in the employee's home office. Teleworkers should review these notices while on the Authority's premises.
- e. Teleworkers should consult their attorney, tax advisor, or accountant regarding any legal or tax implications attendant to working at their home or alternative site.

Policy 3-108 Telework continued

Equipment and Supplies:

- a. In most cases teleworkers will provide their own equipment. Teleworkers may use the Authority-owned equipment at their off-site workspace with the prior approval of their supervisor provided that the equipment will be used for Authority work only and its use by a teleworker at his/her off-site workspace will not impede the work of employees working at the Authority office.
- b. Office supplies will be provided by the Authority and should be obtained during the teleworker's in-office work period. Out-of-pocket expenses for supplies normally available in the office will not be reimbursed. Teleworkers are responsible for all supplies, equipment, and/or materials provided by the Authority. All items remain property of the Authority and may not be used for personal or other than the Authority use.
- c. The Authority may agree to reimburse teleworkers for other business-related expenses, such as long-distance phone calls, shipping costs, etc. that are reasonably incurred in accordance with job responsibilities and approved by the supervisor in writing in advance accordance with the Authority's regular policies. Appropriate documentation is required if such expenses are submitted for reimbursement. Human Resources will work with teleworking employees to ensure that appropriate arrangements have been made for discounted long distance telephone services.
- d. The Authority does not assume liability for loss, damage or wear of employee-owned equipment. In the event of Authority-owned equipment damage or malfunction, the teleworking employee must notify his supervisor immediately. The Authority reserves the right to enter the home work area for inspection of the equipment, if necessary. Repairs to employee owned equipment is the responsibility of the teleworker. In either situation, the teleworker may be asked to report to the office until the equipment is usable.
- e. Teleworking employees are responsible to protect Authority-provided equipment from damage or theft. The Authority equipment must be returned to the Authority when an employee terminates or discontinues the teleworking arrangement.
- f. Subject to Policy 3-106 and all other applicable Policies and Procedures, teleworking employees may use their own equipment (e.g., fax machine, printer, and photocopier) provided that no cost is incurred by the Authority. Repair and maintenance of employee-owned equipment is the responsibility of the teleworking employee.

Employee Access and Availability:

- a. Teleworking employees must be available by telephone or email during scheduled hours, with the exception of their scheduled lunch period. Teleworking employees are required to have a telephone answering machine or service to ensure availability.
- b. Teleworking employees should modify their Authority voicemail announcement to indicate that they may be reached at an alternate number or that the employee will be regularly checking messages. Supervisors may require that teleworking employees check for messages within a specified period (e.g. at least once every two hours).
- c. Teleworkers must keep their supervisor notified of any changes to their home contact information.

Security:

- a. It is the responsibility of the teleworking employee to take all precautions necessary to secure proprietary information and to prevent unauthorized access. The teleworker is required to observe all office security practices when working outside the Authority's office to ensure the integrity and confidentiality of proprietary information. Steps to ensure the protection of proprietary information include, but are not limited to, use of locked file cabinets, disk boxes and desks; regular password maintenance; and any other steps appropriate for the job and the environment.

Policy 3-108 Telework continued

- b.** Teleworkers agree to allow an authorized Authority representative access to the home work area during prearranged times for business purposes as deemed necessary by the supervisor, including safety inspections, equipment installations and repairs, security assurance, retrieval of Authority property, and performance evaluations. To ensure hardware and software security, all software used for teleworking must be approved by the supervisor prior to installation, and only approved bulletin board systems may be contacted. All software used for teleworking must be virus inspected and each PC must have virus protection software installed. The Authority owned software may not be duplicated unless authorized through the license agreement. Restricted access materials shall not be taken out of the office or accessed through the computer unless approved in advance by the supervisor.

Liability:

- a.** It is the responsibility of the teleworking employee to maintain a safe, professional work site at home that is free from potential safety problems. Teleworkers must certify that their home is free from workplace hazards by completing a safety checklist.
- b.** In the case of an injury while working at home, a teleworking employee must immediately (or as soon as circumstances permit) report the injury to the supervisor or the Human Resources Department and request instructions for obtaining medical treatment.

Process for Requesting to Telework:

- a.** Employees wishing to telework are required to submit a written request. The employee will complete a Teleworker Selection Survey and provide information concerning job responsibilities, proposed teleworking schedule, types of work tasks, and activities to be performed at the off-site work space; and description of the off-site work space and the equipment required.
- b.** Teleworkers will be required to sign a Teleworking Agreement and complete associated documentation.
- c.** Teleworking arrangements will be on a trial basis for the first three months and may be discontinued at any time at the employee's request or the discretion of the Authority. If a teleworking arrangement is discontinued by the Authority, every effort will be made to provide notice to the employee. However, there may be instances where no notice is possible. Likewise, if an employee elects to discontinue a teleworking arrangement, the employee should provide notice to his/her supervisor as soon as possible.
- d.** Employees who are teleworking at the time this policy is adopted will be permitted to continue teleworking. Existing teleworkers will need to sign the Teleworking Agreement and complete the associated documentation that is required of all teleworkers.

Income Tax:

It will be the teleworker's responsibility to determine any income tax implications of maintaining a home office area. The Authority will not provide tax guidance nor will the Authority assume any tax liabilities. Employees are encouraged to consult with a qualified tax professional to discuss income tax implications.

Policy 4-101 Damage to Facilities

The intent of this policy is to define the process for seeking timely repayment for costs sustained repairing damage to the Authority's facilities caused by event licensees, attendees, contractors, sub-contractors, and other third-parties.

From time to time the Authority's facilities may sustain damage during event move-in, move-out, and at other times. The cost of repairing such damage ultimately should be borne not by the Authority but rather by the party or parties legally responsible.

The Chief Operating Officer will have responsible charge of the overall process for seeking repayment for such costs. The process generally will include the following.

Any Authority employee who identifies damage to the Authority's facilities shall notify the Public Safety Department. The Public Safety Department shall investigate and prepare a report on the damage and its cause. Generally, any such investigation and report should include photographs which thoroughly document the scope of damage.

The Director of Public Safety promptly shall report to the Director of Engineering and Facilities Maintenance any damage which has been identified that requires repair or replacement.

The Director of Engineering and Facilities Maintenance shall prepare a cost estimate for all damages, and shall enter a Maintenance Work Order ("MWO") and arrange for the necessary repairs to be effected. All repairs shall be consistent with the Engineering Department's standard operating procedures. The Director of Engineering and Facilities Maintenance shall prepare a cost detail for any such repairs, and communicate that cost detail, along with the Public Safety Department's report and photographs, to the Chief Operating Officer.

The Chief Operating Officer, in consultation with the Legal Counsel and the Accounting Department, will direct the next course of action in respect of seeking to collect payment from the legally responsible party or parties.

Policy 4-102 Utility Box Floor Covers

The intent of this policy is to define the procedures for monitoring the condition and use of all utility floor box covers in the Authority's facilities.

No utility floor box covers or ports may be opened without the express written permission of the Engineering and Facilities Maintenance Department. Event licensees, contractors, sub-contractors, exhibitors, suppliers, and all others must obtain written permission from the Engineering and Facilities Maintenance Department prior to opening utility floor box covers or ports. The person to whom permission is granted must remain physically present during the entire time the utility floor box cover or port is in the open position, and must secure the utility floor box cover or port prior to departing from that location. If for any reason a floor box cover cannot be secured properly, a safety cone will be placed on the affected floor box until the cover can be secured firmly and the Engineering Department must be notified before the person to whom permission was granted departs from that location.

If at any time during cleaning days ("dark days") or at any other time, Building Services staff, Public Safety staff, Authority personnel or anyone else identifies a floor box cover that is not firmly and safely secured, that person must immediately report the unsafe condition to the Engineering and Facilities Maintenance Department. The Engineering and Facilities Maintenance Department shall act promptly to remediate the unsafe condition.

During "active" or move-in/event/move-out days, when a space is under license agreement, the licensee and show contractors also shall be responsible for ensuring all floor box covers are properly secured and, specifically, prior to the installation of any temporary floor covering. Additionally, if any Authority personnel identifies an unsafe condition, then they are required immediately to notify the Engineering and Facilities Maintenance Department so that the Engineering and Facilities Maintenance Department can act promptly to remediate the unsafe condition.

Policy 4-103 Seasonal Decorations

The intent of this policy is to define guidelines in respect of seasonal decorations in the workplace.

Employees are required to seek advance written approval from their supervisors prior to placing any seasonal decorations in the workplace. As a general rule, the Engineering and Facilities Maintenance Department shall coordinate with Event Services to determine the dates on which seasonal decorations are to be installed and removed, and the Engineering and Facilities Maintenance Department shall provide (or, as set forth below, coordinate) all labor and equipment to be utilized in respect of the installation and removal of such decorations. The Engineering and Facilities Maintenance Department also shall be responsible for all safety inspections, repair, and maintenance work necessary in respect of such seasonal decorations.

For the installation and removal of seasonal decorations in Centennial Olympic Park (including but not limited to themed seasonal lighting), the Authority may utilize the work of volunteers. The Engineering and Facilities Maintenance Department shall coordinate the use of any volunteer labor in respect of the installation or removal of such seasonal decorations. Under no circumstances may volunteers utilize Authority-owned heavy equipment, operate or ride in any Authority-owned vehicles, or do any climbing to install or remove such seasonal decorations. All volunteers shall be required to execute waiver and release forms prior to providing any installation or removal services.

Any requests to purchase new seasonal decorations shall be communicated to and coordinated by the Purchasing Department.

Policy 5-101 Suite Policies

AUTHORITY SUITE

The intent of this policy is to define the procedures for hosting and inviting Authority Board of Governors and State of Georgia Leadership to events in the Georgia World Congress Center Authority's (Authority) suite at the Mercedes Benz Stadium. The suite is an asset of the Authority and is to be utilized in a manner that promotes the Authority's mission and goals.

a. Suite Specifics

- (1) S123
 - (a) Priority: Board members
 - (b) Statewide Leadership Positions
- (2) 22 tickets for Falcons games, Atlanta United games, Legacy Events, and most other events.
- (3) 6 parking passes
- (4) The Authority is responsible for the cost of all food and beverage and associated food and beverage services ordered for the GWCCA Suites; provided that such food and beverage and associated food and beverage services will be provided to the Authority at the same price charged to StadCo in its suites.

b. Club Seat Specifics

- (1) 20 complimentary Club Level tickets for Falcons games and Legacy Events.
 - (a) Priority: Board members
Sales
- (2) 20 purchased Club Level tickets for Falcons games and Legacy Events.
 - (a) Priority: Legislators/Government Officials
Board members
Sales

c. Policy

The Executive Director, the Executive Assistant to the Executive Director, or the Director of Government Relations, when not hosting the Sales Suite, will be the official hosts of the suite. In the event that the Executive Director, the Executive Assistant to the Executive Director, or the Director of Government Relations are unable to attend, they may designate another Authority employee as the official host for an event.

The Authority will provide tickets to individuals and their guests.

- (1) Authority Board of Governors
 - (a) The Board of Governors will have priority at all events hosted by the Authority. Due to the limited number of tickets available, the Board of Governors will be divided into two groups, A and B, which will alternate event priority.
 - (b) Each Board member will have access to two (2) tickets per event. Requests for additional tickets will be handled at the discretion of the Executive Director or his/her designee.
 - (c) If suite tickets remain after the first priority group has been offered tickets, members of the second priority group will be given access to tickets.
 - (d) Requests received after the initial offering to the Board of Governors will be fulfilled on a first come, first served basis at the discretion of the Executive Director or his/her designee.

- (e) Should any suite tickets remain prior to an event, remaining inventory will be made available to the Director of Government Relations or Sales.
- (f) If there are less than eight (8) Board members requesting to be in the suite for an event, the remaining inventory will be made available to the Director of Government Relations.

(2) Twenty (20) Club Level Tickets for Non-NFL Events

- (a) A list of Board member Club Level ticket requests for each event will be maintained. The list will be reviewed within nine (9) days of the event to determine who will receive tickets. If no interest is expressed, remaining inventory will be made available to the Director of Government Relations.
- (b) If the suite does not open for an event but some board members continue to have an interest in the event, no more than two (2) club level tickets will be distributed to each interested board member at the discretion of the Executive Director or his/her designee.

(3) All ticket requests are subject to the Georgia Open Records Act (O.C.G.A 50-18-70 et seq.), the Georgia Ethics in Government Act (O.C.G.A 21-5-1 et seq.) and all other applicable law.

d. Procedures

- (1) As official hosts, the Executive Assistant to the Executive Director and/or the Director of Government Relations or their designee will be responsible for ordering the food and beverage service for the suite for each event. In the event they are unable to do so, they may designate another Authority employee to submit the food and beverage order.
- (2) All tickets will be housed and distributed through the Business Development Manager in consultation with the Executive Director or his/her designee(s).
- (3) Ticket costs – The Authority will invoice its costs for all tickets.

SALES SUITE

The intent of this policy to define the procedures for hosting and inviting state and local businesses, partners, clients, and consultants and/or contractors to events in the Georgia World Congress Center Authority (Authority) suite at the Mercedes Benz Stadium. The suite is an asset of the Authority to be utilized in a manner that promotes the Authority's mission and goals.

a. Policy

The Sr. Director of Convention Sales (Sr. DOCS) and/or Chief Commercial Officer (CCO) for the Authority as well as his/her guest(s), will be the official hosts of the suite. In the event that these individuals are unable to attend, he or she may designate another employee of the Authority as the official host for an event.

The Sr. DOCS and/or CCO for the Authority will be responsible for making sure that the suite is fully utilized in a manner that supports the Authority and its business interests. The Authority will provide tickets to individuals and their guests in the following priority order:

- (1) Prospective Customers
 - (a) Each customer will have access to two (2) tickets per event. Requests for additional tickets will be handled at the discretion of the Sr. DOCS or CCO at the Authority.
 - (b) If tickets remain after this group has been offered tickets, members of the next group will be given access to tickets.

- (2) Existing Customers (Non-citywide related)
 - (a) Existing Customers and Legacy Events will have priority at all events.
 - (b) Each customer will have access to two (2) tickets per event. Requests for additional tickets will be handled at the discretion of the Sr. DOCS and/or CCO at the Authority.
 - (c) If tickets remain after the first group has been offered tickets, members of the third group will be given access to tickets.

- (3) Consultants/Contractors/Partners
 - (a) Tickets may be offered to the staff for clients and prospects for the Authority, when available, at the discretion of Sr. DOCS or CCO at the Authority.
 - (b) Clients may be given access to two (2) tickets per event.

- (4) Remaining Tickets
 - (a) Should any tickets remain prior to an event, they will be offered on a first come, first served basis at the discretion of the Sr. DOCS or CCO at the Authority.

- (5) If there are less than eight (8) guests planning to be in the suite for an event, the suite will be reallocated.

- (6) All ticket requests are subject to the Georgia Open Records Act (O.C.G.A 50-18-70 et seq.), the Georgia Ethics in Government Act (O.C.G.A 21-5-1 et seq.) and all other applicable law.

b. Procedures

- (1) As official host, the Executive Assistant to the CCO or Sr. DOCS or his/her designee will be responsible for ordering the food and beverage service for the suite for each event. In the event he/she is unable to attend, the Executive Assistant may designate another employee to submit the food and beverage order.

All tickets will be housed and distributed through the Business Development Manager in consultation with the Sr. DOCS and/or CCO at the Authority.

Policy 5-102 Coat and Baggage Check Services

The intent of this policy is to define the procedures for operation of coat and baggage check services.

Not less than two weeks in advance of each scheduled event, the Event Services Manager, in consultation with the Event Coordinator and the event licensee, shall review the upcoming scheduled event to determine the need for coat and baggage check services, taking into account anticipated daily attendance and the estimated need for such services. The Event Services Manager shall also seek to determine the appropriate location and hours of such services.

Building Services shall set-up and tear down coat and baggage check services area as specified by the Event Services Manager or his designee.

The event licensee or, in some circumstances, the Authority itself shall contract with a contracted service provider in respect of such coat and baggage check services. The contracted services provider generally shall be required by contract to incur the following duties (as well as others which the Authority may require):

- a. to provide adequate staffing;
- b. to collect and accurately record revenues; and
- c. to provide appropriate signage which includes hours of operation, defines the scope of services, and states instructions for pickup.

For all events requiring this service, a Coat and Baggage Check Service Schedule will be completed by the Event Coordinator, signed by the Director/Manager and sent to the contracted service provider a minimum of two weeks prior to the scheduled event.

At the close of each event, the contracted service provider will invoice the Authority facility for labor used during hosted events at the prevailing rate per hour/per attendant. Invoice will be sent to the attention of the Event Services Director/Manager. This information will be included in the final client billing plus a set-up fee.

At the end of each month the contracted service provider will provide a statement detailing the event name, labor used, beginning and ending claim check numbers, number of items checked, and revenues received for each event.

The coat and baggage check service generally will remain open until four or fewer articles remain unclaimed. Should at least one article remain unclaimed, coat and baggage check personnel will complete a release form and notify security.

Authority Public Safety/Security will place the articles in the office located at the Information Center for A/B Building, or Coat Room of Building C, depending on event location. Articles remaining at the Congress Center overnight will be released by the Director of Public Safety or his designee and signed by the Coat and Baggage check personnel when they arrive the following day. Coat and baggage check personnel will place a notification sign at the service area directing claimant(s) to the nearest house phone, and instruct them to contact Public Safety/Security to claim an article.

When an article is claimed, the check stub should be attached to the release form.

Policy 5-103 Meetings – Pre-Event

The intent of this policy is to define the procedures for Pre-Event Meetings. Pre-Event Meetings are scheduled by the assigned Event Coordinator as necessary for events that occur at the facilities of the Authority. These meetings provide an opportunity for customers to discuss expectations and develop confidence in the Authority's ability to meet their needs. Effective inter-departmental communication of event requirements is mandatory to demonstrate facility professionalism.

The assigned Event Coordinator should have an agenda prepared in advance and should use the agenda to control the sequence of events during the meeting. Staff members who have questions prior to the meeting should provide them to the Event Coordinator. This allows the questions to be addressed in the proper context of the agenda.

Staff members are reminded of the following professional courtesies while attending:

- a. Clients have seating priority
- b. There should be no side conversations
- c. Differences in opinion among staff members should not be aired.
- d. Arrive early/on-time, come prepared, be attentive and help in moving through the agenda quickly and efficiently as possible. Read the event outline prior.

Determination of participants in and notification to participants in the meeting should be coordinated by the assigned Event Coordinator. Positions for attendance at Pre-Event Meetings include, but are not limited to:

Assigned Event Coordinator	Director of Engineering & Facilities Maintenance
Chief of Police	Parking Services Manager
Assigned Sales Representative	Event Services Manager
Security Manager	Building Services Director
Executive Director	Food & Beverage Representative
CCO	CCLD Representative
COO	Guest Services Manager
CAO	Other Event Coordinators (as required)
Sales Manager	Other Sales Representatives (as required)
Senior Director of Client Services	Any other representative selected to attend
Director of Sales	

Outside agency notification to be coordinated by Event Coordinator to the following participants as needed:

Atlanta Convention and Visitors Bureau
Ambassador Force
Atlanta Police Department
APD Vehicles for Hire (Taxi enforcement)
Metro Atlanta Rapid Transit Authority (MARTA)

Policy 5-104 Meetings – Post-Event Critique

The intent of this policy is to define the procedures for post-event critiques, which is a means by which customers and staff may evaluate the success of an event.

A Post-Event Critique Meeting shall be scheduled as soon as possible after the ending date of an event. These meetings are scheduled by the Event Coordinator and the Sales person involved with the event.

Depending on the nature of the event, attendees may differ for each Post-Event Critique Meeting. Attendees will be requested to attend by the respective Event Coordinator or Sales person. Attendance may be appropriate for any and all Department Directors/Manager. Attendance at Post-Event Critique Meetings is routinely limited in number, but may include anyone or all of the following as dictated by circumstances:

- Assigned Event Coordinator
- Chief of Police
- Assigned Sales Representative
- Security Manager
- Executive Director
- CCO
- COO
- CAO
- Sales Manager
- Senior Director of Client Services
- Director of Sales
- Director of Engineering & Facilities Maintenance
- Parking Services Manager
- Event Services Manager
- Building Services Director
- Food & Beverage Representative
- CCLD Representative
- Guest Services Manager
- Other Event Coordinators (as required)
- Other Sales Representatives (as required)
- Any other representative selected to attend

Policy 5-105 Ticket Requests

The intent of this policy is to define the procedures for the handling of requests for tickets to events consistent with the Authority's mission.

Ticket Requests for Customers, Potential Customers, and Other Non-Employees

In some instances, the Authority may provide tickets for events to customers, potential customers, and others in the prosecution of the Authority's mission. Ticket availability and any associated costs may vary by event. Such requests should be directed to the Chief Commercial Officer or his designee.

Ticket Requests from Authority Employees

Authority employees may request to purchase tickets for Authority events. There is no guarantee that tickets will be available for purchase. For consumer shows and events, generally tickets are only available through public ticket purchasing outlets. Any employee found reselling tickets at a premium may lose the privilege and/or face adverse employment action which may include separation. Such requests should be directed to the Chief Commercial Officer or his designee.

Policy 5-106 Rate Schedules and Event Services Policies and Procedures

From time to time the Executive Director may adopt or modify Rate Schedules and Event Services Policies and Procedures which are applicable to event planning and operation in the Authority's facilities. Any Rate Schedules and Event Services Policies and Procedures which are adopted by the Executive Director shall have the same force and effect as these Policies and Procedures.

Policy 5-107 Centennial Olympic Park Event Cart Policy

Use of motorized vehicles, forklifts, gas or electric carts, and similar equipment must be approved by the Park Operations Manager. In no event may the motorized vehicle, forklift, gas or electric cart, or other equipment exceed 20 HP.

In addition, any such activities within the Park must be pursuant to an event license agreement or another written agreement authorizing access to and operations within Centennial Olympic Park. All approved vehicles **MUST** remain on authorized walkways at all times. Vehicles are not permitted on the turf at any time. Violation may result in a criminal trespass warning or prosecution, as the case may be.

All drivers or operators must have a valid driver's license which authorizes operation of the vehicle or equipment, as applicable, and must adhere to the instructions of Park Public Safety and Authority staff at all times.

Damage to the Authority's property, including but not limited to damage to permanent fixtures, trees, plants, turf, walkways, roads or any other Park structures or facilities, without limitation, must immediately be reported by the driver or operator to Centennial Olympic Park Public Safety.

By driving or operating such authorized motorized vehicles, forklifts, gas or electric carts, or similar equipment in Park, the driver or operator accepts responsibility for any damage to the Authority's property, including but not limited to damage to permanent fixtures, trees, plants, turf, walkways, roads or any other Park structures or facilities, without limitation.

Policy 6-101 Americans with Disabilities Act

The intent of this policy is to define the procedures for compliance with the Americans with Disabilities Act of 1990, as amended by the ADA Amendments Act of 2008 (collectively referred to herein simply as the "ADA") See 42 U.S.C. §§ 12101-12213. The Authority shall not discriminate against any qualified individual with a disability because of the disability in respect of any aspect of employment.

a. Overview:

Under applicable law, the Authority must provide reasonable accommodation to qualified employees or applicants with disabilities, unless to do so would cause undue hardship. The Authority is committed to providing reasonable accommodations to its employees and applicants for employment to ensure that individuals with disabilities enjoy equal access to all employment opportunities. The Authority provides reasonable accommodations:

- (1) when an applicant with a disability needs an accommodation to have an equal opportunity to compete for a job;
- (2) when an employee with a disability needs an accommodation to perform the essential functions of the job or to gain access to the workplace; and
- (3) when an employee with a disability needs an accommodation to enjoy equal access to benefits and privileges of employment (e.g., details, trainings, office-sponsored events).

A reasonable accommodation is any change in the workplace or the way things are customarily done that provides an equal employment opportunity to an individual with a disability. While there are some things that are not considered reasonable accommodations (e.g., removal of an essential job function or personal use items such as a hearing aid that is needed on and off the job), reasonable accommodations can cover most things that enable an individual to apply for a job, perform a job, or have equal access to the workplace and employee benefits such as kitchens, parking lots, and office events.

Common types of accommodations include:

- (1) modifying work schedules or supervisory methods
- (2) granting breaks or providing leave
- (3) altering how or when job duties are performed
- (4) removing and/or substituting a marginal function
- (5) moving to different office space
- (6) providing telework
- (7) making changes in workplace policies
- (8) providing assistive technology, including information technology and communications equipment or specially designed furniture
- (9) providing a reader or other staff assistant to enable employees to perform their job functions, where the accommodation cannot be provided by current staff
- (10) removing an architectural barrier, including reconfiguring work spaces
- (11) providing accessible parking
- (12) providing materials in alternative formats (e.g., Braille, large print)
- (13) providing a reassignment to another job.

The Authority will process requests for reasonable accommodations and will provide reasonable accommodations where appropriate, in a prompt and efficient manner in accordance with the time frames set forth in this Procedure 6-101.

Policy 6-101 Americans with Disabilities Act continued

The Senior Director of Human Resources shall designate a Disability Program Manager (DPM) to oversee the reasonable accommodation program Authority-wide. All requests for reasonable accommodation will be handled by the DPM. If a request is given to a manager or supervisor rather than directly to the DPM, then that supervisor or manager must forward the request immediately and in any event within 2 business days. When an employee makes a request for reasonable accommodation that involves performance of the job, the DPM will work with the employee's supervisor to ensure that an appropriate reasonable accommodation is provided that meets the individual's disability-related needs and enables the individual to perform the essential functions of the position.

As part of the reasonable accommodation interactive process, the DPM will obtain and evaluate documentation supporting an accommodation request (such as medical documentation demonstrating that the requestor is an individual with a disability), whenever the disability or need for accommodation is not obvious.

Sometimes the Authority may be able to address an employee's impairment-related needs outside the reasonable accommodation process. In any event, all such requests should be directed to the DPM.

While the DPM will handle all requests for reasonable accommodations, supervisors and managers often will need to be consulted about specific requests. Therefore, all management personnel must be familiar with this Procedure. The Authority may take steps, solely at the Authority's discretion, beyond those required under applicable law.

b. Reasonable Accommodation Procedures:

(1) requesting a Reasonable Accommodation

Generally, an applicant or employee must let the Authority know that he needs an adjustment or change concerning some aspect of the application process, the job, or a benefit of employment for a reason related to a medical condition. An applicant or employee may request a reasonable accommodation at any time, orally or in writing. An individual should request a reasonable accommodation from the Disability Program Manager (DPM). For applicants, information about contacting the DPM will be in the vacancy announcement and the letter of appointment.

If an employee makes a reasonable accommodation request to someone other than the DPM, such as her supervisor or manager, then that individual to whom the request is made should forward the request to the DPM immediately and in any event must do so within 2 business days. The reasonable accommodation process begins as soon as the oral or written request for accommodation is made to any manager in an employee's chain of command, so it is imperative that the request be forwarded to the DPM within no more than 2 business days.

An individual's receipt or denial of an accommodation does not prevent the individual from making another request at a later time if circumstances change and she believes that an accommodation is needed due to limitations from a disability (e.g., the disability worsens or an employee is assigned new duties that require an additional or different reasonable accommodation). Additionally, the DPM may not refuse to process a request for reasonable accommodation, and a reasonable accommodation may not be denied, based on a belief that the accommodation should have been requested earlier (e.g., during the application process).

A request does not have to include any special words, such as “reasonable accommodation,” “disability,” or “Rehabilitation Act.” A request is any communication in which an individual asks or states that she needs the Authority to provide or to change something because of a medical condition. A supervisor, manager, or the DPM should ask an individual whether she is requesting a reasonable accommodation if the nature of the initial communication is unclear.

A family member, health professional, or other representative may request an accommodation on behalf of an Authority employee or applicant. For example, a doctor’s note outlining medical restrictions for an employee constitutes a request for reasonable accommodation.

When an individual (or third party) makes an oral request, the DPM must ensure that the “Confirmation of Request” form is filled out (see Appendix A). The DPM must fill out the Form if the requestor does not.

An employee needing a reasonable accommodation on a recurring basis, such as the assistance of a sign language interpreter, must submit the “Confirmation” form only for the first request. However, the employee requesting accommodation must give appropriate advance notice each subsequent time the accommodation is needed. If the accommodation is needed on a regular basis (e.g., a weekly staff meeting), the DPM should ensure that an employee’s supervisor makes the appropriate arrangements without requiring a request in advance of each occasion. (See Appendix C for information on requesting sign language interpreters.)

(2) Processing the Request

The Disability Program Manager (DPM) is responsible for processing requests for reasonable accommodation. The Senior Director of Human Resources will designate another staff member to act as a interim designee for the DPM to process requests when the DPM is unavailable for any length of time (e.g., the DPM is on vacation or out on extended leave).

While the DPM has responsibility for processing requests for reasonable accommodation, the DPM may work closely with an employee’s supervisor or manager in responding to the request, particularly those involving performance of the job. The DPM will need to consult with an employee’s supervisor or manager to gather relevant information necessary to respond to a request and to assess whether a particular accommodation will be effective. No reasonable accommodation involving performance of the job will be provided without first informing an employee’s supervisor or manager.

c. The Interactive Process

(1) Generally

After a request for accommodation has been made, the next step is for the parties to begin the interactive process to determine what, if any, accommodation should be provided. This means that the individual requesting the accommodation and the DPM must communicate with each other about the request, the precise nature of the problem that is generating the request, how a disability is prompting a need for an accommodation, and alternative accommodations that may be effective in meeting an individual’s needs.

The DPM should contact the applicant or employee within 10 business days after the request is made (even if the request is initially made to someone else) to begin discussing the accommodation request. In some instances, the DPM may need to get information to determine if an individual’s impairment is a “disability” under the Rehabilitation Act or to determine what would be an effective accommodation. Such information may not be

Policy 6-101 Americans with Disabilities Act continued

necessary if an effective accommodation is obvious, if the disability is obvious (e.g., the requestor is blind or has paraplegia) or if the disability is already known to the Authority (e.g., the requestor previously asked for an accommodation and information submitted at that time showed a disability existed and that there would be no change in the individual's medical condition).

Communication is a priority throughout the entire process, but particularly where the specific limitation, problem, or barrier is unclear; where an effective accommodation is not obvious; or where the parties are considering different forms of reasonable accommodation. Both the individual making the request and the decision maker should work together to identify effective accommodations. Appendix E lists some suggested resources for identifying accommodations.

When a third party (e.g., an individual's doctor) requests accommodation on behalf of an applicant or employee, the DPM should, if possible, confirm with the applicant or employee that he wants a reasonable accommodation before proceeding. Where this is not possible, for example, because the employee has been hospitalized in an acute condition, the DPM will process the third party's request if it seems appropriate (e.g., by granting immediate leave) and will consult directly with the individual needing the accommodation as soon as practicable.

The DPM may need to consult with other Authority personnel (e.g., an employee's supervisor, Information Technology staff) or outside sources to obtain information necessary to make a determination about the request. The Authority expects that all personnel will give a high priority to responding quickly to a DPM's request for information or assistance. Any delays by the Authority's personnel may result in a failure to meet the required time frame.

(2) Reassignment

There are specific considerations in the interactive process when an employee needs, or may need, a reassignment.

- (a) Generally, reassignment will only be considered if no accommodations are available to enable the individual to perform the essential functions of his or her current job, or if the only effective accommodation would cause undue hardship.
- (b) In considering whether there are positions available for reassignment, the DPM will work with Human Resources and the employee requesting the reassignment to identify: (1) vacant positions within the Authority for which the employee may be qualified, with or without reasonable accommodation; and (2) positions which Human Resources has reason to believe will become vacant within 60 days from the date the search is initiated and for which the employee may be qualified.
- (c) *EXAMPLE*

If a search begins on May 1, then the DPM will inquire about any positions that are currently vacant or will become vacant between May 1 and June 30. The DPM does not have to hold open the search until July 1; if she finishes her search on May 15 and learns that no vacancies are currently available or anticipated by June 30, then the search is over and the results should be conveyed to the employee.

d. Requests for Medical Information

If a requestor's disability and/or need for accommodation are not obvious or already known, the Authority (specifically the DPM) is entitled to ask for and receive medical information showing that the requestor has a covered disability that requires accommodation. A disability is obvious or already known when it is clearly visible or the individual previously provided medical information showing that the condition met the Rehabilitation Act definition. It is the responsibility of the applicant/employee to provide appropriate medical information requested by the Authority where the disability and/or need for accommodation are not obvious or already known.

Only the DPM may determine whether medical information is needed and, if so, may request such information from the requestor and/or the appropriate health professional. Even if medical information is needed to process a request, the DPM does not necessarily have to request medical documentation from a health care provider; in many instances the requestor may be able to provide sufficient information that can substantiate the existence of a "disability" and/or need for a reasonable accommodation. If an individual has already submitted medical documentation in connection with a previous request for accommodation, the individual should immediately inform the DPM of this fact. The DPM will then determine whether additional medical information is needed to process the current request.

If the initial information provided by the health professional or volunteered by the requestor is insufficient to enable the DPM to determine whether the individual has a "disability" and/or that an accommodation is needed, the DPM will explain what additional information is needed. If necessary, the individual should then ask his/her health care provider or other appropriate professional to provide the missing information. The DPM may also give the individual a list of questions to give to the health care provider or other appropriate professional to answer. If sufficient medical information is not provided by the individual after several attempts, the DPM may ask the individual requesting accommodation to sign a limited release permitting the DPM to contact the provider for additional information. The DPM may have the medical information reviewed by a doctor of the Authority's choosing, at the Authority's expense.

In determining whether documentation is necessary to support a request for reasonable accommodation and whether an applicant or employee has a disability within the meaning of the Rehabilitation Act, the DPM will be guided by principles set forth in the ADA Amendments Act of 2008. Specifically, the ADA Amendments Act directs that the definition of "disability" be construed broadly and that the determination of whether an individual has a "disability" generally should not require extensive analysis. Notwithstanding, the DPM may require medical information in order to design an appropriate and effective accommodation.

A supervisor or manager who believes that an employee may no longer need a reasonable accommodation should contact the DPM. The DPM will decide if there is a reason to contact the employee to discuss whether he has a continuing need for reasonable accommodation.

e. Confidentiality Requirements

Under the Rehabilitation Act, medical information obtained in connection with the reasonable accommodation process must be kept confidential. This means that all medical information that the Authority obtains in connection with a request for reasonable accommodation must be kept in files separate from the individual's personnel file. This includes the fact that an accommodation has been requested or approved and information about functional limitations. It also means that any Authority employee who obtains or receives such information is strictly bound by these confidentiality requirements.

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The DPM may share certain information with an employee's supervisor or other Authority official(s) as necessary to make appropriate determinations on a reasonable accommodation request. Under these circumstances, the DPM will inform the recipients about these confidentiality requirements. The information disclosed will be no more than is necessary to process the request. In certain situations, the DPM will not necessarily need to reveal the name of the requestor and/or the office in which the requestor works, or even the name of the disability.

EXAMPLE

CCLD generally will be consulted in connection with requests for assistive technology for computers. While CCLD needs to know the employee's functional limitations, it typically has no need to know the employee's specific disability.

In addition to disclosures of information needed to process a request for accommodation, other disclosures of medical information are permitted as follows:

- (1) supervisors and managers are entitled to whatever information is necessary to implement restrictions on the work or duties of the employee or to provide a reasonable accommodation;
- (2) first aid and safety personnel may be informed, when appropriate, *if* the disability might require emergency treatment or assistance in evacuation; and
- (3) government officials may be given information necessary to investigate the Authority's compliance with the Rehabilitation Act.

f. Time Frame for Processing Requests and Providing Reasonable Accommodations

(1) Generally

The time frame for processing a request (including providing accommodation, if approved) is as soon as possible but no later than 30 business days from the date the request is made. This 30-day period includes the 10-day time frame in which the DPM must contact the requestor after a request for reasonable accommodation is made.

The Authority will process requests and, where appropriate, provide accommodations in as short a period as reasonably possible. The time frame above indicates the maximum amount of time it should generally take to process a request and provide a reasonable accommodation. The DPM will strive to process the request and provide an accommodation sooner, if possible. Unnecessary delays can result in a violation of the Rehabilitation Act.

The time frame begins when an oral or written request for reasonable accommodation is made, and not necessarily when it is received by the DPM. Therefore, everyone involved in processing a request should respond as quickly as possible. This includes referring a request to the DPM, contacting a doctor if medical information or documentation is needed, and providing technical assistance to the DPM regarding issues raised by a request (e.g., information from a supervisor regarding the essential functions of an employee's position, information from CCLD regarding compatibility of certain adaptive equipment with Authority's technology).

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If the DPM must request medical information or documentation from a requestor's doctor, the time frame will stop on the day that the DPM makes a request to the individual to obtain medical information or sends out a request for information/documentation, and will resume on the day that the information/documentation is received by the DPM.

If the disability is obvious or already known to the DPM, if it is clear why reasonable accommodation is needed, and if an accommodation can be provided quickly, then the DPM should not require the full 30 business days to process the request. The following are examples of situations where the disability is obvious or already known and an accommodation should be provided in less than the allotted time frame:

- (a) An employee with insulin-dependent diabetes who sits in an open area asks for three breaks a day to test her blood sugar levels in private.
- (b) An employee with clinical depression who takes medication which makes it hard for her to get up in time to get to the office at 9:00 a.m., requests that she be allowed to start work at 10:00 a.m. and still work an eight and a half hour day.
- (c) A supervisor distributes a detailed agenda at the beginning of each staff meeting. An employee with a serious learning disability asks that the agenda be distributed ahead of time because his disability makes it difficult to read quickly and he needs more time to prepare.

(2) Expedited Processing of a Request

In certain circumstances, a request for reasonable accommodation requires an expedited review and decision. This includes where a reasonable accommodation is needed:

- (a) to enable an applicant to apply for a job. Depending on the timetable for receiving applications, conducting interviews, taking tests, and making hiring decisions, there may be a need to expedite a request for reasonable accommodation to ensure that an applicant with a disability has an equal opportunity to apply for a job.
- (b) to enable an employee to attend a meeting scheduled to occur soon. For example, an employee may need a sign language interpreter for a meeting scheduled to take place in 5 days.

(3) Extenuating Circumstances

These are circumstances that could not reasonably have been anticipated or avoided in advance of the request for accommodation, or that are beyond the Authority's ability to control. When extenuating circumstances are present, the time for processing a request for reasonable accommodation and providing the accommodation will be extended as reasonably necessary. Extensions will be limited to circumstances where they are absolutely necessary and only for as long as required to deal with the extenuating circumstance.

g. Resolution of the Reasonable Accommodation Request

All decisions regarding a request for reasonable accommodation will be communicated to an applicant or employee by use of the "Resolution of Request" form (see Appendix B), as well as orally.

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- (1) The Authority grants a request for accommodation, the DPM will give the “Resolution of Request” form to the requestor, and discuss implementation of the accommodation. The “Resolution” form must be filled out even if the Authority is granting the request without determining whether the requestor has a “disability” and regardless of what type of change or modification is approved (e.g., the Authority grants a three-month removal of an essential function, which is not a form of reasonable accommodation but nonetheless must be specified on the Resolution form).
 - (a) A decision to provide an accommodation other than the one specifically requested will be considered a decision to grant an accommodation. The form will explain both the reasons for the denial of the individual’s specific requested accommodation and why the Authority believes that the chosen accommodation will be effective.
 - (b) If the request is approved but the accommodation cannot be provided immediately, the DPM will inform the individual in writing of the projected time frame for providing the accommodation.
- (2) If the Authority denies a request for accommodation, the DPM will give the “Resolution” form to the requestor and discuss the reason(s) for the denial. When completing the “Resolution” form, the explanation for the denial will clearly state the specific reason(s) for the denial. This means that the Authority cannot simply state that a requested accommodation is denied because of “undue hardship” or because it would be “ineffective.” Rather, the form will state and the DPM will explain specifically why the accommodation would result in undue hardship or why it would be ineffective.
 - (a) If there is a legitimate reason to deny the specific reasonable accommodation requested (e.g., the accommodation poses an undue hardship or is not required by the Rehabilitation Act), the DPM will explore with the individual whether another accommodation would be possible. The fact that one accommodation proves ineffective or would cause undue hardship does not necessarily mean that this would be true of another accommodation. Similarly, if an employee requests removal of an essential function or some other action that is not required by law, the DPM will explore whether there is a reasonable accommodation that will meet the employee’s needs.
 - (b) If the DPM offers an accommodation other than the one requested, but the alternative accommodation is not accepted, the DPM will record the individual’s rejection of the alternative accommodation on the “Resolution” form.

h. Informal Dispute Resolution

An individual dissatisfied with the resolution of a reasonable accommodation request can ask the Senior Director of Human Resources to reconsider that decision. An individual must request reconsideration within 10 business days of receiving the “Resolution” form. A request for reconsideration will not extend the time limits for initiating administrative or statutory claims.

i. Relation of Procedures to Statutory and Collective Bargaining Claims

This Policy does not limit or supplant legal protections for persons with disabilities and the remedies they provide for the denial of requests for reasonable accommodation. Requirements governing the initiation of statutory claims remain unchanged, including the time frames for filing such claims.

Policy 6-101 Americans with Disabilities Act continued

The "Resolution of Request" form (Appendix B) provides information to individuals denied accommodation, or denied the accommodation of their choice, about their right to file an EEO complaint and other courses of action.

These Procedures create no new enforceable rights under section 501 of the Rehabilitation Act, or any other law.

APPENDIX A

**CONFIRMATION OF REQUEST
FOR REASONABLE ACCOMMODATION**

<p>1.</p> <p>_____</p> <p>Applicant's or Employee's Name</p> <p>Date of Request _____</p> <p>_____</p> <p>Applicant's or Employee's Telephone Number</p> <p>_____</p> <p>Employee's Office</p>
<p>2. TYPE OF ACCOMMODATION REQUESTED, IF KNOWN. <i>(Be as specific as possible, e.g., assistive technology, reader, interpreter, schedule change)</i></p>
<p>3. REASON FOR REQUEST.</p> <p>If accommodation is time sensitive, please explain:</p>

(Disability Program Manager will assign number)

Log No.: _____

Privacy Act Statement

The primary use of this information is to consider, decide, and implement requests for reasonable accommodation. Additional disclosures of the information may be: To medical personnel to meet a bona fide medical emergency; to a Federal agency, a court, or a party in litigation before a court or in an administrative proceeding being conducted by a Federal agency when the Government is a party to the judicial or administrative proceeding; to a congressional office from the record of an individual in response to an inquiry from the congressional office made at the request of the individual; and to an administrative judge, equal employment opportunity investigator, or other duly authorized official engaged in investigation or settlement of a complaint or appeal filed by an employee.

APPENDIX B

RESOLUTION OF REASONABLE ACCOMMODATION REQUEST

(Must complete numbers 1-3; complete numbers 4-7, if applicable)

1. **Name of Individual requesting reasonable accommodation:**

2. **Accommodation(s) requested:**

3. **Accommodation(s):**

_____ approved as specifically requested

_____ approved but different from original request*

_____ denied

***If the approved accommodation is different from the one(s) originally requested, identify the alternative accommodation(s):**

4. **If an alternative accommodation was offered, indicate whether it was:**

_____ accepted

_____ rejected

5. **Request denied because: (may check more than one box)**

- Requestor does not have a Rehabilitation Act disability
- Accommodation ineffective
- Accommodation would cause undue hardship
- Medical documentation inadequate
- Accommodation would require removal of essential function
- Accommodation would require lowering performance or production standard
- Other (Please identify) _____

APPENDIX C UTILIZING SIGN LANGUAGE INTERPRETERS^[6]

1. **SCHEDULING INTERPRETER SERVICES.** The individual or office scheduling a meeting or event which will require interpreting services (staff meeting, training, office function, etc.) is responsible for directing the request, via e-mail, to "Interpreting Services." **Please check to see if an interpreter is available before scheduling the date, time, and place of the event.**

Requests for staff interpreters are accepted and scheduled on a first come, first serve basis -- with exceptions considered on a case-by-case basis. Interpreting for official Authority business always takes priority over interpreting for non-official matters.

Advance scheduling preferably one to two weeks is strongly encouraged, to the extent possible. Although it is not possible to foresee every occasion for which interpreting services may be required, failure to schedule interpreting services well in advance may result in the necessity to reschedule meetings until interpreter services are available.

If a meeting or event will last longer than one half hour, arrangements must be made for more than one interpreter to be present, or the meeting or event must be scheduled to include sufficient rest periods, including a "sign-free" lunch break, if necessary. Generally, one interpreter can work 45-60 minutes and then needs a 15-minute break. A break during a meeting or event does not constitute a rest period for the interpreter who is expected to continue working (e.g., deaf and hearing parties wish to communicate during the break and look to the interpreter to facilitate the exchange). Also remember that an employee may need an interpreter during lunch so there may be a need to have additional interpreters to ensure each interpreter has an appropriate lunch break.

An employee who knows sign language or who is taking a sign language class is **not** an acceptable substitute for an Authority staff interpreter or a contract interpreter.

2. **WORK EVENTS OUTSIDE THE WORKPLACE.** The Authority will provide an interpreter for an employee who is deaf or hard of hearing who, as part of his/her job, attends a meeting or event outside of the workplace. If the employee attends a conference or training program sponsored by an outside organization, the Authority has the discretion to try to arrange for the sponsoring organization to provide all or part of the interpreting service. However, the Authority recognizes its responsibility to ensure that an employee has interpreting services for such events, and this may include providing an Authority staff interpreter if necessary.

When an employee attends a meeting, conference, or training program outside the workplace, and the Authority will be providing the interpreter(s), the Authority will assess whether it would be effective to send staff interpreter(s) or contract interpreter(s). If the Authority decides to send staff interpreter(s), and the

Policy 6-101 Americans with Disabilities Act continued

office of the employee provides transportation for or reimburses the travel costs of the employee, then that office must also provide for/reimburse travel costs for the staff interpreter(s). Similarly, if the office of the employee pays for meals for the employee while attending these types of events, then that office must also pay for the meals for the staff interpreter(s).

3. OFFICE SOCIAL FUNCTIONS AND SPECIAL EVENTS TO WHICH THE INTERPRETERS ARE INVITED.

Interpreting services may be requested for office or Authority social functions or special events -- e.g., Winter Holiday Party, Spring Barbecue, etc. -- which might be attended by employees who are deaf or hard of hearing. If Authority staff interpreters express the desire to attend these "all-employee" functions in an off-duty capacity, arrangements will be made by Human Resources for contract interpreting services.

4. INTERPRETING PHONE CALLS. Employees who are deaf or hard of hearing should schedule an interpreter when services are needed to interpret business-related phone calls.

APPENDIX

D

STAFF ASSISTANT SLOTS

1. **STAFF ASSISTANT SLOTS.** The Authority will make staff assistants available, if appropriate. Staff assistants are sign language interpreters, readers, and assistants who perform physical tasks that an employee cannot perform because of a disability. For example, an employee with limited or no upper extremity mobility may need assistance in physically organizing a file. The employee will perform the essential functions of the position -- e.g., conducting sales calls and drafting documents -- and the assistant would only perform the physical task.

2. **REQUEST FOR STAFF ASSISTANT SLOTS.** Requests for hiring a staff assistant must be referred to the Disability Program Manager (DPM) from the Authority staff member who received the request. The DPM will first determine whether staff assistants already hired by the Authority can fulfill an employee's needs. The DPM also will determine if an employee's needs could be met by contracting for services (e.g., a contract interpreter), and if so, will make the necessary arrangements. If the DPM grants the request to hire a staff assistant, the employee's supervisor or manager, in consultation with Human Resources, should prepare a position description and appropriate forms. The employee with a disability should play an integral part in the interview and selection process of an interpreter, reader, or assistant.

3. **USE OF STAFF ASSISTANTS.** The staff assistant slots are to be used **only** to hire interpreters, readers, and assistants as a reasonable accommodation for employees with disabilities. Staff hired shall be shared to provide assistance to more than one employee with a disability, where appropriate. These staff assistants **may not** be assigned any other duties unless the person they were hired to assist has no work for them to perform at that time. Before assigning other duties to the assistant, the employee with the disability shall be consulted to determine when assistant services are not needed. If the supervisor is not the employee with a disability, he or she must consult with the employee with a disability regarding the staff assistant's performance evaluation.

In no case should a staff assistant be called upon -- by management or by the employee(s) to whom he or she is assigned -- to perform the essential functions of the job held by the employee with the disability.

4. **RELEASE OF POSITIONS.** When the need for a staff assistant is reduced or eliminated, the Administrative Officer or Personnel Management Specialist shall notify the DPM, who will take appropriate steps.

APPENDIX E SELECTED REASONABLE ACCOMMODATION RESOURCES

U.S. Equal Employment Opportunity Commission

1-800-669-3362 (Voice) 1-800-800-3302 (TT)

EEOC has published many ADA and Rehabilitation Act-related documents that may assist both individuals requesting accommodations as well as those involved in the decision-making process. Most of these documents are available at www.eeoc.gov.

Job Accommodation Network (JAN)

1-800-232-9675 (Voice/TT)

<http://janweb.icdi.wvu.edu/>.

A service of the Office of Disability Employment Policy, JAN can provide information, free-of-charge, about many types of reasonable accommodations and provide referrals to other organizations that may have particular information about accommodations for persons with different disabilities.

ADA Disability and Business Technical Assistance Centers (DBTACs)

1-800-949-4232 (Voice/TT)

The DBTACs consist of 10 federally funded regional centers that provide information, training, and technical assistance on the ADA. Each center works with local business, disability, governmental, rehabilitation, and other professional networks to provide current ADA information and assistance. The DBTACs can provide information on reasonable accommodation and make referrals to local sources of expertise in reasonable accommodations.

Registry of Interpreters for the Deaf

(301) 608-0050 (Voice/TT)

The Registry offers information on locating and using interpreters and transliteration services.

RESNA Technical Assistance Project

(703) 524-6686 (Voice) (703) 524-6639 (TT)

<http://www.resna.org>

RESNA, the Rehabilitation Engineering and Assistive Technology Society of North America, can refer individuals to projects in all 50 states and the six territories offering technical assistance on technology-related services for individuals with disabilities. Services may include:

Policy 6-101 Americans with Disabilities Act continued

- information and referral centers to help determine what devices may assist a person with a disability (including access to large data bases containing information on thousands of commercially available assistive technology products),
- centers where individuals can try out devices and equipment,
- assistance in obtaining funding for and repairing devices, and
- equipment exchange and recycling programs.

[1] All references to “disability” in this Policy refers only to those impairments that meet the ADA/Rehabilitation Act definition of “disability” as amended by the ADA Amendments Act of 2008 (ADAAA). The expanded definition of “disability” is to be interpreted broadly and does not require an extensive analysis.

The Rehabilitation Act, as amended by the ADAAA, does not require an employer to provide reasonable accommodation to an individual who only meets the “regarded as” definition of disability. An applicant or employee must meet either the “actual” definition (i.e., person has an impairment that substantially limits a major life activity) or the “record of” definition (i.e., person has a record of an impairment that substantially limited a major life activity) to be eligible for reasonable accommodation.

[2] The Authority shall cover the costs associated with providing reasonable accommodations, including sign language interpreters, furniture, technology, and other significant purchases.

[3] If an Authority official knows that a disability, such as an intellectual or developmental disability (formerly referred to as “mental retardation”), prevents a person from asking for a reasonable accommodation, and it appears that one may be needed, the official should ask whether accommodation is needed. The time frame for processing a request begins when the official makes the inquiry.

[4] See Appendix C for information on how employees may directly schedule sign language interpreters without going through a supervisor or other manager.

[5] See footnote 2 that explains when the time frame begins if an official must inquire if reasonable accommodation is needed when an individual’s disability, e.g., an intellectual disability (formerly called “mental retardation”) prevents him from asking for one.

[6] Currently, Interpreting Services generally meet interpreter needs by contracting for such services.

Policy 6-102 Compliance and Non-Retaliation

A culture of corporate compliance is best achieved in an environment that promotes open communication, including open and candid discussion of concerns about compliance with applicable laws, regulations, and Authority policy.

The Authority is devoted to providing an effective process for employees and partners to express concerns and report potential violations regarding business conduct (including potential misconduct by employees and partners) without retaliation or intimidation, in accordance with applicable laws and regulations, and to encourage the reporting of any such concerns. This Policy sets forth information and resources for employees and partners to ask questions and report concerns regarding legal and regulatory compliance.

a. Compliance

(1) Compliance Questions

Authority employees and partners are encouraged to ask questions about the Authority's policies, procedures, and practices and are expected to do so if they are unsure as to whether an action, activity, or decision is consistent with law, regulation, or Authority policy. To ask compliance questions, employees may consult any of the following:

- (a) Immediate Supervisor/Department Executive: In most instances, the employee or partner's immediate supervisor may answer questions about Authority's policies, procedures, or practices and help resolve issues in the most timely and efficient manner.
- (b) Human Resources: Human Resources may answer questions about the Authority's employment, personnel, and general business conduct policies and procedures.
- (c) Compliance Officer: The Compliance Officer is the Director of Internal Audits and is knowledgeable of and may answer questions about policies and procedures for the Authority.
- (d) Public Safety: Authority Public Safety may answer questions related to the possible commission of crimes, violence, theft, and general safety-related matters.
- (e) Comply Line: Employees and partners also may ask questions via the Authority Compliance Hotline. Refer to the Section on [Comply Line](#) below for additional details.

(2) Compliance Reporting

The Authority is firmly committed to a policy which encourages timely disclosure of such concerns and prohibits retribution or retaliation against any employee or partner who, in good faith, reports such concerns. No employee or partner will be exempt from the consequences of misconduct or inadequate performance by reporting his or her own misconduct or inadequate performance.

Authority employees and partners are encouraged to report, in good faith, all information regarding alleged improper or wrongful activity that may constitute:

- (a) Discrimination or harassment;
- (b) Fraud;
- (c) Unethical or unprofessional business conduct;
- (d) Noncompliance with Authority policies/procedures;
- (e) Theft;
- (f) Circumstances of substantial, specific or imminent danger to an employee or partner public's health and/or safety;
- (g) Violations of local, state, or federal laws and regulations; or
- (h) Other illegal or improper practices or policies.

Policy 6-102 Compliance and Non-Retaliation continued

Authority employees and partners should report evidence of alleged improper activity as described above by contacting their immediate supervisor, department executive, Public Safety, or Human Resources in a timely manner. Any instances of alleged retaliation or retribution should be reported in the same manner. Where the employee or partner is not satisfied with the response of their immediate supervisor, department executive, Public Safety, or Human Resources, or is uncomfortable for any reason addressing such concerns to one of these individuals, the employee or partner may contact the Executive Committee or the Compliance Officer.

For employees or partners who do not wish to address these issues through the reporting process outlined above, Authority has selected NAVEX Global (Ethics Point), to operate the **Comply Line**, which is a phone and web-based resource available 24 hours a day, 365 days a year. The Comply Line may be accessed at www.Authority.ethicspoint.com or by calling toll free **844.319.9350**.

(3) Comply Line

Employees and partners may contact the Comply Line by phone or website at any time of the day or night to report possible violations of the Code of Conduct, Authority policy, or an applicable law.

- (a) When employees or partners report to the Comply Line, they will be asked to provide details of the incident or issue being reported.
- (b) The Authority shall in good faith seek to preserve the confidentiality of such reports taking into account the totality of the circumstances and applicable law.
- (c) If the caller wishes to make the report anonymously to the Ethics Point Comply Line or website, the Authority shall in good faith seek to accommodate that request taking into account the totality of the circumstances and applicable law.
- (d) Authority takes all reports to the Comply Line seriously, including whether investigation or remedial action is necessary.
- (e) All reports will be handled as promptly and discreetly as possible, with facts made available only to those who need to know in order to investigate and resolve the matter. Employees cannot exempt themselves from the consequences of their own misconduct by reporting the issue, although self-reporting may be taken into account in determining the appropriate course of action.
- (f) Consultants, contract workers, and temporary staff, while not Authority team members, also may be in a position to help Authority identify and resolve potential compliance issues. Such persons are invited to call the Comply Line.

(4) Cooperating in Investigations

Authority employees and partners must cooperate with internal investigations undertaken as a result of non-compliance.

In particular, among other things, employees and partners must make themselves available to internal investigators immediately upon request, be fully forthcoming and truthful with investigators, and provide complete and accurate information (including tangible items such as documents, recordings, and the like).

At the point when necessary, Authority Legal Counsel will be made aware of the investigations for criminal proceedings.

b. Non-Retaliation

(1) Zero Tolerance for Retaliation

If an employee in good faith asks a question, reports possible misconduct, or takes part in an investigation of an ethics and compliance matter, she is meeting her obligations and doing the right thing. Under no circumstances will the Authority tolerate retaliation.

Any Authority employee or partner who, in good faith, reports such incidents as described above will be protected from retaliation (defined as an adverse action taken because an individual has engaged in protected activities), threats of retaliation, discharge, or other discrimination including but not limited to discrimination in compensation or terms and conditions of employment that are directly related to the disclosure of such information. In addition, no employee or partner may be adversely affected because he or she refused to carry out a directive which constitutes fraud or is a violation of state, federal or other applicable laws and regulations.

This policy does not protect an employee who files a report or provides information that he or she knows to be false or who does not have a reasonable belief in the truth and accuracy of the information. An employee determined to have made false accusations knowingly, or to have given false information during an investigation may be subject to disciplinary action, including termination of employment, in accordance with applicable policies and procedures.

c. Open Records

(1) Open Records Request

The Authority is an instrumentality of the State of Georgia and as such is subject to the Georgia Open Records Act (O.C.G.A. 50-18-70 et seq.) (the "Act"). Records created in respect of this policy may come within the scope of specified exceptions to the Georgia Open Records Act, including but not limited to those found at O.C.G.A. 50-18-72(4) and (8). Those voluntarily disclosing their identities in respect of reports to the Ethics Point Comply Line are advised that subject to the Act and applicable law such excepted records will be kept confidential.

Policy 6-103 Credit Card Charge Authorization

The intent of this policy is to define the procedures for credit card charge authorizations.

A credit card charge authorization allows for the hold of funds on a debtor's account. Payment authorizations may be required on a customer's card, for example, when a customer intends to order services for an event but that order has not yet been filled. Once the order has been placed and the customer has undertaken an enforceable legal obligation to pay for the services, the authorization may become a charge. Specific requirements in respect of how a credit card charge authorization may be processed may vary depending on the issuing bank's own policies and procedures.

A copy of the form which the Authority generally uses for credit card charge authorizations, subject to modification as required by the issuing banks, is attached as Appendix A. Credit card charge authorizations may be required to include:

- a. Cardholder's name (as it appears on the credit card);
- b. Complete billing address including zip code;
- c. Phone number associated with the account holder;
- d. Credit card number – only one credit card number per authorization form;
- e. Credit card expiration date;
- f. Signature of cardholder; and
- g. Complete shipping address if different from billing address.

The Authority shall require address verification (AVS) and/or card code verification (CCV) when orders are not placed in person. Overriding of "AVS" or "CCV" warning is NEVER allowed.

For all event day suite sales the Authority also shall require a copy of a valid form of picture identification and the front and back of the credit card.

APPENDIX A

PAYMENT AUTHORIZATION FORM

Georgia World Congress Center Georgia Dome

285 Andrew Young International Blvd. Atlanta, GA 30313

Engineering Department Telephone: (404) 223-4800 Fax: (404) 223-4813

Please complete the information requested below and return this form with your orders. You may choose to pay by check (payable to the Georgia World Congress Center), credit card, or bank wire transfer.

We require your credit card authorization to be on file before we process your order(s) for service. We reserve the right to use this

Authorization to charge your credit card account for any unpaid balance due or for any additional amounts incurred as a result of show site orders placed by your representative.

WIRE TRANSFER

In order to accurately process the transfer of funds from your account, please complete the following information and fax it along with a copy of the wire receipt to the fax number printed on the header of this page.

NOTE: A service charge may be added for processing U. S./International wire transfers by your banking institution

The following information must be included on the bank copy of the wire transfer confirmation:

<input type="checkbox"/>	Banking Institution Information:	
<input type="checkbox"/>	Name of Event You Are Attending	Bank Name:
Address:	Exhibiting Company Name	Wells Fargo Bank360 Interstate North Parkway Suite 500 Atlanta, GA 30339
<input type="checkbox"/>	Booth Number	

Routing Number: 121000248 Chips ID 0407Acct # : 2000070123287 Swift ID PNBPU533Type of Account: Checking

CREDIT CARD INFORMATION

AmEx	M/C	VISA	Discover Card	Diners Club	Type of Card:
Expiration Date:					Credit Card #:
Billing Address:					
City, ST, Zip:					
Name as it appears on card:					
Authorized Signature:					

EXHIBITING COMPANY INFORMATION

Please complete the following information:

COMPANY NAME:	PHONE:	BOOTH #:	() _____
COMPANY ADDRESS:	FAX:		() _____
CITY/STATE/ZIP		EMAIL:	
CONTACT NAME:			

SPECIAL REQUIREMENTS

POWER REQUIREMENTS ABOVE 400-AMPS, SPECIAL VOLTAGE AND TRANSFORMERS ARE AVAILABLE – PRICES UPON REQUEST

IMPORTANT CONDITIONS AND REGULATIONS

1. This Electrical Services Order Form must be used to order all Electrical Services. **TO QUALIFY FOR DISCOUNTED RATES – Orders must be submitted at least twenty-one (21) calendar days prior to the scheduled show opening date.**
2. Notification of cancellations **must be received in writing** a minimum of **fourteen (14) calendar days** prior to the scheduled show opening date.
3. **PAYMENT IN FULL** is due at time services are ordered.
4. **Credit will not be given for electrical service installed but not used.**
5. Any complaint or claim must be brought to the Service Desk prior to the close of the Event. The Exhibitor shall maintain such insurance as necessary to protect against loss or damage to any equipment or other property. The Exhibitor agrees to bear the risk of inadequacy or failure of any insurance or any insurer insuring the Exhibitor or the Event Licensee or their respective equipment or other property.
6. All equipment and other property furnished by the Georgia World Congress Center Authority under this Electrical Services Order Form shall remain the property of the Authority and may be removed only by house technicians following conclusion of the Event.
7. Unless otherwise authorized in writing by the Georgia World Congress Center Authority, only Georgia World Congress Center electricians are authorized to cut floor coverings to permit installation of services.
8. All equipment to be connected by Georgia World Congress Center must comply with NEC, federal, state, and local codes, and the directives of the Georgia World Congress Center Authority's Engineering Department.
9. Prices are based upon rates at the time of the order and are subject to change without notice.
10. Moreover, engineers and technicians employed by or under contract with the Exhibitors or Event Licensees must obtain advance written authorization from the Georgia World Congress Center Authority prior to assembling, diagnosing, wiring or servicing any electrical equipment.
11. Exhibitors and Event Licensees are required to ensure that outlets, columns and permanent building outlets are not obstructed at any time.
12. **All electrical cords and appurtenances must be supplied by the Georgia World Congress Center Engineering Department.**
13. Rates quoted cover routing of service to the rear of the booth in the most convenient manner. Special routing, connection of equipment and all other work will be charged on a time and material basis in addition to service rate.
14. All equipment shall be properly tagged and wired by the Exhibitor with complete information as to type of current, voltage, phase, cycle, horsepower, and such other information as the Georgia World Congress Center Engineering Department reasonably may require.
15. Electrical power for lights and displays may be turned on daily approximately one hour prior to Event opening time and off at approximately Event closing time. Twenty-four (24) hour power may be requested for services that require continuing electrical service after-hours (e.g., refrigerators, programmable machinery, etc.). Provided, however, the Exhibitor and the Event Licensee both acknowledge that electrical power is generated and delivered by a public utility and, that being the case, the Georgia World Congress Center Authority cannot guarantee that electrical power will be available continuously or without interruption. The Exhibitor and the

Policy 6-103 Credit Card Charge Authorization continued

Event Licensee acknowledge and accept the risk that such electrical power interruptions may occur from time to time.

16. Notwithstanding any of the provision of this order form, in any event neither the Authority nor the Exhibitor shall be liable for any consequential damages, and the Authority's liability shall not exceed the fees paid to and received by the Authority in respect of this order form.
17. This Electrical Services Order Form, as executed and approved, shall constitute the entire agreement between the Authority and the Exhibitor, and no change in or modification of this Electrical Services Order Form shall be binding upon the Authority unless the change or modification is in writing, and is consented to and approved by the Authority.

Policy 6-104 Employee Visitors In The Workplace

The intent of this policy is to define guidelines in respect of employees' personal visitors in the workplace.

Employees are required to seek advance written approval from their supervisors prior to meeting any personal visitors in the workplace. This policy applies to all personal visitors, whether family or friends, children or adults.

Visits should be reasonable in length, and should be scheduled to take place only at times which do not adversely affect the employee's ability to perform his or her employment duties. It is the employee receiving the visitors who is responsible for ensuring compliance with this Policy.

Employees may not use this visitation policy as a pretext for providing child care during working hours. All children who visit must be accompanied by another adult (i.e., an adult other than the employee), and the non-employee adult must remain with the children at all times during the personal visit.

Personal visitors are prohibited to operate heavy Authority equipment and to ride in Authority vehicles. No exceptions.

The Executive Director may authorize limited exceptions to this Policy on days scheduled as Authority "Parent Work Days" or "Career Days." The terms and conditions of such events shall be communicated to all employees in advance, and employees shall be required in those instances to comply with all such terms and conditions.

Policy 6-105 Education Development Assistance Program

The intent of this policy is to Identify the qualifications and procedures for full-time Authority employees to participate in the Education Development Assistance Program.

The Authority provides educational opportunities for employees to promote job proficiency and personal career development. Employees may participate in two types of courses of study: job-related courses or degree-related courses. With the approval of the Executive Director, course work and other expenses may be reimbursable by the Authority.

- (1) **Job-Related Courses** directly relate to, support, and complement the duties and responsibilities stated in the employee's job description. These courses are determined as necessary or advisable to meet a business need of the Authority. Courses deemed by the Executive Director or the Executive Director's designee to meet a business need may be paid for by the Authority.
- (2) **Degree-Related Courses** paid in advance by the employee may be eligible for reimbursement. Degree-related courses (those required to complete a degree program) may not necessarily be Job-Related Courses, but nevertheless would contribute to a degree for the employee and therefore may in the long run complement the Authority's mission. Employees should not seek paid time off to participate in Degree-Related Courses. Department heads may adjust an employee's work schedule to accommodate attendance during the normal workday provided the employee's job workload permits.

Authority employees who successfully have completed a six-month working test, have no documented disciplinary actions, and are rated as Successful or Exceptional on their most recent annual performance evaluation may be eligible to participate in the Education Development Assistance Program. Continued participation in any portion of this program is contingent upon the employee maintaining these performance standards.

For non-FLSA exempt employees, if employment with the Authority does not continue for a minimum of twelve (12) months after reimbursement is paid for a Degree-Related Course, then the employee will be obligated to pay back the amount in full. Additionally, the Authority may require as a condition of funding certain Certification/Licensure-Related Courses (such as Police Academy training) that the employee must agree to reimburse the Authority for the costs of the program if the employee fails to remain employed with the Authority for a minimum of twelve (12) months after payment of the tuition for the program. Employees required to reimburse the Authority under this requirement shall be required to execute a Memorandum Agreement as a condition of participating in the program.

The Education Development Assistance Program (EDAP) has a fixed annual budget. The Executive Director preserves the discretion to approve or deny participation based upon reasonable allocation between departments, resources and other priorities and factors. Requests are to be considered as appropriate with respect to cost, content, value and must be achieved without interference to primary job responsibilities.

No portion of this policy is retroactive for any course or program prior to the effective date of policy implementation. Accumulations and deferrals from one fiscal year to another are not permitted. This policy may be amended at any time without prior notice. Human Resources manages the overall Education Development Assistance Program.

Programs

Tuition Reimbursement may be approved for Degree-Related Courses. The employee may be reimbursed for tuition, books and course fees up to a cumulative maximum of \$3,000 per fiscal year. Travel, meals, lodging, and other expenses are not reimbursable. The list of degree required courses must be submitted by the employee with the Education Development Assistance application, prior to the course start date.

Reimbursement for costs of a course with a letter grading system will be as follows, with no reimbursement for a letter grade below a C: A =100% B=85% C=70%

Reimbursement for costs of a course with a pass/fail grading system will be 100% for pass and no reimbursement for fail.

Correspondence courses and audit only courses typically are not eligible for reimbursement, unless approved in advance by the Executive Director.

Courses paid for with grants, scholarships, or by other benefits are not eligible for reimbursement.

Within 30 days after completion of the approved course, employees must submit a Payment Request to Human Resources, including grade reports and out-of-pocket expense receipts.

GED (Graduate Equivalency Diploma) exams will be reimbursed at 100% under this program. No pre-approval for taking a GED exam is required. Within 30 days of completion, employees must submit a Payment Request to Human Resources, including a confirmation of passing and out-of-pocket expense receipts.

Certification/Licensure-Related Courses must be identified as necessary to meet an Authority business need on the EDAP application.

If a job-related certification/licensure course paid for by the Authority under any policy does not result in a passing grade, the employee will not be eligible to again receive Authority funding for such course and future participation in such courses will be on the employee's personal time. Additionally, failure to obtain or maintain certification or licensure may lead to adverse action up to and perhaps including dismissal.

Supplemental Pay may be offered for certain programs as approved by the Executive Committee up to a cumulative maximum of \$1000.

General all actions shall be subject to the following:

(1) Payment shall not interrupt eligibility for salary increases.

(2) Payment may be discontinued when fiscal needs dictate, provided the discontinuance is done in a fair and equitable manner.

Procedures and Process in addition to what is stated in this policy:

a. Department Director/Manager: Inform employees of the Education Development Assistance Program; ensure employee eligibility and that all requested course work is in compliance with policy; and make recommendation regarding approval of a course.

b. Human Resources: Manages the overall Education Development Assistance Program; review employee applications and provide a recommendation regarding approval as appropriate to the Executive Director. Human Resources will maintain copies of approved paperwork.

c. Executive Director: Reviews and approves/disapproves EDAP applications (with input from Human Resources, Department Heads, and others).

d. Accounting: Remit approved course expenses as directed and maintain records of payments.

Policy 6-106 Harassment and Other Forms of Unlawful Discrimination

The Authority and its employees must comply fully with all federal and state anti-discrimination laws. The Authority shall not discriminate against individuals with regard to the terms and conditions of employment, including hiring, rehiring, retention, promotion, and/or the provision of benefits. This policy is intended to serve as a digest of the Authority's and its employees' obligations with regard to preventing unlawful discrimination and harassment in the workplace.

Equal Employment Opportunity. The Authority is an equal opportunity employer, and is committed to providing equal employment opportunity for all individuals regardless of race, color, creed, national origin, ancestry, citizenship, religion, political opinions or affiliations, age, disability, genetic information, gender, pregnancy, childbirth or related conditions, military or veteran status, or other status protected by federal or state law or regulation. The Authority's goal is to ensure that all individuals are treated in a fair and non-discriminatory manner throughout the employment process.

As part of this commitment, the Authority prohibits and will not tolerate discrimination against any qualified individual with a disability and seeks to provide reasonable accommodation to all qualified individuals with disabilities. The Authority also prohibits discrimination against an employee who has a family member with a disability. Similarly, the Authority strives to reasonably accommodate employees' religious needs.

Harassment Awareness and Prevention. The Authority is committed to maintaining a harassment-free workplace. The Authority prohibits and will not tolerate harassment of a sexual nature and/or harassment based on race, color, creed, national origin, ancestry, citizenship, religion, political opinions or affiliations, age, disability, genetic information, gender, pregnancy, childbirth or related conditions, military or veteran status, or other status protected by federal or state law or regulation. Such harassment violates an individual's fundamental rights and personal dignity, and undermines the integrity of the workplace.

The Authority's policy of maintaining a harassment-free workplace applies to everyone. The Authority will not permit any employee to be harassed in the course of work by supervisors, coworkers, or third parties such as vendors or customers. Any employee who engages in prohibited harassment will be subject to prompt disciplinary action, up to and including termination of employment.

Employees are expected to be aware of and to refrain from any conduct or behavior that could be construed as harassment. Since harassment can take many forms, it is not possible to provide a complete list of prohibited conduct. While not exhaustive, the following definitions and examples are illustrative of the types of conduct that will not be tolerated in the workplace.

1. Sexual Harassment. "Sexual harassment" is unwanted sexual attention of a persistent or offensive nature made by a person who knows, or reasonably should know, that such attention is unwanted. Sexual harassment includes conduct of a sexual nature that is sufficiently severe or pervasive to unreasonably interfere with an employee's job performance or create an intimidating, hostile, or offensive working environment.

(i) While sexual harassment encompasses a wide range of conduct, some examples of conduct that are specifically prohibited include:

- I. Promising (directly or indirectly) to reward an employee for complying with a sexually-oriented request;
- II. Threatening (directly or indirectly) to retaliate against an employee for refusing to comply with a sexually-oriented request;
- III. Denying (directly or indirectly) an employment-related opportunity to an employee for refusing to comply with a sexually-oriented request;

- IV. Engaging in sexually suggestive physical contact, including touching another employee in a way that is unwelcome, or restricting an employee's movement;
- V. Displaying, storing, or transmitting pornographic or sexually-oriented materials;
- VI. Engaging in indecent exposure;
- VII. Making obscene gestures or leering;
- VIII. Making sexual or romantic advances toward an employee and persisting despite the employee's rejection of the advances;
- IX. Using sexually-oriented language, or making inappropriate propositions, jokes, or remarks, including graphic verbal commentary about an individual's body or dress;
- X. Inquiring, commenting, or gossiping about someone's sexual preferences, activities, deficiencies or prowess; and
- XI. Sending sexually suggestive or obscene letters, notes, or invitations.

(ii) As these examples illustrate, prohibited sexual harassment can take many forms - physical, verbal, visual, and/or electronic - and can be physical and/or psychological in nature. It can involve males harassing females or other males, and females harassing males or other females. It can also involve harassment by a person in a greater position of authority harassing a subordinate, harassment by individuals in positions of lesser or equal authority, or harassment by persons doing business with or for the Authority. In addition, sexual harassment can include conversation and/or conduct between consenting participants that is observed or overheard by another employee who finds the behavior hostile and/or offensive.

(iii) Sexual harassment does not apply to a consensual relationship between employees as long as the relationship does not enhance or jeopardize the job opportunities of any employee. Employees should recognize the risks and complications that arise from intimate relationships with other employees and proactively address any concerns that might arise. At a minimum, employees are expected to ensure that the relationship does not jeopardize job performance, create a conflict of interest, or result in employment-related favoritism.

2. Other Types of Harassment. Harassment is also prohibited when it is based on any other protected status, such as race, color, creed, national origin, ancestry, citizenship, religion, political opinions or affiliations, age, disability, genetic information, gender, pregnancy, childbirth or related conditions, military or veteran status, or other status protected by federal, state, or other applicable law or regulation.

(i) Such harassment includes, but is not limited to, conduct similar to that described above as well as:

- I. Threats, epithets, derogatory comments, or slurs;
- II. Derogatory posters, photographs, cartoons, drawings, or gestures; or
- III. Assault, unwanted touching, or blocking someone's movement.

(4) Employee Obligations to Report Discrimination or Harassment. It is every employee's responsibility to promptly bring to the Authority's attention any incident of harassment or discrimination.

(5) Protection from Retaliation. The Authority prohibits and will not tolerate retaliation against anyone for raising a concern about, assisting in an investigation of, and/or filing a complaint concerning discrimination and/or harassment. If an employee believes that an act of retaliation has occurred, the employee must notify the Human Resources Department as soon as possible. The Senior Director of Human Resources will act promptly to assure compliance with this policy prohibiting retaliation.

(6) Authority Response. Upon receiving a complaint, the Authority shall conduct a prompt, thorough, and objective investigation of the allegations. All employees are expected to cooperate in these investigations. Investigations will be conducted in as confidential a manner as possible, and all employees involved in the process are expected to refrain from discussing the matter outside of the investigation process.

(a) If the investigation concludes that improper conduct has occurred, the Authority shall take corrective and remedial action commensurate with the circumstances, up to and including terminating the employment of employees found to have engaged in such misconduct. Appropriate action will also be taken to deter any future discrimination, harassment, and/or retaliation.

(b) The Authority may authorize appropriate personnel actions to resolve or rectify any past act or alleged act of unlawful discrimination and/or harassment pursuant to the provisions of a valid consent decree, agreement, order, or stipulation.

Policy 6-107 Code of Ethics

The intent of this policy is to define a code of ethics for Georgia World Congress Center Authority employees.

STATE OF GEORGIA CODE OF ETHICS FOR GOVERNMENT SERVICE

Under the State of Georgia's Code of Ethics for Government Service (O.C.G.A. 45-10-1), Authority employees must:

- I. Put loyalty to the highest moral principles and to country above loyalty to persons, party, or government department.
- II. Uphold the Constitution, laws, and legal regulations of the United States and the State of Georgia and of all governments therein and never be a party to their evasion.
- III. Give a full day's labor for a full day's pay and give to the performance of his duties his earnest effort and best thought.
- IV. Seek to find and employ more efficient and economical ways of getting tasks accomplished.
- V. Never discriminate unfairly by the dispensing of special favors or privileges to anyone, whether for remuneration or not, and never accept, for himself or his family, favors or benefits under circumstances which might be construed by reasonable persons as influencing the performance of his governmental duties.
- VI. Make no private promises of any kind binding upon the duties of office, since a government employee has no private word which can be binding on public duty.
- VII. Engage in no business with the government, either directly or indirectly, which is inconsistent with the conscientious performance of his governmental duties.
- VIII. Never use any information coming to him confidentially in the performance of governmental duties as a means for making private profit.
- IX. Expose corruption wherever discovered.
- X. Uphold these principles, ever conscious that public office is a public trust.

This policy applies to all officers and employees of the Authority.

Definitions

- a. **Employee** means any person hired by the Authority in either a full time or part time employment capacity to perform work for the Authority.
- b. **Family member** means a spouse, parent, grandparent, child, brother, sister, uncle, aunt, nephew, niece, first cousin, father-in-law, mother-in-law, son-in-law,

daughter-in-law, brother-in-law, sister-in-law, stepparent, stepchild, stepbrother, stepsister, half brother, or half sister.

- c. **Gift** means anything of value exceeding \$25.00, including but not limited to, food, lodging, transportation, personal services, gratuities, subscriptions, memberships, trips, loans, and extensions of credit, forgiveness of debts, or advances or deposits of money.
- d. **Lobbyist** shall have the meaning as defined in O.C.G.A. Section 21-5-70(6).
- e. **Person** means an individual, partnership, committee, association, corporation, labor organization, or any other organization or group of individuals.
- f. **Value** means the actual retail price or cost attributable to a gift, less applicable taxes and gratuities or a reasonable estimate based upon customary charges for like goods or services in the locality. A series of tickets to sporting, entertainment, or similar events shall be valued as one gift. Entrance fees, admission fees, or other tickets shall be valued at the face value of the ticket or fee, excluding any portion attributable to a charitable organization, if provided by a charitable organization.

Receipt and Reporting of Gifts by Authority Officers and Employees

Except as provided below, no Authority officer or employee, nor any person on his or her behalf, may personally accept, directly or indirectly, any gift from any person with whom the officer or employee interacts on official Authority business, including without limitation lobbyists and vendors. If a personal gift has been accepted, it must either be returned to the donor or transferred to the Authority.

Restrictions governing the acceptance of “gifts” are based upon applicable law and a broad public policy for government officers and employees. These restrictions contemplate exceptions for certain business and social functions that may be required of certain Authority officers and employees. By way of example, such activities may include:

- 1) Attending entertainment or meal functions with customers, contractors, suppliers, Atlanta Convention and Visitors Bureau, Atlanta Sports Council or others.
- 2) Acceptance of items of nominal value, such as pencils, pens, calendars, umbrellas, T-shirts, hats, and other such products which may be provided by event organizers or producers to attendees and others.
- 3) Participating in professional organizations and associations.

A “gift” means **anything of value exceeding \$25.00** including but not limited to food, lodging transportation, personal services, gratuities, subscriptions, memberships, trips, loans, extension of credit, forgiveness of debts, or advances or deposit of money. Except as otherwise provided in this Policy 6-107, Policy 6-108, O.C.G.A. Title 45, Chapter 10, Article 10 (“Conflicts of Interest” applicable to state officers and employees), and other applicable law, the terms “gift” or “thing of value” as used in this Policy generally would NOT include:

- 1) Food or beverage consumed at a single meal or event.

- 2) Legitimate salary, benefits, fees, commissions or expenses associated with a recipient's nonpublic business, employment, trade or profession (so long as the operation of such business does not otherwise violate this Policy 6-107, Policy 6-108, O.C.G.A. Title 45, Chapter 10, Article 10 ("Conflicts of Interest" applicable to state officers and employees) or any other applicable law).
- 3) An award, plaque, certificate, memento, or similar item of nominal value given in recognition of the recipient's civic, charitable, political, professional, or public service.
- 4) Food, beverages and registration at group events to which all members are invited.
- 5) Actual and reasonable expenses for food, beverages, travel, lodging and registration for a meeting in furtherance of his or her official or professional duties which are provided to permit participation or speaking at the meeting, provided that such meeting has been approved in writing by the respective Executive or Executive Director.
- 6) Promotional items generally distributed to the general public.
- 7) A gift from a member of the employee's family or from a personal friend of the officer or employee who is not a lobbyist or from a personal friend of the officer or employee who is not a vendor.
- 8) Food, beverage or expenses afforded officers or employees of the Authority, members of their immediate families or others associated with normal and customary business or social functions or activities.

When acting as a representative of the Authority, an authorized Authority officer or employee may accept a gift on behalf of the Authority. If the gift is accepted on behalf of the Authority, the person receiving the gift shall not maintain custody of the gift for any period of time beyond that reasonably necessary to arrange for the transfer of custody of the gift to the Authority.

An employee who accepts a gift on behalf of the Authority must file a report no less than thirty (30) days after receiving the gift. The report shall be forwarded to the Director of Human Resources, and must contain a description of each gift, the monetary value thereof, the name and address of the person giving the gift, the name and address of the recipient of the gift and the date the gift was given. A single gift does not need to be reported by more than one person.

If the gift is accepted on behalf of the Authority, the value of the gift provided to the officer or employee shall be determined using actual cost to the donor, less taxes and gratuities. With respect to personal services provided by the donor, the reasonable and customary charge regularly charged for such services in the community in which the service is provided shall be used.

- 1) If the actual gift value attributable to individual participants be determined, the total cost shall be prorated among all invited persons, whether or not they are officers or employees of the Authority.

- 2) Transportation is valued on a round-trip basis unless only one-way transportation is provided. Round-trip transportation expenses are considered a single gift.
- 3) Lodging provided on consecutive days is considered a single gift.
- 4) Membership dues paid to an organization during any 12-month period is considered a single gift.
- 5) Entrance fees, admission fees or tickets are valued at the face value or the ticket or fee, or on a daily or per event basis, whichever is greater.
- 6) Except as otherwise required, a gift shall be valued on a per occurrence basis.

Policy 6-108 Conflicts of Interest

The purpose of this policy is to describe restrictions on employee conflicts of interest and potential conflicts of interest. Employees should avoid any situation which involves or may involve a conflict between their personal interests and the interests of the Authority. Employees should also avoid activities that give the appearance of conflict with their job responsibilities or the interests of the Authority. Employees dealing with customers, suppliers, contractors, competitors or any person doing or seeking to do business with the Authority are to act in the best interest of the Authority.

An appearance of conflict exists when a reasonable person would conclude from the circumstances that the employee's ability to protect the public interest or perform one's public duties is affected by other interests. An appearance of conflict could exist even in the absence of a true conflict of interest.

Under O.C.G.A. Title 45, Chapter 10 and other applicable law, it is unlawful for any Authority officer or employee, for himself or on behalf of any business, to transact any business with the Authority. Additionally, it is unlawful for any Authority officer or employee for any business in which such employee or member of his family has a substantial interest to transact any business with the Authority. The foregoing prohibition may not apply in the case of certain defined transactions specified under O.C.G.A. §45-10-25 and other applicable law. Violations of these restrictions may result, without limitation, in removal from office or employment, a civil fine not to exceed \$10,000.00, restitution to the Authority of any pecuniary benefit received, and other actions.

Additionally, by law Authority officers and employees must never discriminate unfairly by the dispensing of special favors or privileges to anyone, whether for remuneration or not, and never accept, for themselves or their families, favors or benefits under circumstances which might be construed by reasonable persons as influencing the performance of their governmental duties; make no private promises of any kind binding upon the duties of office, since an Authority employee has no private word which can be binding on public duty; engage in no business with the Authority, either directly or indirectly, which is inconsistent with the conscientious performance of Authority duties; never use any information coming confidentially in the performance of Authority duties as a means for making private profit; and uphold these principles, ever conscious that public office is a public trust.

Anytime there exists a conflict or potential conflict of interest, the Authority officer or employee must disclose the relationship to his or her immediate supervisor; to the person presiding over the procurement, contract administration, or other set of circumstances giving rise to the questionable transaction; and to the Department of Human Resources. On all compliance issues, refer to Policy 6-102.

An officer or employee must excuse himself or herself from transacting any business in which the employee's impartiality might reasonably be questioned due to the employee's personal or financial relationship with a participant in the proceeding. The term "participant" includes without limitation an owner, shareholder, board member, partner, employee, or agent of a person or business entity involved in the proceeding.

Authority officers and employees are prohibited to accept any honoraria whatsoever.

Expenses

Any Authority employee, on whose behalf actual and reasonable expenses for food, beverage, travel, lodging and registration are paid by a third party to permit the employee's participation in a meeting related to official or professional duties of the employee, shall file a report with the Sr. Director of Human Resources no later than thirty (30) days after such expense are paid. The report shall contain a description of each expense, the monetary value thereof, the name and address of the person paying such expense, and the purpose, date and location of the meeting.

Policy 6-109 Dress Code Policy

The purpose of this policy is to promote a professional image for all Authority officers and employees. Every employee contributes to the image and reputation of the Authority.

I. General Rules – Dress Code. A professional appearance is essential to create a favorable impression. Proper grooming and appropriate dress reflect employee pride and inspire customer confidence. This policy applies to all Authority officers and employees.

- a.** The level of dress (formal or casual business, as described below) for non-uniformed employees may be determined by the activities, such as meetings, event move-in/out, during the event, etc., that the employee is involved on any given day.
- b.** Good judgment should dictate the dress for the work schedule for any given day and occasion. Managers may require regular business dress, taking into account the business needs of the Authority and other considerations.
- c.** Any images should be appropriate in a professional work environment. Provocative or offensive attire is prohibited.
- d.** If a specific job function or task legitimately requires an employee to wear clothing which otherwise would be deemed inappropriate in this policy, the department head may grant a limited temporary written exception to this policy, which written exception must include a specific start and stop date.
- e.** Employees who are issued Authority uniforms are expected to be dressed cleanly and neatly every day. Uniform shirts are to be neatly tucked into pants at all times.
- f.** Employees should wear identification badges as provided by the Authority at all times while on duty. Generally, the name and picture should be visible to others and should be clipped to clothing in the front of the person, preferably at or above the waist or worn on a lanyard. Badges should not be worn on hats, footwear or kept in pockets.

There is never a second chance to make a first impression. The everyday appearance of each employee makes a statement about the employee and the entire Authority. All employees must adhere to the following guidelines:

- a.** Hair must be cleaned, combed, and neatly trimmed and/or styled in a manner suitable to a professional environment. Unconventional hair coloring not suitable to a professional working environment is prohibited. Facial hair, including beards, sideburns, and moustaches, must be cleaned and neatly trimmed.
- b.** Employees are required to practice appropriate daily hygiene and grooming habits.
- c.** Makeup should be conservative.
- d.** Tattoos must be covered.
- e.** Excessive or otherwise provocative body piercings must be covered or removed in the workplace.

- f. Fingernails should not be so excessively long that they hinder safety, and other accessories should be appropriate for business in regards to size, color or design.
- g. Any jewelry should be worn in moderation while working. The type of jewelry worn (including without limitation long necklace chains, large rings, and large bracelets) should be appropriate to the job for both safety considerations and appearance.
- h. Employees who do not comply with established dress code standards may be subject to disciplinary action, up to and including separation from employment.

Formal business attire may be required when suitable to the business needs of the Authority (for example, when a business meeting with a customer warrants such dress). Traditional business attire may include a business suit, blazer or sport coat, skirt, dress trousers or pants, a blouse or conservative dress, professional and business-like shoes, ties, belts, and other conservative and professional businesslike clothes and accessories. Shirts should have a collar and be tucked into slacks. Polished business shoes and appropriate socks should be worn.

Business casual attire may be suitable in some situations, such as when working with customers similarly attired and in non-customer situations that do not require more formal business attire. A business casual attire may consist of khakis or casual trousers, casual collared shirts or blouses, and appropriate footwear. Socks and a belt must be worn.

The following would be inappropriate for the work place: sweat pants, flip-flop shoes, t-shirts, sweatshirts, shorts, spandex pants, excessively short skirts, low-cut blouses, cropped shirts above the navel, t-shirts, spaghetti strap shirts, shorts, skorts, halter or tube tops, sweat pants, flip-flop shoes, or sweat shirts.

II. Uniforms. Uniforms are an extremely important part of the operation of the facilities, with respect to staff appearance, employee satisfaction, customer perception, and overall facility image.

The Authority provides uniforms to employees at no cost. Employees who are issued Authority uniforms are expected to be dressed neatly every day. It is important to remember that

employees represent the Authority at all times while on duty and in uniform, even while on lunch break periods.

After initial issue of the uniforms, the employee is responsible for paying for any lost or damaged (other than work-related) uniforms. All uniforms must be turned in at time of separation from employment or when reassigned to a non-uniform position, or the cost of the uniforms not received may be deducted from the employee's final paycheck. Guidelines for proper uniform appearance are:

- (1) Uniforms must be neat, clean and pressed. Shirts must be neatly tucked in pants.
- (2) Uniform items with missing buttons, tears/holes should be reported to the Service Contractor for repairs.
- (3) Pants must be worn with a belt and at waist level. Pants must not be worn hanging or sagging below waist level.

- (4) Name badges are part of the uniform and must be worn at all times.
- (5) Only approved badges, pins, patches, etc. are allowed to be worn on uniforms.
- (6) Safety shoes or other appropriate work shoes should be worn with the uniform. Sandal shoes are not permitted.
- (7) Only Authority caps are authorized for wear, except for Dome employees working during Falcon games may wear Falcon hats.

Employees should change out logo hats when necessary to keep a clean and professional appearance at all times. A stock of hats will be kept in Purchasing for trade out. Caps for part-time employees and any additional caps for full-time uniformed employees must be paid for by the employee. All purchases shall be paid for in the Accounting Department. Accounting will issue a "paid" receipt which shall be presented to purchasing storeroom personnel before receiving new cap.

Authority employees may NOT wear Authority issued uniforms, badges, insignia or other equipment while working in an outside employment activity.

Lockers may be assigned, and if assigned shall be used for the sole purpose of uniform storage. Food items and other non-uniform items are not permitted.

Policy 6-110 Drug and Alcohol-Free Workplace Program

Purpose. The purpose of this policy is to communicate the Authority's drug and alcohol-free workplace program. The Authority prohibits the manufacture, distribution, dispensation, possession, or use of alcohol, illegal drugs, unauthorized drugs, unauthorized inhalants, or other controlled substances during an employee's working hours or while on Authority premises or worksites. Employees violating the policy are subject to disciplinary action, up to and including termination of employment.

(a) No one who is under the influence of illegal drugs, unauthorized inhalants, or alcohol may enter, work, or remain on the Authority's work premises, operate the Authority's vehicles (whether owned or leased), or represent the Authority in any capacity. The unauthorized use of legally obtained drugs (including drugs prescribed by a health care professional) that may adversely affect job performance or safety is also prohibited. An employee using legally obtained drugs must notify his/her supervisor and obtain prior authorization before operating an Authority vehicle, or reporting to work if use of the drug(s) could impair the employee's ability to perform his/her job safely.

(b) All employees must be informed of the Authority's Drug and Alcohol Free Workplace Program and related policies and procedures. An employee who refuses to be tested as defined by and required under this Rule, fails to appear for a scheduled test, or disrupts the testing process will be terminated. A P.O.S.T. certified employee whose test result is confirmed positive for alcohol or verified positive by the MRO for illegal drugs will be terminated. Other employees whose alcohol test result is confirmed positive or whose drug test is verified positive by the MRO will be subject to disciplinary action, up to and including termination.

(c) For the purposes of this policy, the following terms and definitions apply:

1. "Adulterated Sample" is a specimen that contains a substance that is not expected to be present in human urine or a substance that is expected to be present but is at a concentration so high that it is not consistent with human urine.
2. "Alcohol" is the intoxicating agent in beverage alcohol, ethyl alcohol, or other low molecular weight alcohol, including methyl and isopropyl alcohol.
3. "Alcohol Concentration" or "Alcohol Content" is the alcohol in a volume of breath expressed in terms of grams of alcohol per two hundred and ten (210) liters of breath as indicated by an alcohol test.
4. "Alcohol Confirmation Test" is a breath test using an evidential breath testing device (EBT) capable of printing results and approved by the National Highway Traffic Safety Administration (NHTSA) and placed on its "Conforming Products List of Evidential Breath Measurement Devices" used to determine whether an individual may have a prohibited concentration of alcohol in a breath specimen. Such testing must be performed by a certified Breath Alcohol Technician. It can be a second test following an alcohol screening test which indicates an alcohol concentration of 0.02 percent or greater.

5. "Alcohol Screening Device" (ASD) is a breath or saliva device other than an EBT that is approved by NHTSA and placed on a Conforming Products list for such devices.
6. "Alcohol Screening Test" is an analytic procedure to determine whether an employee may have a prohibited concentration of alcohol in a breath or saliva specimen.
7. "Breath Alcohol Technician" (BAT) is an individual who instructs and assists individuals in the alcohol testing process and operates an evidential breath-testing device in accordance with the regulations of the United States Department of Transportation.
8. "Chain of Custody" is the procedure used to document the handling of the urine specimen from the time the individual gives the specimen to the collector until the specimen is destroyed.
9. "Collector" is a person who instructs and assists individuals, who receives and makes an initial inspection of the specimen provided by those individuals, who initiates and completes the Custody and Control Form (CCF) and who is trained according to either United States Department of Transportation standards for DOT regulated donors or Health and Human Services standards for non-DOT-regulated donors.
10. "Donor" is an individual who has provided a urine sample in the course of completing a drug test.
11. "Drug Testing" or "Drug Test" is the collection and testing of urine administered in a manner equivalent to that required by the regulations of the State of Georgia (O.C.G.A. § 34-9-415) and the Mandatory Guidelines for Federal Workplace Drug Testing Programs (HHS Regulations, 53 Fed. Reg.11979, *et seq*, as amended). This definition is applicable to all types of drug testing of applicants and employees in P.O.S.T. certified and other non-regulated/non-safety-sensitive positions.
12. "Drug Testing" or "Drug Test" is the collection and testing of urine administered in a manner equivalent to that required by the rules and regulations of the United States Department of Transportation (49 CFR Part 40 and Part 382, 14 CFR Part 121 Appendices I & J, 33 CFR Part 95 , and 49 CFR Part 655). This definition is applicable to a *ll types of* drug testing of *applicants and* employees in safety sensitive positions.
13. "High-Risk Work" refers to those duties where inattention to duty or errors in judgment by the incumbent while on duty will have the potential for significant risk of harm to the individual, other individuals, or the general public.
14. "Illegal Drug" includes but is not limited to marijuana/cannabinoids (THC), cocaine, amphetamines/meth-amphetamines, opiates or phencyclidine (PCP), or any controlled substance as defined in O.C.G.A. §16-13-21. The term illegal drug

does not include any drug used pursuant to and in accordance with a valid prescription or when used as otherwise authorized by state or federal law.

15. "Individual" is an applicant or employee as defined elsewhere in this Rule.

16. "Medical Review Officer" is a properly licensed physician who receives and reviews the results of drug tests and evaluates those results together with medical history or any other relevant biomedical information to confirm positive results.

17. "Reasonable Suspicion" for non-DOT regulated testing refers to the employers' judgment that an employee has violated the Authority's Alcohol and Other Drug Free Workplace Policy. This judgment should be made as a result of an employee's behavior, appearance, speech, body odor, and/or job performance that is observed by a supervisor/manager or reported by a reliable individual and verified. The decision to test must be based on specific, timely, and describable observations of physical, behavioral, or performance indicators. These indicators include but are not limited to:

(i) An on-the-job incident, such as a medical emergency, that is likely to be attributable to illegal drug use by an employee;

(ii) Observation of behavior exhibited by an employee that might render the employee unable to perform his/her job or that might pose a threat to the safety or health of the employee, fellow employees, or the general public;

(iii) Verifiable information that an employee may be illegally using drugs or under the influence of illegal drugs or alcohol;

(iv) Physical on-the-job evidence of drug use by an employee;

(v) Documented deterioration in an employee's job performance that is likely to be attributable to drug use by the employee;

(vi) The results of other scientific test(s) that may tend to indicate possible use of drugs or alcohol; or

(vii) Any other *specific, timely, and describable* action that would give an Appointing Authority reason to suspect that an employee may have broken a substance abuse prohibition.

18. "Reasonable Suspicion" for DOT regulated testing refers to the employers' determination that reasonable suspicion exists that a safety-sensitive employee may have broken a substance abuse prohibition. The decision to test must be based on specific, timely, and describable observations of appearance, behavior, speech, and/or body odor. One or more of the referring supervisors/managers must be trained in the detection of the misuse of alcohol and the use of controlled substances.

19. "Safety-Sensitive Position" is any position whose incumbent is required to undergo drug and alcohol testing by regulations of the United States Department of Transportation (49 CFR Part 382.103, 14 CFR Part 121 Appendices I & J, 33 CFR Part 95, and/or 49 CFR Part 655). In general, such positions are those where the duties require possession of a valid commercial driver's license, but also includes other positions subject to drug and alcohol testing as required by the FAA, FTA, or Coast Guard, and other positions subject to drug and alcohol testing as required by federal law or regulation.

20. "Screening" is the collection and testing of bodily substances administered according to professionally valid procedures in accordance with accepted medical and legal standards.

21. "Split Specimen" is part of the DOT regulated urine specimen that is sent to the first laboratory and retained unopened, and which is transported to a second laboratory in the event that the individual requests that it be tested following a verified positive test of the primary specimen or a verified adulterated or substituted test result.

22. "Substance Abuse Professional" is a licensed physician (Medical Doctor or Doctor of Osteopathy), or a licensed or certified psychologist, social worker, employee assistance professional (EAP), addiction counselor (certified by the National Association of Alcoholism and Drug Abuse Counselors Certification Commission), or marriage and family counselor. This professional must: be knowledgeable of and experienced in the diagnosis and treatment of alcohol and controlled substances related disorders; be knowledgeable about the SAP function as it relates to employer interests in safety-sensitive duties per 49 CFR 40 for the DOT agency regulations applicable to the employers for whom they evaluate employees; be knowledgeable of the DOT SAP Guidelines; receive qualification training on seven key, defined areas by a qualified trainer; satisfactorily complete an examination administered by a nationally-recognized professional or training organization; and satisfactorily complete at least 12 professional development hours of continuing education every three years.

24. "Substituted Sample" is a specimen with creatinine and specific gravity values that are so diminished that they are not consistent with human urine.

General Provisions.

(a) Types of testing. Applicants and employees in "safety-sensitive" positions (federally regulated) and positions that include "high-risk work" (POST and other Authority-identified positions), are subject to Pre-employment and Random testing. All individuals performing work for the Authority are subject to Reasonable Suspicion, Post-accident, Return-to-Duty, and Follow-up testing for alcohol and other drugs. Testing provisions for individuals in "safety-sensitive" positions may be subject to the US Department of Transportation (DOT) alcohol and other drug testing regulations.

1. Pre-employment (post-job offer): An individual who has been offered a position that has been determined by the Authority to include "high-risk" work,

and applicants for DOT regulated positions are subject to pre-employment drug testing.

2. Random: Random drug tests are conducted on an unannounced basis on randomly selected employees from pools of employees in those "high-risk" positions requiring P.O.S.T. certification, other positions designated as "high-risk", and those covered by US DOT regulations. The annual percentage of covered employees to be tested varies by pool.

3. Reasonable Suspicion: Reasonable suspicion tests are conducted when a supervisor or manager observes behavior, appearance, speech or performance that is characteristic of alcohol or other drug misuse. The observations leading to referral for testing must be specific, timely, and describable. All individuals performing work for a state employer are subject to Reasonable Suspicion testing. Referral for a DOT regulated Reasonable Suspicion test can only be made by a trained supervisor/manager.

4. Post Accident:

(i) Non-DOT regulated accidents. Any employee who causes or contributes to,

(1) a lost time injury that requires medical attention away from the worksite, or

(2) an accident that results in more than \$2,000 in damage to Authority property, is subject to Post Accident testing.

(ii) DOT regulated accidents. Employees in DOT regulated positions are also subject to DOT Post accident testing. Each Operating Administration of the US DOT has a specific and different definition of "Accident" that takes into account the type of safety-sensitive functions performed.

5. Return to Duty. Any individual who:

(1) will be allowed to return to work following a confirmed positive alcohol or a verified positive drug test, or

(2) will return to work after self-disclosing a substance abuse problem, must successfully complete the alcohol and/or drug testing process and obtain a negative result before returning to the job.

6. Follow-up. Any individual who returns to work following a positive test result or self disclosure of a substance abuse problem is subject to unannounced alcohol and other drug testing for up to five years.

(b) Administration. Drug and alcohol testing should be conducted in accordance with applicable federal and state laws and regulations, and in accordance with procedures established by the Authority. The Authority will enter into whatever contracts are

necessary to provide for testing and verification services. These testing programs should give due consideration to security of sample collection, chain of custody requirements, accuracy of testing, and confidentiality of results.

(d) Expense of Substance Abuse Testing. The expense of substance abuse testing is the responsibility of the Authority. However, if a donor requests that a split sample of a drug test be submitted for separate analysis, or that the remaining portion of the original specimen be reanalyzed, the Authority may seek payment or reimbursement of all or part of the cost of the split specimen/reanalysis from the donor. However, the Authority cannot make payment, reimbursement, or ability to pay a condition for performing the split sample/reanalysis testing. The Authority is responsible for ensuring that the split sample/reanalysis testing is performed in a timely manner.

(e) Duty Time. An employee selected for or directed to substance abuse testing will be considered as being on duty for all time necessary to undergo the testing process, including any time that may be required for transportation to and from the sample collection facility.

(f) Reporting Drug Test Results. The Authority may contract with the Department of Administrative Services for drug testing services. In that case, the Department of Administrative Services will receive all drug test results from the Medical Review Officer and will make available or transmit them to the Authority.

(g) Situations not expressly covered in this rule will be addressed in a manner comparable to those in US DOT regulations.

Reporting for Testing.

(a) Drug Testing. Individuals who have been directed to report for drug testing must present themselves to a designated sample collection facility or an approved location within the Authority's facilities. The Authority must specify a date and time by which each individual must report for testing. The date and time should be as soon as possible, but not later than two business days following the date the individual receives notification to report.

(b) Alcohol Testing. The Authority must specify a date, time and location for an employee to report for alcohol testing. The employee must not be notified more than four hours prior to the time of the testing. *For US DOT regulated employees*, the date and time must be during a workday on which the employee is scheduled to perform safety sensitive duties. The test should never be performed more than two hours before or two hours after the performance of the safety sensitive duties.

Refusal or Failure to Appear for Substance Abuse Testing.

(a) An applicant who declines an offer of employment for reasons unrelated to drug testing will not be deemed to have refused testing;

(b) An individual who expressly refuses to undergo drug testing or engages in conduct that clearly obstructs the testing process will be deemed to have expressly refused testing;

(c) An individual who fails to appear for substance abuse testing after proper notification by the stated "report by" time, or who refuses to remain readily available for testing will be deemed to have expressly refused testing;

(d) An individual who fails to provide adequate urine for drug testing without a valid medical reason will be deemed to have expressly refused testing;

(e) An individual who fails to provide adequate breath or saliva for alcohol testing without a valid medical explanation will be deemed to have expressly refused testing;

(f) If the testing laboratory and the Medical Review Officer determine that the urine sample of a donor is an adulterated sample, the donor will be deemed to have expressly refused testing; or

(g) If the testing laboratory and the Medical Review Officer determine that the urine sample of a donor is a substituted sample, the donor will be deemed to have expressly refused testing.

Observed Samples. An observed sample may be conducted by a representative of the collection facility or a subcontractor of the same sex as the donor.

(a) Criteria for Observed Sample. When a collection site representative determines that a sample temperature is outside the acceptable range of 90 through 100 degrees Fahrenheit, the sample has an unusual appearance, or unusual behavior or appearance of the donor is observed during the collection steps, the collection may be conducted as an observed sample. A sample will not be collected as an observed sample unless the necessity for it has been confirmed by a supervisor of the site representative or other appropriate collection site personnel. Any other circumstances require the approval of the Authority.

(b) An Authority may direct a sample to be collected as an observed sample if the Authority has reason to believe that the donor may attempt to alter or falsify the sample, or as otherwise provided in this Policy.

(c) Return-to-Duty and Follow-up tests will be observed.

Pre-Employment Drug Testing.

(a) Determination of Positions Subject to Pre-Employment Drug Testing. The Authority's Department of Human Resources shall conduct an analysis of all jobs utilized in the Authority to determine those positions whose duties and responsibilities warrant requiring applicants for those positions to undergo pre-employment drug testing. Any new positions established in the Authority must undergo a similar analysis not later than six weeks after the position is established.

(b) The Executive Director must approve final determinations regarding positions subject to pre-employment drug testing. The identification of positions designated as subject to pre-employment drug testing and accompanying documentation and analysis must be reported to the Department of Administrative Services in the form and manner prescribed by the Commissioner.

(c) Individuals who are temporary, part-time, students, volunteers, and all others in safety-sensitive and high-risk positions are subject to testing.

(d) Applicability. For purposes of this policy, "applicant" means:

1. An individual who has been offered initial employment with the Authority in a position subject to pre-employment drug testing or who has commenced initial employment with the Authority but has not submitted to an established test for illegal drugs;
2. A current Authority employee who is an incumbent of a position not subject to pre-employment drug testing who has been offered employment in a position subject to pre-employment testing; or
3. A current Authority employee who has been offered employment in a different state agency in a position subject to pre-employment drug testing.
4. Applicants are required to complete a pre-employment drug test for the presence of illegal drugs prior to commencing employment or within ten days of commencing employment.
5. Applicants whose results of drug testing do not indicate illegal drug usage may be considered as eligible for employment.

(e) Disqualification from Employment. Any applicant, as defined above, whose drug test results are reported as positive by the Medical Review Officer, who expressly refuses a pre-employment drug test, or who fails to successfully complete a test may be disqualified from holding any position with a State employer for a period of two (2) years.

(f) Separation from Employment. Any applicant, as defined above, whose drug test results are reported as positive and who commenced employment prior to being required to report for drug testing, or who commenced employment before the results of drug testing were received by the Authority, should be immediately separated from employment. The Authority will notify the applicant of the separation and the reasons for it, but the separation cannot be appealed except as provided in other provisions of this policy.

(g) Notice to the Department of Administrative Services . The Authority shall notify the Department of Administrative Services of any applicant who has refused or failed to appear for drug testing. The notice should include the name, address, and social security number of the applicant, the date of refusal or failure to appear, and a brief statement of the circumstances.

(i) Final Determination.

1. The decision of the Medical Review Officer regarding the verification of a positive drug test result will be final. No appeal or review of the test results by the applicant is permitted.
2. An applicant may request a review of the two (2) year disqualification in the case of a "Refusal". The request must be in writing. The Executive Director will consider all requests for review, and may request additional information necessary to reach a decision. The decision of the Executive Director will be final.

Random Drug Testing of Employees in High-Risk Positions.

(a) Determination of High-Risk Positions.

1. The Authority must determine those positions and groups of positions which require certification under the Georgia Peace Officers Standards and Training Act (P.O.S.T.) and whose incumbents regularly perform high-risk work.
2. The Authority must determine those non-P.O.S.T certified positions and groups of positions whose incumbents regularly perform high-risk work. Examples of these positions may include, but are not limited to: medical personnel, non-DOT regulated drivers, heavy equipment operators, and electricians.
3. Positions will not be designated as high-risk if the incumbents do not regularly perform high-risk work, regardless of the fact that others in the same classification do regularly perform high-risk work.
4. Individuals who are temporary, part-time, students, volunteers, etc. in safety-sensitive and high-risk positions are subject to testing.
5. Any change in duties assigned to a position that would affect the designation or non-designation of engaging in high-risk work must be reported to the Executive Director within thirty (30) calendar days of the change.

(b) Applicability. All employees required to be P.O.S.T. certified (including those working under a contract to provide personnel services such as medical, security, or transportation services) and who are engaged in high-risk work are subject to random drug testing for evidence of the illegal use of drugs. Employees in other high-risk positions, as designated by the Authority, are subject to random drug testing for evidence of the illegal use of drugs. Prior to being placed in a position subject to testing, an employee or applicant must be notified in writing of the requirement for testing and of the consequences of a positive result or of refusal or failure to appear for testing.

(c) Selection Procedures.

1. **Subject Pools.** The Executive Director will approve pools composed of all positions designated as being high-risk by the Authority. One pool will include all

P.O.S.T. certified positions; the other(s) will include all those designated as high-risk that do not require P.O.S.T. certification.

2. Random Sample. With the Executive Director's approval the Authority may select, at random, a sample of positions in the pool.

(d) Notice of Selection. The Executive Director will notify the Senior Director of Human Resources of positions, if any, that have been selected from the pool. The notice will contain the effective date to be used for determining the incumbent(s) to be screened and when screening will begin.

(e) Testing of Incumbents. The incumbent of the selected position as of the effective date specified in the Notice of Selection will be the employee subject to testing unless that individual is no longer employed in the Authority. Incumbents selected for random testing will be notified of the selection by the Authority.

(f) Multiple Incumbents. Should a selected position have more than one incumbent as of the specified effective date, all incumbents will be subject to testing.

(g) Incumbents on Leave. If the incumbent of a selected position was on any form of paid or unpaid leave as of the effective date specified in the Notice of Selection and the incumbent returns to duty within 30 calendar days of the effective date, the Authority should specify a date and time by which the employee must report for testing. The date and time must not be more than two business days following the date the employee returns to duty.

1. Vacant Positions. If a position was vacant as of the effective date specified in the Notice of Selection, no incumbent testing for that position will take place.

Drug and Alcohol Testing of Safety-Sensitive Employees.

(a) Determination of Safety-Sensitive Positions. The Authority must designate as "safety-sensitive" those positions whose incumbents are regulated by one of US DOT's Operating Administrations. This includes: those who perform safety-sensitive functions as defined by the FMCSA in 49 CFR Part 382; those who perform safety sensitive functions as defined by the FAA in 14 CFR Part 121 Appendix I; those defined in Chapter 33 of Title 46 United States Code and those who perform safety-sensitive functions as defined by the FTA in 49 CFR Part 655. The Authority will also designate as "safety-sensitive" those positions subject to drug and alcohol testing by federal law or regulation.

(b) Applicability.

1. "Employee" or "applicant," for purposes of this section, means any individual who is employed or who has been offered employment in a safety-sensitive position.

2. All safety-sensitive employees and applicants are subject to drug and alcohol testing for evidence of the illegal use of drugs and/or misuse of alcohol. Prior to being placed in a position subject to testing, an employee or applicant should be

notified of the requirement for testing and of the consequences of a positive result or of refusal or failure to appear for testing.

3. Safety-sensitive employees and applicants will be directed to present themselves to a designated, approved collection facility and will not be subject to on-site testing.

4. All facilities and procedures used for drug and alcohol testing of safety-sensitive employees and applicants must meet all requirements established by the Department of Transportation (49 C.F.R. Part 40, Subpart B).

(c) Types of Testing.

1. Pre-Employment. Applicants for safety-sensitive positions and employees who have not previously performed safety-sensitive duties are required to successfully complete drug testing prior to performing safety sensitive duties.

2. Random Testing. All safety-sensitive employees are subject to random drug testing.

(i) Subject Pool(s). The Executive Director will approve a pool(s) composed of all positions designated as being safety-sensitive by the Authority.

(ii) Random Sample. Once each month, the Authority may select, at random, a sample of positions in the pool(s). To the extent that applicable law and regulations differ, the numbers of employees to be tested and the scheduling of employee selection will be approved by the Authority in accordance with those laws and regulations.

(iii) Notice of Selection. The Executive Director will notify the Senior Director of Human Resources of positions, if any, that have been selected from the pool(s). The notice will contain the effective date to be utilized for determining the incumbent(s) to be tested and to determine the commencement of testing. Incumbents selected for random drug or alcohol testing will be notified of the election by the Authority.

(iv) Multiple Incumbents. Should a selected position have more than one incumbent as of the specified effective date, all incumbents will be subject to testing.

(v) Incumbents on Leave. If an employee selected for drug or alcohol testing was on any form of paid or unpaid leave as of the effective date specified in the Notice of Selection and the incumbent returns to duty within 30 calendar days of the effective date, the Authority should specify a date and time by which the employee must report for testing. The date and time must not be more than two business days following the date the employee returns to duty.

3. Post-Accident Testing. Any employee performing safety-sensitive duties who is involved in an on-the-job accident as defined by specific DOT operating administrations is required to undergo drug and alcohol testing as soon as possible following the accident.

(i) For FMCSA regulated employees/CDL drivers and Federal Transit Administration (FTA) regulated employees, testing is required when the individual has a vehicular accident and:

I. The accident involved the loss of human life;

II. The employee received a citation for a moving traffic violation arising from the accident and the accident resulted in injury to a person who immediately receives medical treatment away from the scene of the accident; or

III. The employee received a citation for a moving traffic violation arising from the accident and one or more motor vehicles incurred disabling damage as a result of the accident, requiring the motor vehicle to be transported away from the scene by a tow truck or other motor vehicle.

IV. If the accident involved the loss of human life, any employee present in the vehicle at the time of the accident will be required to undergo drug and alcohol testing.

V. Under no circumstances will an employee who may be subject to post-accident testing consume alcohol between the time of the accident and the administration of an alcohol test or until efforts to administer such test have been discontinued.

VI. An alcohol test should be administered within two hours following an accident. If for any reason the test cannot be administered within eight hours of an accident, the Appointing Authority will cease attempting to administer the test.

VII. A drug test will be administered as soon as possible following an accident, but not later than 32 hours following an accident.

VIII. In any instance in which an employee is not tested within specified time limits, the Authority must prepare and maintain on file a record of the reasons the test was not promptly administered.

4. Return-to-Duty. Any employee who has been subject to alcohol testing and whose test result indicates that he/she has misused alcohol must undergo a return-to-duty test. The test must indicate an alcohol concentration of less than 0.02 percent before the employee can be returned to safety-sensitive duties.

5. Follow-Up. Following a determination by a Substance Abuse Professional that an employee is in need of assistance in resolving problems associated with alcohol misuse, the Authority will ensure that the employee is subject to unannounced follow-up alcohol testing. Mandatory follow-up testing will be conducted only when the employee is scheduled to perform safety-sensitive functions. Testing must be conducted at least six times in the first 12 months following return to safety-sensitive duty and may, upon the recommendation of the Substance Abuse Professional, be continued for up to 60 months.

6. Reasonable Suspicion. Any employee may be required to submit to drug and/or alcohol testing when the Authority has reasonable suspicion to believe that he/she has used illegal drugs or is under the influence of illegal drugs or alcohol while on duty. The determination of reasonable suspicion should be made by a supervisor or other official who is trained to make those determinations. (The training will consist of one hour of illegal drug training and one hour of alcohol training which covers physical, behavioral, speech, and performance indicators of probable illegal drug use or alcohol misuse.) A written record, signed by the observing official, must be made to document the observations. Alcohol testing may be conducted only when the employee is scheduled to perform safety-sensitive duties.

(d) Alcohol Testing Results. Any employee whose test indicates an alcohol concentration of 0.02 percent or greater will be given an alcohol confirmation test not less than 15 minutes nor more than 20 minutes after the original test.

On-Site Drug Testing.

(a) Testing. Upon establishment of a written policy, the Authority may conduct on-site drug testing according to the provisions of these policies, for any type of drug testing except testing of safety sensitive-employees.

(b) On-site facilities and procedures must meet all requirements established by O.C.G.A. § 34-9-415 for drug testing.

(c) On-site collectors meeting the training requirements set forth in O.C.G.A. § 34-9-415, are the only persons authorized to collect urine specimens for drug testing.

(d) Testing devices used for on-site drug testing must meet the requirements of the regulations established by the United States Food and Drug Administration (21 CFR Part 800).

(e) Observed Collection. If an individual demonstrates behavior that meets the requirements for an observed collection as described earlier in this Rule, the individual will be required to report to an approved collection site to have the observed collection performed by a representative of the collection facility or an approved subcontractor of the same sex as the donor.

(f) On-Site Test Results. On-site negative results are not subject to further analysis. The collection device should be disposed of immediately in the proper manner as described

by the manufacturer. The Custody and Control form should be retained in the office of the official conducting the test for a minimum of 30 days.

(h) Non-negative results must be submitted under complete chain of custody to a Substance Abuse and Mental Health Services Administration certified laboratory for confirmation testing including re-screen, gas chromatography/mass spectrometry confirmation and forwarding for MRO review and verification.

(i) The Authority may not take action until a certified laboratory has confirmed a positive initial test to the Department of Administrative Services

(j) The Medical Review Officer must adhere to the following reporting and contact procedure for confirmation testing.

Medical Review Officer Review Procedure.

(a) Laboratory Reports. The testing laboratory must forward the results of all drug tests to the Medical Review Officer, who must assure the security of such results.

1. Negative Results. The Medical Review Officer must forward negative results of drug tests to the Department of Administrative Services as soon as practicable.

2. Positive Results. Laboratory reports indicating the presence of an illegal drug(s) will be retained by the Medical Review Officer until a final determination is reached. Such information is confidential and will only be available to the Medical Review Officer or designee and the affected donor. Positive laboratory reports will be reviewed and determinations of legal or illegal usage will be made in accordance with procedures established by the Medical Review Officer.

(b) Contact Procedure. The Medical Review Officer will, upon receipt of a positive laboratory report, attempt to contact the donor who provided the urine sample at the daytime or home phone number indicated on the CCF/drug testing form. The Medical Review Officer will attempt to determine if there is an alternative medical explanation for the positive report.

1. If the donor expressly refuses to discuss with the Medical Review Officer the results of a drug test, declines the opportunity to provide an explanation of the results, or admits to the usage of an illegal drug(s), the Medical Review Officer, without further action or review, will report to the Department of Administrative Services that the results of the drug testing indicate that the donor has used an illegal drug(s).

2. If the Medical Review Officer is unable to directly contact the donor within two (2) business days of the initial attempt, he/she will contact the Department of Administrative Services who will contact the appropriate Authority. The Authority will attempt to contact the donor and will inform the donor that he/she must personally contact the Medical Review Officer by the end of the next business day, or he/she will be considered to have tested positive for the use of illegal drugs.

3. If the Authority is unable to contact the donor within two (2) business days of the initial attempt, the Authority will notify the Medical Review Officer. The Medical Review Officer will then deem the donor to have tested positive for the use of illegal drugs.

(i) Reporting Determination of Illegal Drug Usage. If a donor is unable to provide an alternative medical explanation for the presence of an illegal drug(s), the Medical Review Officer, after appropriate review, will notify the Department of Administrative Services that the test result is positive.

Substance Abuse Testing Results.

(a) Rejected or Unsuitable Sample. A donor whose urine sample is rejected or determined to be unsuitable by the testing laboratory for any reason other than that it is an adulterated or substituted sample, may in the discretion of the Authority, be directed to appear for retesting. The retesting may be conducted as an observed sample.

(b) Negative Test Results.

1. Transmittal. The Department of Administrative Services will make available or transmit all negative test results to the Authority as quickly as possible.

2. Usage. Negative test results may be utilized by any other agency for any appropriate purpose for a period of thirty (30) calendar days after the date the test was administered.

(c) Positive Results. An individual whose results of substance abuse testing indicate that the individual has illegally used drug(s) will be subject to disciplinary action as specified in other provisions of this policy or as deemed appropriate by the Authority.

(d) Confidentiality of Results. A report from a Medical Review Officer that a donor has used an illegal drug(s) is accessible only to staff of the Authority and the Department of Administrative Services as necessary to comply with these policies or with state and federal law, and will not be considered a public record. The Authority should assure the confidentiality of such information and to identify those employees who are entitled to the information.

Dismissal. This is the exclusive procedure for dismissal under the provisions of this policy.

(a) If an employee expressly refused to appear for substance abuse testing or meets the definition of "Refusal" according to this document, the Authority will notify the employee, in writing, of immediate termination of employment. The termination will be effective as of the date of the notice. The employee will also be disqualified from holding any position with a State employer for a period of two (2) years from the date of the notice.

(b) If a P.O.S.T. certified employee has a verified positive drug test result or a confirmed positive alcohol test, the Authority will notify the employee, in writing, of immediate termination of employment.

(c) If any other employee has a verified positive drug test result or a confirmed positive alcohol test, that employee shall be subject to disciplinary action, up to and including termination.

(d) Any employee allowed to retain his/her job following a positive substance abuse test, must comply with a Return-to-Duty Agreement specified by the Authority.

Problem Use of Alcohol or Other Drugs. An employee who notifies the Authority of an alcohol or illegal drug problem shall be entitled to maintain Authority employment provided:

(a) The notification is made in writing to the individual(s) designated as EAP officer by the Authority;

(b) The employee notifies the Authority of such problem usage before being notified to report for an alcohol or other drug test and prior to arrest for a criminal offense;

(c) The employee agrees to an assessment and recommended treatment by a substance abuse professional chosen by the Authority. The treatment will be at the employee's expense;

(d) The employee provides certification of satisfactory completion of the recommended treatment program.

(e) The employee agrees, in writing, to a Return-to Duty contract that includes but is not limited to a Return-to Duty alcohol and/or other drug test and periodic unscheduled Follow-up tests for up to five (5) years. Failure to comply with the contract and/or a positive test will result in immediate termination.

(f) This entitlement shall be available no more than twice in a five (5) year period.

Drug Related Criminal Convictions.

(a) **Minimum Sanctions.** The suspension, termination and disqualification sanctions prescribed in this rule are minimum sanctions. The Authority may implement additional or more stringent sanctions.

(b) Applicants with a drug related conviction are disqualified from working for any state entity for two (2) years from the date of conviction.

(c) Employees who are convicted of a drug related crime:

1. **First Offense:** Employees are suspended without pay for a period of not less than three (3) months and are allowed to return only after meeting the requirements in this policy.

2. **Subsequent Offense:** The employee shall be terminated.

Policy 6-111 Employment Separations

The purpose of this policy is to communicate the Authority's employment separation policy and procedures.

I. Voluntary Separation

- A. Any employee may voluntarily resign with or without notice.
- B. Any employee who is absent from duty for three (3) consecutive work days without giving notice or receiving authorization is deemed to have resigned (absent extenuating circumstances).
- C. Any employee who fails to return to duty within twenty-four (24) hours after expiration of leave of absence without pay is deemed to have resigned (absent extenuating circumstances).

II. Involuntary Separations

- A. All officers and employees of the Authority are appointed or employed at will and shall serve at the pleasure of the Authority. Any employment policy, procedure, or guideline adopted by the Authority, including those providing for reasons for discipline (including termination) of officers and employees, providing for procedures for effecting discipline, or otherwise for guiding those with the power to discipline is adopted for the convenience and to serve the business interests of the Authority. Any such employment policy, procedure, or guideline is not intended to and shall not modify the policy that all officers and employees of the Authority are appointed or employed at will and shall serve at the pleasure of the Authority.
- B. All officers and employees of the Authority may be removed or otherwise disciplined by the Executive Director or the Executive Director's designee, subject to the concurrence of the Executive Director, or disciplined by the Executive Director or the Executive Director's designee, but in any case such decision is subject to review by the Board of Governors as provided in this policy and the Authority's Bylaws. In any event such review is for the benefit of the Authority and does not alter the at the pleasure relationship between the Authority and the disciplined officer or employee. No due process property right in an officer or employee's position is created or intended.
- C. The power to remove or otherwise discipline any officer or employee may be delegated by the officer having such power to another officer or employee in accordance with approved policies, procedures, and guidelines.
- D. It is the policy of the Authority that all officers and employees of the Authority shall be selected, promoted, disciplined and discharged on a basis of merit, fitness and efficiency, but notwithstanding such policy, O.C.G.A. §10-9-9, Article VII, Section 1 of the Authority Bylaws, and this policy exclusively govern the tenure of all officers and employees of the Authority. Accordingly, the determination of the applicability and satisfaction of those criteria in any particular case shall in all cases be conclusively vested in the officer having to remove or discipline such officer or employee, subject to the power of the Board of Governors to review such personnel action in accordance with this policy, when the Board of Governors deems such review appropriate, and, in all cases, in the Board. The determination of the Board shall in all cases reviewed by the Board be final and conclusive.

- E. The Executive Director shall have the power to approve or modify policies relative to the employment of all officers and employees by the Authority, including policies relative to the hiring, discharging, salaries, promotions, raises, job descriptions and all other matters relating to the employment of personnel by the Authority, subject, however, to the authority of the Board to establish any contrary policy.
- F. Department Directors/Managers are required to initiate a Personnel Action form, GWCCA Form GA-08-HR, and all related forms furnished by Human Resources prior to effecting a voluntary or involuntary separation. Additionally, Department Directors/Managers are responsible to schedule with Human Resources the exit interview and other administrative tasks attendant to the employee separation.
- G. The Senior Director of Human Resources shall manage the administrative process of employee separations, provide advice to Department Directors/Managers, and conduct scheduled exit interviews with separating employees. After receiving the Personnel Action Request form from the Department Directors/Managers, the Senior Director of Human Resources shall provide an advance copy to Accounting and coordinate with the employee's Department for preparation of the Employee Out-Processing Form.
- H. Accounting shall prepare and/or verify all payroll and accounting related documentation and issue final payroll checks to separating employees.
- I. Executives have approving authority for all employee terminations subject to Executive Director and Board of Governor review.

III. Reviews by Executive Director and Board of Governors

- A. Any officer or employee may petition the Board of Governors for review of any action taken with respect to the petitioner's employment. The purpose of the review and the procedures governing such review are solely to further the efficient operation of the Authority's operations. Such review and the procedures governing such review do not alter the tenure of any officer or employee of the Authority which is and shall remain at the will of the Authority.
- B. The petition shall be in writing and shall set forth (1) the action which is complained of; (2) the reason the petitioner believes the action to be in error; (3) a statement of the facts on which the petitioner relies in supporting his petition; and (4) the names and addresses of each person whom the petitioner believes to have knowledge of facts material to the complaint. The petition shall be filed with the Executive Director within ten (10) days after the action complained of and within ten (10) days after receipt, the Executive Director shall forward the petition, together with the written response which shall set forth (a) the action taken; (b) the reason the Executive Director believes the action to be appropriate; and (c) the names and addresses of persons whom the Executive Director believes to have knowledge of the pertinent facts, to the Chair of the Board. A copy of the response of the Executive Director shall be delivered or mailed to the petitioner.
- C. Upon receipt of the petition and response, the Chair shall transmit those documents to the Personnel Committee. The Personnel Committee shall review the matters submitted to it and may take such further actions as the Committee believes appropriate in its sole discretion. Without limitation, the Committee may conduct such formal or informal proceedings, if any, as the Committee determines appropriate. The Committee shall submit its report, along with

the papers submitted to the Committee and record of any proceedings of the Committee, to the Board. After receipt of such report, the Board may uphold the action, may abrogate the action, or may modify the action. The Board shall give notice in writing of its decision to the Executive Director and to the petitioner and the Board's determination shall be final. It is not required that the notice of the decision state the reasons for the action taken by the Board.

Policy 6-112 Employee Grievance Process

I. Purpose

The purpose of this policy is to communicate the Authority's employee grievance policy and procedures.

II. General – Scope of Policy

An employee may file a grievance when an employee alleges a violation of Authority Policies and Procedures, a violation of applicable law, or for such other grievable issues as expressly are authorized under this policy.

Eligible full-time Authority employees may initiate a grievance as a means to communicate and attempt to resolve issues which may adversely affect their employment with the Authority. Employees may initiate a grievance without fear of discrimination or retaliation.

All full-time Authority employees are eligible to initiate a grievance except for: those in a Working Test status; those who have been notified of termination; or those seeking relief of the same issue through other administrative or judicial processes. Part-time employees, temporary employees, volunteers, and independent contractors are not authorized to utilize the Authority's grievance process.

Employees and their supervisors are encouraged to resolve situations informally before using the formal grievance process. However, if this process has not satisfactorily resolved the situation and the formal grievance process is desired, the Human Resources Department must be notified immediately by the employee and/or department management staff. Under no conditions should the department proceed with a formal grievance without the assistance of Human Resources.

When formal grievances are submitted, every reasonable effort must be made by all parties to achieve a clear understanding of the exact nature of the problem, the issues involved and the relief requested. The desired result of processing a grievance is to achieve a satisfactory resolution for all parties that is determined by facts

III. Grievable Matters

All matters related to any terms or conditions of employment with the Authority which are not non-grievable matters may be the subject of a grievance brought pursuant to this policy.

IV. Non-grievable Matters.

The following matters are non-grievable matters and are not subject to the grievance procedure described in this policy:

- (a) Any matter which is not within the jurisdiction of the Authority;
- (b) Any matter currently pending before or which has been concluded before the United States Equal Employment Opportunity Commission or any other administrative or regulatory agency or judicial forum.
- (c) Any matter regarding temporary work assignments which do not exceed ninety (90) calendar days.
- (d) Budget and organizational structure, including the number or assignment of employees or positions in any organizational unit.

- (e) The assessment of work activity through a report of performance, except where the employee may perceive the evaluation was discriminatory, arbitrary, not job related, or violative of applicable law.
- (f) The selection of an employee to fill a position through promotion, transfer, demotion or new hire, unless it is alleged the selection was discriminatory, violated Authority policy, or was violative of applicable law.
- (g) Termination or layoff from duties because of lack of work, reduction in the work force or job abolition.

Each grievance will be processed separately and all related correspondence, including the Employee Grievance Report, will be retained by the Sr. Director of Human Resources in a file separate from individual personnel files.

V. Procedure for Grievances

Employees should inform their immediate supervisor of any term or conditions of their employment which they perceive to adversely affect their employment with the Authority. When so informed the supervisor shall collaborate with the employee to attempt informally to resolve the issue. If resolution cannot be achieved, or if the employee is not comfortable in initially presenting the situation to his or her supervisor or department director/manager, the employee should come to the Human Resources Department for assistance.

Notwithstanding the employee's attempts informally to resolve any such issue, to initiate the grievance process the employee must file with the Department of Human Resources a grievance not later than fifteen (15) working days following the incident or circumstances the employee alleges to be grievable.

- a. The Sr. Director of Human Resources will ensure the grievance process is included in the employee orientation and the Employee Handbook, and will assist departments in training their staff and employees regarding the grievance process. Assistance regarding the grievance process will be provided to both the employee and department staff, with the objective of achieving the most satisfactory results based on facts of the situation. The Sr. Director of Human Resources will monitor each processing stage to ensure a timely resolution and make recommendations as required.
- b. Employees filing a grievance must report to Human Resource Department to obtain the Employee Grievance Report form (GWCC/28) and information/assistance regarding completion of the form.
- c. The Human Resource Department will initiate case management control of the grievance action and inform the respective department director/manager of the grievance and arrange to discuss the case with appropriate departmental staff members. At this time the Employee Grievance Report form will be given to department director/manager for processing.
- d. The Employee Grievance Report will be processed through the following steps within the stated time periods.
 - (1) **STEP ONE (EMPLOYEE)**: The employee must submit the completed Employee Grievance Report form to Human Resources for processing no later than fifteen (15) working days

following the incident or circumstances the employee alleges to be grievable. Case management controls are started by Human Resources at this time.

- (2) STEP TWO (DEPARTMENT): The Employee Grievance Report will be provided the respective department director/manager no later than three (3) working days following receipt of the grievance by Human Resources. The department will review the grievance, investigate the circumstances of the allegations and discuss the findings with the Senior Director of Human Resources prior to discussing a suggested resolution with the employee. The Sr. Director of Human Resources will discuss resolution options with the department director. A suggested resolution should be presented to the employee no later than ten (10) working days or as soon as practicable following receipt of the grievance from Human Resources.

NOTE: If the department suggested resolution is acceptable to the employee, the case is closed. Any future actions to be taken as part of the resolution will be monitored by the Human Resource Department to ensure implementation.

- (3) STEP THREE: The Sr. Director of Human Resources will review with the respective department director/manager to determine a resolution to the grievance. As needed, the Sr. Director of Human Resources and the department director/manager will meet with the employee to discuss the grievance. A suggested resolution should be presented to the employee no later than ten (10) working days following receipt of the grievance from Human Resources. Should the grievance remain unresolved at this point, the employee may request review by the Executive Director or, if so designated by the Executive Director, the Chief Operating Officer. This request must be made to the Sr. Director of Human Resources no later than 5 working days following receipt of the suggested resolution.

- (4) STEP FOUR EXECUTIVE DIRECTOR/CHIEF OPERATING OFFICER (if needed): On request for review by the Employee, the Executive Director or, if so designated by the Executive Director, the Chief Operating Officer shall review the grievance and the findings under Step Three, above. The decision of the Executive Director or Chief Operating Officer is binding and conclusive.

- (5) The completed Employee Grievance Report will be returned to the Sr. Director of Human Resources for processing and monitoring whenever a satisfactory resolution has been achieved.

2. Employee Recourse. The submission of a grievance for processing under the provisions of this policy in no way restricts the right of the employee to seek redress from the EEOC or other administrative, regulatory or judicial forums.

Policy 6-113 Retirements

I. Purpose

The purpose of this policy is to define the Authority’s practices when recognizing employee retirements.

II. General – Scope of Policy

The Authority values the dedication and service of its long-term employees. To support future investment of such dedication and service, the Authority shall recognize all employees who successfully attain retirement through a hosted retirement celebration at which food and beverages and other ancillary goods and services are provided as stated in this policy, and with the payment of compensation in the form of a lump sum payment (“Retirement Recognition Compensation”) in the amounts stated in this policy earned when the employee successfully attains the milestone of retirement.

A. Hosted Retirement Celebration – Food and Beverage

- (1) For any employee retiring with more than ten (10) years of Authority service (a “Qualifying Employee Retirement”), the Authority will host a retirement celebration, inclusive of food and beverages and other ancillary goods and services, for up to eighty (80) attendees. If the retiree seeks to invite more attendees to his or her Qualifying Employment Retirement, then the retiree’s Department may seek to collect additional funds from staff to cover the additional costs. The Authority shall not pay for any such additional costs.
- (2) The date, time, location, menu, setup facilities, and other event details for any Qualifying Employee Retirement shall be determined by the Executive Office Project Specialist following consultation with Human Resources and Event Services. Additionally, the Executive Office Project Specialist shall consult with and take into account the requests of the retiree when making any such determinations.
- (3) Not later than ninety (90) days prior to the effective date of any Qualifying Employee Retirement, the Senior Director of Human Resources shall notify the Executive Office Project Specialist of the upcoming retirement. Upon receiving notice of such upcoming Qualifying Employee Retirement, the Executive Office Project Specialist (EOPS) shall take such actions as are necessary to reserve an appropriate space for the event, order food and beverages and all necessary supplies and equipment, and otherwise plan the logistics of such event (working to effect such plans with the Director of Event Services).

B. Commemorative Certificates

At each Qualifying Employee Retirement event, the retiree shall receive a framed commemorative certificate in a standard Authority format (which format shall be selected and procured by the Executive Office Project Specialist). Each such certificate shall include a message which substantially reads as follows:

Name
Beginning date – Ending Date
In recognition of _____ years of faithful service to the
Georgia World Congress Center Authority

C. Monetary Recognition Awards

- (1) At the Qualifying Employee Retirement event, the retiree shall also receive from the Authority payment of the Retirement Recognition Compensation, the amount of which shall be reflective of the number of years of service attained by the retiree prior to retirement.

Year Level	Retirement Recognition Compensation (Net Amount after payroll taxes are withheld)
1 Year	0
5 Year	\$200
10 Year	\$300
15 Year	\$400
20 Year	\$545
25 Year	\$725
30 Year	\$800

- (2) The Executive Office Project Specialist shall coordinate with payroll for the timely issuance of Retirement Recognition Compensation checks in advance of the Qualifying Employee Retirement.
- (3) The Executive Director shall present the Retirement Recognition Compensation check to the retiree at the Qualifying Employee Retirement.

Policy 8-101 Idling Reduction Program

The purpose of this policy is to seek to reduce unnecessary idling on the Authority's campus. The Authority has adopted this policy through consultation with the Clean Air Campaign (a non-profit organization whose mission essentially is to seek to improve air quality and reduce traffic congestion in metro Atlanta).

Idling wastes fuel and money, wears heavily on vehicle engines, and may have an adverse effect on neighboring businesses. Idling harms air quality and may cause health problems for guests and employees. All vehicles on campus are required to turn off their engines when parked and/or making deliveries, and loading/unloading passengers. Vehicles should be monitored for compliance, and all employees are encouraged to report violations to the Public Safety Department. The GWCCA will educate its staff, vendors and clients on this policy.

The Authority's Sustainability Manager shall work with employees, contractors and customers to communicate the requirements of this policy.

Policy 8-102 Building Exterior and Hardscape Management Plan

The purpose of this policy is to seek to reduce harmful chemical use, energy waste, water waste, air pollution, solid waste, and chemical runoff. With this policy the Authority also seeks to minimize the impact of site management practices on the local ecosystem and to reduce the potential exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological, and particle contaminants.

Authority staff and contractors are required to comply with the following performance requirements.

- a. Maintenance Equipment.** Authority staff and contractors shall record all exterior cleaning events in a performance log including type of equipment used, time and duration of use, and dates of equipment maintenance.

Environmental impacts: Fuel consumption, air emissions, noise.

Best practices: The use of non-gas powered equipment except on an as-needed basis reduces noise and emissions. Gas-powered equipment is regularly maintained to ensure that low-noise and low-emission criteria are met.

Building Services shall maintain an inventory of hand-tools and continually verify that whenever possible sustainably-powered equipment is used.

- b. Snow and Ice Removal.** Authority staff and contractors shall record all snow and ice removal events in the performance log and include location and quantity (in pounds) of product applied. The use of sustainable de-icing practices shall be measured as the percentage of events in which preemptive techniques or magnesium chloride is used.

Environmental impacts: Land and water pollution from runoff

Best practices: When possible, applying small amounts of ice melt or anti-icing compound before snow and ice accumulate can prevent the heavy build-up that requires significant amounts of material and labor to remove. The Authority's campus is in a temperate climate that rarely should require the use of de-icing chemicals. When de-icing chemicals are required, magnesium chloride should be used in a manner consistent with the manufacturer specifications because it provides a more environmentally-friendly approach to de-icing. The Sustainability Manager shall work with Building Services and other Authority staff and contractors to ensure proper training on the safety procedures, chemicals, supplies, and equipment in use.

Alternatives: If necessary, other less environmentally-disruptive de-icing chemicals which also may be used including potassium acetate and potassium chloride (provided they are used only in smaller quantities).

Building Services staff are to maintain an inventory and log of sustainable de-icing chemicals on hand and used throughout the winter season. Staff shall continually verify that only sustainable best practices outlined above are used.

- c. Cleaning of Building Exterior.** Authority staff and contractors shall record all building exterior cleaning events in the performance log, including quantity (volume), cost, and sustainable certifications of products used.

Policy 8-102 Building Exterior and Hardscape Management Plan continued

Environmental impacts: Vegetation and groundwater

Best practices: The building exterior should be cleaned as needed. Authority staff and contractors washing windows should use soap that is diluted with water and which meets the following sustainability criteria:

- (1) Water and cleaning products should be used efficiently to prevent chemicals from running into the sewer system. Low-impact cleaning products should be used that meet requirements of IEQc3.3, including the following standards: Green Seal 37 or 40, Environmental Choice CCD 110, 112, 113, 115, 146, 147, and California Code of Regulations max VOC.

Building Services staff, working in conjunction with the Sustainability Manager, is to oversee all building exterior cleaning activities and verify that appropriate sustainable, environmentally-sensitive cleaning products are used.

- d. Paints and Sealants on Building Exterior.** Authority staff and contractors shall record all painting and sealing events in the performance log and include quantity (volume), cost, and VOC content of product used.

Environmental impact: VOCs (volatile organic compounds)

Best practices: Paints and sealants must meet the LEED EBOM MRc3: Sustainable Purchasing requirements and meet either SCAQMD rules or Green Seal Standards

Building Services staff are to verify prior to any exterior application of paints or sealants that the contractor or building maintenance worker specifies, purchases, and applies products meeting the requirements outlined in this requirement.

- e. Cleaning of Hardscape.** Record all hardscape cleaning events in the performance log and include quantity (volume), cost, and sustainable certifications of products used and type of equipment used.

Environmental impacts: Vegetation and groundwater

Best practices: The property entrances should be hand swept regularly and garbage and recycling receptacles monitored. A majority of water is drained to the sewer to reduce impact on vegetation. Use low-impact cleaning products that meet requirements of IEQc3.3 Green Cleaning, Sustainable Cleaning Products and Materials, including the following standards: Green Seal 37 or 40, Environmental Choice CCD 110, 112, 113, 115, 146, 147, and California Code of Regulations max VOC.

Building Services staff are to oversee all building exterior cleaning activities and verify that pressure-washing occurs using zero chemicals.

- f. Goals.** The Authority will strive to demonstrate that environmentally- preferred practices were used at least 20% of the time by recording maintenance activity in a performance log.
- g. Responsible Parties.** Authority staff and contractors engaging in pressure washing and providing other services shall comply with this policy at all times. Building Services, working in conjunction with the Sustainability Manager, shall oversee implementation and compliance.

Policy 8-103 Green Cleaning Policy and Program

The purpose of this policy is to reduce the exposure of building occupants and maintenance personnel to potentially hazardous chemical, biological and particulate contaminants, which adversely affect air quality, human health, building finishes, building systems, and the environment. This policy seeks also to help management, associates and partners work together to prioritize cleaning products that are environmentally sound and socially beneficial by following the criteria outlined in the LEED for Existing Building: Operations & Maintenance reference guide.

Authority staff and contractors are required to comply with the following performance requirements. Protocols governing implementation of these policies shall be adopted, and quality control (QC) checks shall be used to monitor compliance.

a. Cleaning Products. The practices listed below shall be implemented, to the extent practicable, with a target goal of 60% of products complying, based on cost. The Responsible Party shall provide monthly reports of purchase rates of both compliant and noncompliant products.

(1) The cleaning products meet one or more of the following standards for the appropriate category:

- (a) Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaner use for industrial and institutional purposes
- (b) Environmental Choice CCD-110, for cleaning and degreasing compounds
- (c) Environmental Choice CCD-146, for hard-surface cleaners
- (d) Environmental Choice CCD-148, for carpet and upholstery care.

(2) Disinfectants, metal polish, floor finishes, strippers or other products not addressed by GS-37 or Environmental Choice CCD-110, 146, or 148 shall meet at least one of the following standards for the appropriate category:

- (a) Green Seal GS-40, for industrial and institutional floor-care products
- (b) Environmental Choice CCD-112, for digestion additives for cleaning and odor control
- (c) Environmental Choice CCD-113, for drain or grease-trap additives
- (d) Environmental Choice CCD-115, for odor-control additives
- (e) Environmental Choice CCD-147, for hard-floor care
- (f) California Code of Regulations maximum allowable VOC levels for the specific product category.

(3) Disposable janitorial paper products and trash bags must meet the minimum requirements of one or more of the following programs for the applicable product category:

- (a) U.S. EPA Comprehensive Procurement Guidelines for Janitorial Paper and Plastic Trash Can Liners
- (b) Green Seal GS-09, for paper towels and napkins
- (c) Green Seal GS- 01, for tissue paper
- (d) Environmental Choice CCD-082, for toilet tissue
- (e) Environmental Choice CCD-086, for hand towels
- (f) Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers.

Policy 8-103 Green Cleaning Policy and Program continued

(4) Hand soaps must meet one or more of the following standards:

- (a) No antimicrobial agents (other than as a preservative) except where required by health codes and other regulations (i.e., food service and health care requirements)
- (b) Green Seal GS-41, for industrial and institutional hand cleaners
- (c) Environmental Choice CCD-104, for hand cleaners and hand soaps.

b. Cleaning Equipment. All newly acquired cleaning equipment shall comply with the criteria listed below. The Authority staff or contractor utilizing the equipment shall track the percentage of all equipment that meets the criteria, based on cost or number of pieces of equipment, with a target of 20% of equipment meeting the following sustainability criteria:

(1) Vacuum cleaners

- (a) Certified by Carpet and Rug Institute's "Green Label" Testing Program
- (b) Operate with sound level of less than 70 dBA

(2) Carpet Extraction

- (a) Certified by Carpet and Rug Institute's "Seal of Approval" Testing Program

(3) Powered Floor Equipment

- (a) Equipped with vacuums, guards and/or other devices for capturing fine particulates
- (b) Operate with sound level of less than 70dBA

(4) Propane-powered floor equipment

- (a) High-efficiency, low emissions engines with catalytic converters
- (b) Mufflers meet California Air Resources Board (CARB) or Environmental Protection Agency (EPA) standards for engine size
- (c) Operate at sound level less than 90 dBA

(5) Automated Scrubbing Machines

- (a) Equipped with variable-speed feed pumps and on-board chemical metering
- (b) OR machines use only tap water with no added cleaning products

(6) Battery-powered equipment

- (a) Equipped with environmentally-preferable gel batteries

(7) Powered equipment

- (b) Ergonomically designed to minimize vibration, noise, and user fatigue

(8) Equipment designed with rollers or bumpers to reduce damage to building surfaces

c. Hard-Floor and Carpet Maintenance. Floor-care maintenance shall comply with this policy.

d. Entryway Systems. Entryway systems maintenance shall comply with this policy.

e. Hand Hygiene. Hand hygiene practices shall comply with this policy.

- (1) All restroom facilities, including those public areas and back-of-house spaces shall include authorized hand soaps.
- (2) Hand-hygiene notices will be placed in all rest rooms.

Policy 8-103 Green Cleaning Policy and Program continued

f. Handling and Storage of Cleaning Chemicals. Handling and storage of cleaning chemicals shall comply with this policy.

- (1) Storage: Cleaning chemicals are stored in single-locked janitorial closets. Workers access chemicals at the beginning of their shift and as needed.
- (2) Dilution: Chemical concentrates and dilution systems are used according to the procedures identified in the service provider's program to minimize risk to staff and occupants, and to conserve resources.
- (3) Spills: If a hazardous spill or mishandling incident occurs, the supervisor should be notified immediately and chemicals contained. Clean up spill immediately and contact poison control or 911 if accident escalates to health issue.

g. Vulnerable Building Occupants

To protect vulnerable building occupants, such as pregnant women, children, asthmatics, elderly occupants, individuals with allergies and highly sensitive individuals, cleaning staff shall use only low/no VOC cleaning products; they shall perform routine cleaning and floor restoration activities after working hours when the majority of occupants have left the building; the staff shall limit the number of cleaning chemicals used in the building; and they shall maintain a high level of cleanliness thus minimizing the presence of irritants.

h. Staffing and Training

All cleaning personnel shall receive regular training. Vendors shall supply evidence of compliance with training requirements prior to contract award or renewal.

i. Occupant Feedback and Evaluation of New Technologies

All guests and employees may contact the Building Services Department to provide feedback on cleaning practices. Occupants are encouraged to utilize the building's work order system to alert the Building Services Department to any issues relating to the green cleaning program. The Sustainability Coordinator issues annual occupant feedback surveys to seek input on cleaning practices in addition to other performance metrics. The Building Services Department and Sustainability Coordinator regularly have conversations and research new green cleaning technologies to integrate into the building's green cleaning procedures.

j. Quality Control

Prior to implementation, service providers involved in the building's plan shall submit all information about proposed practices to the Sustainability Coordinator, either through reports, detailed contractual language, or addenda that establish protocols and products that will be used onsite.

The Director of Building Services shall review proposed activities to determine compliance with the plan and approve or deny action.

Compliance will be verified with purchase records documented in IEQc3.3 and IEQc3.4.

k. Implementation. For detailed implementation, please reference the Georgia World Congress Center Green Cleaning Program (a copy of which is attached as Exhibit A).

l. Procedures and Strategies

The Department of Building Services is responsible for:

- (1) Adopting purchasing policy for sustainable cleaning products and equipment
- (2) Establishing and enforcing standard operating procedures for consistent use of floor cleaning system.
- (3) Providing ongoing documentation of enforcement.
- (4) Implementing strategies to improve hand hygiene.
- (5) Developing and enforcing guidelines for handling safe storage and cleaning chemicals.
- (6) This must include plan for managing hazardous spills.
- (7) Implementing training for staff and maintenance personnel.
- (8) The collection of occupant feedback.

m. Goals

The Authority will strive to identify and use low- environmental-impact chemicals in its cleaning policies while reducing exposure of occupants to chemical hazards. GWCCA will also dispose of and/or recycle cleaning materials and chemicals in a sustainable manner.

n. Responsible Parties

The Director of Building Services is responsible for managing the implementation of the Green Cleaning Policy and Plan. Personnel involved with various elements of the green cleaning program shall carry out their tasks according to this policy and report all relevant activities to the aforementioned parties. Green cleaning strategies for the property shall include actions also performed by the Director of Purchasing and the Sustainability Coordinator.

o. Definitions

- (1) **Green cleaning** is the use of cleaning products and practices that have less environmental impact than conventional products and practices.
- (2) **Indoor air quality (IAQ)** is the nature of air that affects the health and well-being of building occupants.
- (3) **Standard operating procedures** are detailed, written instructions documenting a method to achieve uniformity of performance.
- (4) A **sustainable purchasing policy** gives preference to products that have little negative environmental and social impact throughout their life-cycle, and also gives preference to companies whose products have little negative environmental and social impact.

GREEN CLEANING PROGRAM

Scope

This program applies to interior common areas of the Georgia World Congress Center. With this program the Authority seeks to reduce the exposure of potentially hazardous chemical, biological, and particulate contaminants. This reduction promotes healthier air quality, human health, and an overall more environmentally-friendly building environment.

Performance Metrics

The Authority's goal is set for 100% of cleaning products purchased at the Georgia World Congress Center (by cost) to satisfy the criteria of LEED credit IEQc3.3.

a. Cleaning Products:

- (1) The cleaning products meet one or more of the following standards for the appropriate category:
 - (a) Green Seal GS-37, for general-purpose, bathroom, glass and carpet cleaner use for industrial and institutional purposes
 - (b) Environmental Choice CCD-110, for cleaning and degreasing compounds
 - (c) Environmental Choice CCD-146, for hard-surface cleaners
 - (d) Environmental Choice CCD-148, for carpet and upholstery care.

- (2) Disinfectants, metal polish, floor finishes, strippers or other products not addressed by GS-37 or Environmental Choice CCD-110, 146, or 148 shall meet at least one of the following standards for the appropriate category:
 - (a) Green Seal GS-40, for industrial and institutional floor-care products
 - (b) Environmental Choice CCD-112, for digestion additives for cleaning and odor control
 - (c) Environmental Choice CCD-113, for drain or grease-trap additives
 - (d) Environmental Choice CCD-115, for odor-control additives
 - (e) Environmental Choice CCD-147, for hard-floor care
 - (f) California Code of Regulations maximum allowable VOC levels for the specific product category.

- (3) Disposable janitorial paper products and trash bags meet the minimum requirements of one or more of the following programs for the applicable product category:
 - (a) U.S. EPA Comprehensive Procurement Guidelines for Janitorial Paper and Plastic Trash Can Liners
 - (b) Green Seal GS-09, for paper towels and napkins
 - (c) Green Seal GS- 01, for tissue paper
 - (d) Environmental Choice CCD-082, for toilet tissue
 - (e) Environmental Choice CCD-086, for hand towels
 - (f) Janitorial paper products derived from rapidly renewable resources or made from tree-free fibers.

- (4) Hand soaps meet one or more of the following standards:
 - (a) No antimicrobial agents (other than as a preservative) except where required by health codes and other regulations (i.e., food service and health care requirements)
 - (b) Green Seal GS-41, for industrial and institutional hand cleaners

Policy 8-103 Green Cleaning Policy and Program continued

(c) Environmental Choice CCD-104, for hand cleaners and hand soaps.

Prohibited Chemicals:

- ☒ Alkylphenol ethoxylates
- ☒ Benzene
- ☒ Optical brighteners
- ☒ Ozone-depleting compounds (ODCs)
- ☒ Phthalates and dibutyl phthalate
- ☒ Zinc and zinc compounds
- ☒ Other heavy metals, including arsenic, lead, cadmium, cobalt, chromium, mercury
- ☒ Antimicrobial agents (other than as a preservative) except where required by health codes and other regulations (i.e., food service, health care requirements)

Storage Requirements:

- ☒ Containers will be securely closed when not in use
- ☒ Storage areas that contain cleaning products will be fully ventilated
- ☒ Custodial closets and storage areas will be kept clean and free of standing water
- ☒ Where dispensing equipment is used, ensure that worker exposure is minimized

Chemical Concentrates/Dilution:

- ☒ Whenever possible, concentrates dispensed from closed dilution systems must be used as alternatives to open dilution systems or non-concentrated products
- ☒ Concentrates, properly diluted on-site, reduce the environmental impact of the chemical program relating to transportation, packaging and storage
- ☒ GWCC employees who dispense chemicals from the dilution system are properly trained in use, maintenance and disposal of the chemicals and packaging and logs documenting that training will be used

Disposal Requirements:

- ☒ Use all cleaning products until containers are completely empty prior to opening a new container
- ☒ Use products with expiration dates prior to expiration (may affect reducing quantity ordered)
- ☒ Dispose of all excess product in accordance with manufacturer instructions
- ☒ Recyclable packaging includes, at a minimum, white office paper, mixed paper, press board, corrugated cardboard, plastics #1-7, metal and glass
- ☒ Recycle all packaging in designated recycling containers

b. Cleaning Equipment:

The goal is set for 100% of cleaning equipment purchased at the Georgia World Congress Center (by cost) to satisfy the criteria of LEED credit IEQc3.4.

(1) Vacuum cleaners

- (a) Certified by Carpet and Rug Institute's "Green Label" Testing Program
- (b) Operate with sound level of less than 70 dBA

(2) Carpet Extraction

- (a) Certified by Carpet and Rug Institute's "Seal of Approval" Testing Program

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- (3) Powered Floor Equipment
 - (a) Equipped with vacuums, guards and/or other devices for capturing fine particulates
 - (b) Operate with sound level of less than 70dBA
 - (4) Propane-powered floor equipment
 - (a) High-efficiency, low emissions engines with catalytic converters
 - (b) Mufflers meet California Air Resources Board (CARB) or Environmental Protection Agency (EPA) standards for engine size
 - (c) Operate at sound level less than 90 dBA
 - (5) Automated Scrubbing Machines
 - (a) Equipped with variable-speed feed pumps and on-board chemical metering
 - (b) OR machines use only tap water with no added cleaning products
 - (6) Battery-powered equipment
 - (a) Equipped with environmentally-preferable gel batteries
 - (7) Powered equipment
 - (a) Ergonomically designed to minimize vibration, noise, and user fatigue
 - (8) Equipment designed with rollers or bumpers to reduce damage to building surfaces
- c. **Hard-Floor and Carpet Maintenance:** Floor-care maintenance shall consistently be performed according to written protocols, without exception. QC checks will be used to ensure 100% adoption.
- d. **Entryway Systems:** Protocols promoting effective use of entryway systems shall be wholly adopted. Quality control checks shall be used to ensure 100% adoption.
- e. **Hand Hygiene:** Protocols promoting hand hygiene shall be wholly adopted. QC checks will be used to ensure 100% adoption.
 - (1) All restroom facilities, including those public areas and back-of-house spaces shall include appropriate hand soaps. (See Above)
 - (2) Per regulations, hand-hygiene notices will be placed in all employee rest rooms.
- f. **Handling and Storage of Cleaning Chemicals:** Protocols governing safe handling and storage of cleaning chemicals shall be wholly adopted. QC checks will be used to ensure 100% adoption.
 - (1) Storage: Cleaning chemicals are stored in single-locked janitorial closets. Workers access chemicals at the beginning of their shift and as needed.
 - (2) Dilution: Chemical concentrates and dilution systems are used according to the procedures identified in the service provider's program to minimize risk to staff and occupants, and to conserve resources.
 - (3) Spills: If a hazardous spill or mishandling incident occurs, the supervisor should be notified immediately and chemicals contained. Clean up spill immediately and contact poison control or 911 if accident escalates to health issue.
- g. **Vulnerable Building Occupants:** To protect vulnerable building occupants, such as pregnant women, children, asthmatics, elderly occupants, individuals with allergies and highly sensitive individuals, cleaning staff shall use only low/no VOC cleaning products; they shall perform routine cleaning and floor restoration activities after working hours when the majority of occupants have left the building;

Policy 8-103 Green Cleaning Policy and Program continued

the staff shall limit the number of cleaning chemicals used in the building; and they shall maintain a high level of cleanliness thus minimizing the presence of irritants.

- h. **Staffing and Training:** All cleaning personnel shall receive regular training. Vendors shall supply evidence of compliance with training requirements prior to contract award or renewal.
- i. **Occupant Feedback and Evaluation of New Technologies:** All guests and employees may contact the Building Services Department to provide feedback on cleaning practices. Occupants are encouraged to utilize the building's work order system to alert the Building Services Department to any issues relating to the green cleaning program. The Sustainability Coordinator issues annual occupant feedback surveys to seek input on cleaning practices in addition to other performance metrics. The Building Services Department and Sustainability Coordinator regularly have conversations and research new green cleaning technologies to integrate into the building's green cleaning procedures.
- j. **Quality Control:** Prior to implementation, service providers involved in the building's plan shall submit all information about proposed practices to the Sustainability Coordinator, either through reports, detailed contractual language, or addenda that establish protocols and products that will be used onsite.

The Director of Building Services shall review proposed activities to determine compliance with the plan and approve or deny action.

Compliance will be verified with purchase records documented in IEQc3.3 and IEQc3.4.

- k. **Implementation:** For detailed implementation, please reference the Georgia World Congress Center Green Cleaning Program.
- l. **Procedures and Strategies:**

The Department of Building Services is responsible for:

- (1) Adopting purchasing policy for sustainable cleaning products and equipment
- (2) Establishing and enforcing standard operating procedures for consistent use of floor cleaning system.
- (3) Providing ongoing documentation of enforcement.
- (4) Implementing strategies to improve hand hygiene.
- (5) Developing and enforcing guidelines for handling safe storage and cleaning chemicals.
- (6) This must include plan for managing hazardous spills.
- (7) Implementing training for staff and maintenance personnel.
- (8) All staff are trained before they are assigned to a project in the proper handling of chemicals, proper use and maintenance of capital equipment, and proper cleaning procedures.
- (9) Provide a list of all chemicals (MSDS) that may be used in the building and train staff how to read an MSDS and to review the safety manual.
- (10) Document and provide staff continual training and/or education on a quarterly basis to maintain the knowledge of correct procedures for safety, tools, techniques, and pertinent environmental standards.
- (11) The collection of occupant feedback.

Policy 8-103 Green Cleaning Policy and Program continued

m. Goals

The Georgia World Congress Center Authority will strive to identify and use low- environmental-impact chemicals in its cleaning policies while reducing exposure of occupants to chemical hazards. GWCCA will also dispose of and/or recycle cleaning materials and chemicals in a sustainable manner.

n. Responsible Parties

The Director of Building Services is responsible for managing the implementation of the Green Cleaning Policy and Program. Personnel involved with various elements of the green cleaning program shall carry out their tasks according to this policy and report all relevant activities to the aforementioned parties. Green cleaning strategies for the property shall include actions also performed by the Director of Purchasing and the Sustainability Coordinator.

o. Definitions

- (1) **Green cleaning** is the use of cleaning products and practices that have less environmental impact than conventional products and practices.
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Policy 8-104 Landscape and Pest Management Plan

The purpose of this policy is to preserve ecological integrity, enhance natural diversity, and protect wildlife while supporting high-performance building operations and integration in the surrounding habitat.

Measure of Performance

Outdoor IPM. This plan shall govern all components of outdoor integrated pest management (IPM) at GWCC's building and site.

a. IPM Implementation. Outdoor integrated pest management focuses on the promotion of integrated prevention methods and least toxic methods, including:

(1) Integrated Methods

(a) Eliminate food and water sources

(b) Clean spills promptly

(a) Any cleaning products used must meet the requirements in the green cleaning policy

(c) Eliminate clutter to simplify cleaning and minimize hiding places

(d) Identify structural, mechanical, and operational issues to prevent harborage and infiltration

(2) Routine Site Inspection and Monitoring

(a) The site will be monitored on a regular basis.

(3) Pest Population Monitoring

(b) Pest monitor devices will be placed in appropriate areas.

(4) Evaluation of the need for pest control and one or more pest control methods

(a) Use only SF Tier 3 least toxic products

(b) Rodent bait may only be used if they are solid blocks placed in locked outdoor dispensers in a self-contained unit in an inaccessible location.

(5) Universal Notification System

(a) Notify building occupants of pesticide applications with products other than least-toxic. These Universal Notification procedures should require notice of not less than 72 hours before application (under normal conditions) and 24 hours after application (in emergency conditions) of a pesticide other than a least-toxic pesticide.

(b) Universal notification is defined as visual signage including at a minimum: pesticide product name, active ingredient, product label signal word (e.g. caution, danger), the time and location of application, and contact information for persons seeking more information.

(6) Emergency Conditions

(a) Emergency conditions include any pest problem considered an immediate threat to health and/or safety of building occupants. Any pesticide may be used and must be reported to the appropriate party prior to leaving the building.

b. Erosion and Sedimentation Control: This plan shall govern all components of erosion and sedimentation (E&S) control at GWCC's building and site. The practices identified in this plan shall be wholly adopted and used in 100% of the construction and routine site maintenance/operations scenarios.

(1) Goals for construction activities: The prevention and control of E&S during construction is based on the Site Erosion and Sedimentation Control component of the construction specifications. This requires a plan with work methods and devices in compliance with the 2003 EPA Construction

Policy 8-104 Landscape and Pest Management Plan continued

General Permit (<http://cfpub.epa.gov/npdes/stormwater/cgp.cfm>) or another local jurisdiction, if more stringent. The specification shall be included in construction documents for all projects involving site work or grading.

- (2) Goals for routine site maintenance and operations: When deteriorated conditions compromise the efficacy of the existing controls, the methods listed in the construction specification apply to the operations and maintenance work.
- (3) During significant weather events or due to seasonal detritus, soil and organic debris can build up in storm water drainage systems; routine inspections and maintenance facilitate a fast response to erosion issues and limit the harmful environmental impacts of erosion and sedimentation. A regular inspection of existing controls shall be performed and logged to ensure that deficiencies are identified and remedied. This includes bi-monthly inspection of the controls listed above, as well as the following:
 - (a) Assessment of soil stability after major rainfall events for all site areas
 - (b) Inspection for standing water and drainage problems following major rainfall events
 - (c) Semiannual inspection and cleaning of roof drains
 - (d) Inspection of storm sewers during major rainfall for evidence of sedimentation

c. Landscape Management: This plan shall govern all components of landscape waste and fertilizer at GWCC's building and site. The practices identified in this plan shall be wholly adopted and used in 100% of landscape management activities.

- 1) Goals for landscape waste: Landscaping waste is removed regularly and is composted or chipped for mulch by the service provider.
- 2) Landscaper shall continue to collect landscape waste, including but not limited to, leaves, cut vines, and pruned branches for composting or mulching.
- 3) Goals for fertilizer: Fertilizer use shall be kept to a minimum to prevent eutrophication of local ponds and streams. Only organic fertilizers shall be applied on the grounds. Landscaper shall assume responsibility for administering organic fertilizer on the building grounds.
 - (a) Test soil for available nutrients.
 - (b) Use only organic, water soluble products.
 - (c) Preference native and adaptive plant species.

d. Goals

The Georgia World Congress Center Authority will strive to reduce the environmental footprint of the treatment of pests, erosion and sedimentation due to natural or unnatural acts, and landscaping activities that could pose a negative effect on the environment.

f. Responsible Parties

Building Services shall be responsible for the implementation of this policy in respect of pest control and landscape services, except that the Engineering Department shall be responsible for implementation of this policy in respect of construction projects.

Policy 8-105 Sustainability Purchasing Policy

Through this policy the Authority, working with its contractors, seeks to prioritize spending on purchases that are environmentally sound and socially beneficial by following the LEED sustainability criteria as outlined in the LEED for Existing Building: Operations & Maintenance reference guide. This policy covers product purchases that are within the following LEED credits:

- a. MR Credit 1: Sustainable Purchasing – Ongoing Consumables
- b. MR Credit 2.1: Sustainable Purchasing – Electric-Powered Equipment
- c. MR Credit 2.2: Sustainable Purchasing – Furniture
- d. MR Credit 3: Sustainable Purchasing – Facility Alterations and Additions
- e. MR Credit 4: Sustainable Purchasing – Reduced Mercury in Lamps
- f. MR Credit 5: Sustainable Purchasing – Food

The Authority is committed to mitigating the environmental impact of product consumption. Sustainable purchasing has become an important eco-sensitive activity, which conserves both natural resources and landfill space, reduces pollution and toxins, and increases employee health and safety.

Definitions:

- a. **Chain-of-custody:** A tracking procedure for documenting the status of a product from the point of harvest or extraction to the ultimate consumer end use, including all successive stages or processing, transformation, manufacturing, and distribution.
- b. **Composite Wood:** Made from several materials, agrifiber products are products made from agricultural fiber. These materials comprise particleboard, medium-density fiberboard, plywood, oriented-strand board, wheatboard, strawboard, panel substrates, and door cores.
- c. **Durable Goods:** Have a useful life of two years or more and are replaced infrequently. Examples include furniture, office equipment, appliances, external power adapters, televisions, and audiovisual equipment.
- d. **Fairtrade:** A product certification system overseen by FLO International, which identifies products that meet certain environmental, labor, and development standards.
- e. **Fixtures, Fittings, and Equipment (FF&E):** All items that are not base building elements, such as lamps, computers, electronics, desks, chairs, and tables.
- f. **The Food Alliance:** Certifies foods from sustainable farms and ranches that produce natural products; encourages enhanced quality control and food safety measures; encourages responsible management of water, energy resources, and waste; encourages recycling; provide a safe work environment; and commit to continual improvement of sustainable practices.
- g. **Marine Stewardship Council Blue Eco-Label:** Applies to products that meet certain principles and criteria for sustainable fishing, including sustainable harvest of the target stock, acceptable impact of the fishery on the ecosystem, effectiveness of the fishery management system (including all relevant biological, technological, economic, social, environmental, and commercial aspects), and compliance with relevant laws and standards.

- h. Ongoing Consumables:** Have a low cost per unit and are regularly used and replaced in the course of business. Examples include paper, envelopes, toner cartridges, binders, batteries, notepads, notebooks, and desk accessories.
- i. Post-consumer Content:** The percentage of material in a product that is recycled from consumer waste.
- j. Post-industrial/Pre-consumer Content:** The percentage of material in a product that is recycled from manufacturing waste. Examples include planer shavings, ply-trim, sawdust, chips, shells, trimmed materials, over-issue publications, and obsolete inventories. Excluded are materials such as rework, regrind, or scrap generated in a process and capable of being reclaimed within the same process that generated it.
- k. Protected Harvest:** Certification standards reflect the growing requirements and environmental considerations of different crops and bioregions. Each crop- and region-specific standard addresses production, toxicity, and chain-of-custody.
- l. Rainforest Alliance Certification:** Awarded to farms that protect wildlife by planting trees, control erosion, limit agrochemicals, protect native vegetation, hire local workers, and pay fair wages.
- m. Rapidly Renewable Materials:** Planted and harvested in less than 10 years.
- n. Off-site Salvaged Materials:** Recovered from an off-site source and reused.
- o. On-site Salvaged Materials:** Recovered from and reused at the same building site.
- p. USDA Organic:** Is the U.S. Department of Agriculture's certification for products that contain at least 95% organically produced ingredients (excluding water and salt). Any remaining ingredients must consist of approved nonagricultural substances (as listed by USDA) or be non-organically produced agricultural products that are not commercially available in organic form.
- q. Source reduction:** reduces the amount of unnecessary material brought into a building. An example of source reduction would be purchasing products with less packaging.
- r. Regionally extracted materials:** raw materials taken from within a 500-mile radius of GWCCA.

Procedures and Strategies:

a. MR Credit 1: Sustainable Purchasing – Ongoing Consumables

The Authority will compile aggregate information quarterly for the purchases of ongoing consumables by facility. Associates will be provided with the sustainability criteria through the Purchasing Department page on the intranet and are encouraged to purchase sustainable products whenever possible.

Resources: The Forest Stewardship Council has recently developed a comprehensive database of certified products and suppliers that can be found at <http://marketplace.fsc.org/portal/>

b. MR Credit 2.1: Sustainable Purchasing – Durable Goods, Electric-Powered Equip.

CCLD will compile electric-powered equipment purchasing information quarterly. Any supporting documentation to validate the sustainability criteria that is claimed for the product will be produced by the Department. CCLD and the Purchasing department have been informed of the sustainability criteria for electric durable goods, as well as recommended ENERGY STAR products from http://www.energystar.gov/index.cfm?c=bulk_purchasing.bus_purchasing.

Additional resource: Electronic Product Environmental Assessment Tools (EPEAT) rates electronic products to help purchasers evaluate and compare monitors, desktop, and notebook computers <http://epeat.net/>

c. MR Credit 2.2: Sustainable Purchasing – Durable Goods, Furniture

Purchasing of furniture is going to be measured and evaluated by tracking and documenting by the purchasing department. All durable goods purchased will have to be tracked and documented so that the project building can achieve at least 40% of sustainable purchasing by cost for this credit.

d. MR Credit 3: Sustainable Purchasing – Facility Alterations and Additions

The Authority commits to working to generate recommended product and vendor lists prior to and during all build-outs, renovations, and refits. During build-outs and renovations, the architect will provide sustainability criteria and specifications to include in construction documents. The construction team tracks all procurement of materials and submits a regular tracking spreadsheet to GWCCA to be aggregated at the end of construction. Supporting documentation is submitted with the tracking spreadsheet for products that meet one or more of the sustainability criteria for this credit.

The Authority will follow this policy in all building renovations and build-outs over which they have control. All preferred architects and contractors will be required to meet the goal of 50% by cost of sustainable purchases prior to being selected for the project.

e. MR Credit 4: Sustainable Purchasing – Reduced Mercury in Lamps

The Purchasing Department will be required to provide quarterly invoices of all lamp purchases, including the quantity and cost of each lighting product. The mercury levels of each product have been previously determined and any new products are researched by the vendor to determine the mercury level. The weighted average of the mercury level of the product purchases is tracked monthly and annually to ensure that the goal of less than 90 picograms per lumen-hour is achieved.

f. MR Credit 5: Sustainable Purchasing – Food

Levy Restaurants, the exclusive caterer for the Georgia World Congress Center Authority campus, will be required to provide regular (monthly or quarterly) reports identifying all food and beverage purchases broken out to each venue (Georgia Dome, Georgia World Congress Center, and Centennial Olympic Park). Identifying which food items meet which of the criteria listed will need to be specified in order to reduce the environmental and transportation impacts of their production and distribution and a compilation of these items and their associated costs will need to be gathered to verify that the goal of at least 25% by cost of sustainable food purchases is achieved.

Note: If the validity of any product's certification is in question please refer to the EPA's Environmentally Preferable Purchasing (EPP) Program guidelines located on the EPA's website at <http://epa.gov/epp/>. The EPA has compiled a valuable resource that includes helpful guidelines, hands-on tools for Green Purchasing, publications, and Green products and services.

Goals:

- a. MR Credit 1: Sustainable Purchasing – Ongoing Consumables**
The goal of this credit is to purchase at least 60% by cost of sustainable ongoing consumables.
- b. MR Credit 2.1: Sustainable Purchasing – Durable Goods, Electric-Powered Equip.**
The goal of this credit is for more than 40% of electric-powered durable goods, by cost, meet the sustainability criteria identified.
- c. MR Credit 2.2: Sustainable Purchasing – Durable Goods, Furniture**
The goal of this credit is for more than 40% of furniture purchases, by cost, meet the sustainability criteria identified.
- d. MR Credit 3: Sustainable Purchasing – Facility Alterations and Additions**
The goal of this credit is during a facility alteration or addition purchase more than 50% of sustainable products.
- e. MR Credit 4: Sustainable Purchasing – Reduced Mercury in Lamps**
The goal for this credit is to purchase light bulbs with less than 90 picograms per lumen-hour.

Performance Metrics:

In order to be consistent throughout all calculations, taxes and shipping costs will be excluded for calculating compliance for the following credits. Each purchase can receive credit for each sustainable criterion met. For example, a \$100 purchase that contains both 10% post-consumer recycled content and 50% of content harvested within 500 miles of the project counts twice in the calculation, for a total of \$200 of sustainable purchasing.

- a. MR Credit 1: Sustainable Purchasing – Ongoing Consumables**
Purchasing of ongoing consumables will be measured through tracking and documenting by the purchasing department. All ongoing consumables that are purchased will be tracked by cost to determine whether 60% of all ongoing consumables meet the one or more of the sustainability criteria listed below:
 - (1) Purchases contain at least 10% post-consumer and/or 20% post-industrial (pre-consumer) recycled content
 - (2) Purchases contain at least 50% rapidly renewable materials
 - (3) Purchases contain at least 50% materials harvested and processed or extracted and processed within 500 miles of the GWCCA campus
 - (4) Purchases consist of at least 50% Forest Stewardship Council (FSC)-certified paper products
 - (5) Batteries are rechargeable
 - (6) Documentation verifying product compliance will be obtained for at least 20% of the sustainable purchases.
- b. MR Credit 2.1: Sustainable Purchasing – Electric-Powered Equipment**
Purchasing of electric-powered equipment is going to be measured and evaluated through tracking and documenting by the purchasing department and CCLD. All durable goods purchased will have to be tracked and documented so that the project building can achieve at least 40% of sustainable purchasing by cost for this credit by meeting at least one of the following criteria:

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- (1) The equipment is ENERGY STAR qualified (for product categories with developed specifications)
- (2) The equipment (either battery or corded) replaces conventional gas-powered equipment (which, at a minimum, includes maintenance equipment and vehicles, landscaping equipment, and cleaning equipment)
- (3) Documentation verifying product compliance will be obtained for at least 20% of sustainable purchases.

c. MR Credit 2.2: Sustainable Purchasing – Furniture

Purchasing of furniture is going to be measured and evaluated by tracking and documenting by the purchasing department. All durable goods purchased will have to be tracked and documented so that the project building can achieve at least 40% of sustainable purchasing by cost for this credit by meeting one or more of the following criteria:

- (1) Purchases contain at least 10% post-consumer and/or 20% post-industrial recycled content
- (2) Purchases contain at least 70% material salvaged from off-site or outside the organization
- (3) Purchases contain at least 70% material salvaged from on-site, through an internal organization materials and equipment reuse program
- (4) Purchases contain at least 50% rapidly renewable material
- (5) Purchases contain at least 50% Forest Stewardship Council (FSC)-certified wood
- (6) Purchases contain at least 50% material harvested and processed or extracted and processed within 500 miles of the GWCCA campus
- (7) Documentation verifying product compliance will be obtained for at least 20% of sustainable purchases.

d. MR Credit 3: Sustainable Purchasing – Facility Alterations and Additions

Facility alterations and additions will be measured and evaluated by making sure that everything that is used in any build-outs, building renovations, or other facility alterations and additions is tracked and documented. When doing an alteration or addition to the facility, the contractor in charge will track purchases to make sure that at least 50% by cost meets the sustainability criteria by meeting one or more of the following criteria:

- (1) Purchases contain at least 10% post-consumer and/or 20% pre-consumer recycled content
- (2) Purchases contain at least 70% material salvaged from off-site or outside the organization
- (3) Purchases contain at least 70% material salvaged from on-site, through an internal organization materials and equipment reuse program
- (4) Purchases contain at least 50% rapidly renewable material
- (5) Purchases contain at least 50 FSC-certified wood
- (6) Purchases contain at least 50% material harvested and processed or extracted and processed within 500 miles of the project
- (7) Adhesives and sealants have a VOC content less than the current VOC content limits of South Coast Air Quality Management District (SCAQMD) Rule #1168, or sealants used as fillers meet or exceed the requirements of the Bay Area Air Quality Management District Regulation 8, Rule 51
- (8) Paints and coatings have VOC emissions not exceeding the VOC and chemical component limits of Green Seal's Standard GS-11 requirements
- (9) Noncarpet finished flooring is FloorScore-certified and constitutes a minimum of 25% of the finished floor area
- (10) Carpet meets the requirements of the CRI Green Label Plus Carpet Testing Program
- (11) Carpet cushion meets the requirements of the CRI Green Label Testing Program

Policy 8-105 Sustainability Purchasing Policy continued

(12) Composite panels and agrifiber products (particleboard, medium-density fiberboard/MDF, plywood, oriented-strand board/OSB, wheatboard, strawboard, panel substrates and door cores) contain no added urea-formaldehyde resins

e. MR Credit 4: Sustainable Purchasing – Reduced Mercury in Lamps

The amount of mercury in lamps will be tracked by ensuring that lamps and bulbs that are purchased are, on average, less than 90 picograms per lumen-hour or specify the lowest picograms per lumen-hour available.

f. MR Credit 5: Sustainable Purchasing – Food

Food and beverage purchases will be tracked by cost and on a regular basis by the campus's exclusive caterer, Levy Restaurants. Our goal of achieving 25% of food and beverage purchases that meet one or both of the following criteria:

- (1) Purchases are labeled USDA Organic, Food Alliance Certified, Rainforest Alliance Certified, Protected harvest Certified, Fair Trade or marine Stewardship Council's Blue Eco-Label
- (2) Purchases are produced within a 100-mile radius of the campus
- (3) Documentation verifying product compliance will be obtained for at least 20% of sustainable purchases.

Responsible Party:

a. MR Credit 1: Sustainable Purchasing – Ongoing Consumables

Quarterly tracking reports: GWCCA Purchasing Department

b. MR Credit 2: Sustainable Purchasing – Durable Goods, Electric-Powered Equip.

Quarterly tracking reports: CCLD

c. MR Credit 2.2: Sustainable Purchasing – Durable Goods, Furniture

Quarterly tracking report: GWCCA Purchasing Department

d. MR Credit 3: Sustainable Purchasing – Facility Alterations and Additions

Monthly/as needed tracking reports: General Contractor

e. MR Credit 4: Sustainable Purchasing – Reduced Mercury in Lamps

Quarterly tracking reports: GWCCA Purchasing Department

f. MR Credit 5: Sustainable Purchasing – Food

Monthly or quarterly tracking reports: Levy Restaurants

Policy 9-101 Acquisition and Use of Telecommunications Services and Equipment

This policy is intended to cover guidelines governing the acquisition, use and control of Georgia World Congress Center Authority telecommunications services and equipment.

The State of Georgia recognizes the rapidly evolving technological advances in telecommunications. Appropriate use of this technology allows Authority employees to be more responsive to the customers. As competitive facilities, the Authority should remain on the cutting edge of telecommunications technology.

Definitions:

- a. Employee - a full-time or part-time employee of the Authority.
- b. Usage Sensitive Services - those services whose recurring charges are based on a per-unit measure such as minutes used or occurrence of use.
- c. Wireless Device – devices, such as smartphones, that receive and /or send transmission using wireless technology.

Criteria for Determining the Need for Wireless Devices:

- a. The following criteria will be used to determine which Authority job business functions and employees may be authorized to use wireless devices:
 - (1) Device is required to enhance an employee’s job responsibility of protecting the physical safety of the general public.
 - (2) Device is required for an employee to respond better to environmental emergencies.
 - (3) Device is required for additional protection for the employee in potentially hazardous working conditions.
 - (4) An employee cannot adequately meet communications needs with fixed telecommunications equipment.
 - (5) Frequent travel (greater than 25% of time) and required to stay in contact with the office or Authority clients.
 - (6) Job requirement is to remain mobile within multiple buildings/sites where 2-way communication is required.
 - (7) On-call personnel who are on-call more than two weekends a month.
 - (8) Authority positions identified on an Equipment Grid spreadsheet (maintained by HR) as requiring a device.

Acquiring Wireless Devices and Services:

- a. When the need for a wireless device is determined, the Senior Director of Finance will coordinate with the Authority Purchasing Manager to identify the most appropriate vendors(s) to provide the devices and negotiate rate plans that provide the greatest savings to the Authority.
- b. For a position to be assigned a wireless device, the respective Executive shall submit a request to the Senior Director of Finance identifying the employee, position number, job title, type of wireless device requested, and justification for the device. In order to maximize cost/benefit, the Executive shall determine whether an operating unit may be assigned a wireless device instead of an individual employee.
- c. The Senior Director of Finance will approve the assignment of all wireless devices.

Monitoring Usage of Wireless Devices:

- a. The Senior Director of Finance will verify that charges billed to the Authority demonstrate appropriate use based on a sample of the usage listed on the invoice for the telecommunications services. In the event that an employee fails to use the wireless device to the extent that is cost effective, the Senior

Policy 9-101 Acquisition and Use of Telecommunications Services and Equipment continued

Director of Finance will recommend to the Executive Director that the device assignment be discontinued.

- b.** Each employee or operating unit will review their monthly telecommunications statement. The employee will sign off on the statement, identify those charges on the statement that are for personal purposes, reimburse the Authority for personal usage at a rate per minute determined by the Executive Committee, and return the statement to the Accounting Department. If there is no personal usage of the wireless device, the employee will sign and date the statement and note that all usage was for business purposes.
- c.** The Senior Director of Finance is responsible for:
 - (1) Distributing the monthly wireless device statements to each employee or operating unit.
 - (2) Communicating the rate of reimbursement for personal usage of a device.
 - (3) Collecting all monies due the Authority for personal usage of a device.
 - (4) Maintain all records of all monthly statements, personal calls made, and reimbursements made.
- d.** The Senior Director of Finance will periodically review the returned statements to evaluate whether the employee usage of the wireless device is appropriate. The Senior Director of Finance is authorized to audit the wireless device records and to verify that the employee is reimbursing the Authority for all personal calls.

Inventory of Wireless Devices:

The Senior Director of Finance (through our telecommunications vendor) is responsible for managing the inventory of wireless devices, to include service plans, service provider and the employee/operating unit assigned the use of the device. All wireless devices should be tracked and monitored through the annual asset inventory process.

Employee Responsibilities:

- a.** Employees assigned a wireless device are expected to:
 - (1) Maintain wireless devices in good working order.
 - (2) Comply with all policies and procedures regarding the use of wireless devices.
 - (3) Limit the use of wireless devices for personal purposes.
 - (4) Reimburse the Authority for charges for personal usage at a set rate.
 - (5) Notify the Senior Director of Finance when modifications are needed to the rate plan assigned to the employee so as to minimize costs to the Authority.
 - (6) Replace a wireless device that is damaged as a result of employee negligence.
 - (7) In the event of loss or theft, an incident report must be completed with Public Safety and an Equipment Lost/Stolen form approved by Department Head and Executive.
- b.** All employees assigned a wireless device shall be provided a notice stating: "The Authority reserves the right to investigate, retrieve and read any communications or data composed, transmitted or received through wireless devices."

Prohibited Use of Communications Technologies:

Certain uses or attempted uses of Authority provided telecommunications services and equipment are prohibited.

- a.** Conducting private or personal for-profit activities. This includes use for private purpose such as business transactions, private advertising of products or services, and any activity meant to foster personal gain.
- b.** Conducting unauthorized not-for-profit business activities.
- c.** Conducting any illegal activities as defined by federal, state and local laws and regulations.
- d.** Creating, accessing or transmitting sexually explicit, obscene or pornographic material.
- e.** Creating, accessing or transmitting material that is illegally discriminatory or threatening or otherwise violates applicable law.

Policy 9-101 Acquisition and Use of Telecommunications Services and Equipment continued

- f. Creating, accessing or participation in on-line gambling.
- g. Infringement of any copyright, trademark, patent or other intellectual property rights.
- h. Performing any activity that could cause the loss, corruption of or prevention of rightful access to data or the degradation of system/network performance.
- i. Conducting any activity or solicitation for political or religious causes.
- j. Unauthorized distribution of state data or information.
- k. Attempts to subvert the security of any state or other network or network resources.
- l. Use of another employee's access for any reason unless explicitly authorized.
- m. Attempts to libel or otherwise defame any person. n. Use of charge-based directory assistance calls such as 411 and (area code) 555-1212, as well as any personal calls such as 511, 900 and 976 phone services.

Use of Personal Wireless Devices for State Business:

- a. Authorized employees who are not assigned Authority-issued wireless devices may be reimbursed for occasional business-related calls made from their personal wireless devices. Such reimbursements should be limited in accordance with the criteria listed below.
 - (1) Reimbursement must be made for the costs of business related calls at the same rate as established in 7(b) of this policy only and will not include any portion of the cost of personal equipment or installation.
 - (2) A copy of their technology bill identifying the business related usage with sufficient detail to verify the reimbursable usage must be provided.
- b. An authorized employee may select to use his/her personal cell phone in lieu of an Authority issued device. Authorized employees will be provided a monthly reimbursement at a rate determined by the Executive Committee. Employees who select to use their own personal device are required to sign the Personal Cell Phone Usage Authorization form and abide by the requirements therein. (see Admin Personal Mobile Device Usage Policy).

References:

- a. Georgia Office of Planning and Budget Policy Memorandum No. 4 (revision 8), "Rules, Regulations and Procedures Governing the Acquisition and Use of Telecommunications Services and Equipment Services and Equipment", effective August 1, 2004.
- b. GWCCA Human Resources Personnel Policy: "Code of Ethics"
- c. GWCCA Administrative Policy: "Procurement of Supplies, Equipment, Goods, Services and Disposition of Excess Items".
- d. GWCCA Administrative Policy: Personal Mobile Device Usage Policy and Authorization Form.

Policy 9-102 Procurement of Goods and Services

This purpose of this policy is to establish the Authority's procedure for the acquisition through governmental procurement of goods and services. Subject to applicable law (including but not limited to Chapter 22 of Title 50 of the Official Code of Georgia Annotated), all acquisitions by the Authority of goods or services must be effected pursuant to this policy.

- a. The Authority's Purchasing Department is charged with the administration of all aspects of this policy to include: procurement, receiving, storage, and distribution of all goods and services.
- b. The Purchasing Department will adhere to all applicable laws governing the procurement of goods and services.
- c. It is the policy of the State of Georgia that small businesses, female-owned businesses, and minority businesses have a fair and equal opportunity to participate in the State purchasing process. Therefore, the Georgia World Congress Center Authority encourages all small businesses, female-owned businesses, and minority-owned businesses to seek to contract for goods and services. The Authority does not intend to restrict or limit competitive bidding or to increase the cost of the work. The Authority supports a healthy free market system that seeks to include responsible businesses and provides ample opportunity for business growth and development.
- d. The Purchasing Department will procure goods and services using competitive bidding methods and will operate under the following bidding parameters:
 - (1) Contracts under \$25,000 - no competitive bidding is required. The Purchasing Department may secure additional pricing if a price is provided by department through informal quotes with concurrence of requesting department.
 - (2) Contracts \$25,001 to \$100,000 require three (3) quotes.
 - (3) Contracts \$100,001 to \$350,000 require advertisement on the Georgia Procurement Registry (www.doas.ga.gov) for a minimum of ten (10) calendar days.
 - (4) Contracts in excess of \$350,000 (not covered under a statewide contract/utility/another state agency or event expense being paid by the promoter or self-op or co-produced production events) will be posted to the Georgia Procurement Registry (www.doas.ga.gov) for a minimum of fifteen (15) calendar days and generally shall be presented for review and approval by the Board of Governors. Self-op or co-produced production event contracts will be approved per a separate policy dealing with these type events or approved by the Board through the annual budgeting process.
 - (5) Construction Projects above \$100,000 generally require sealed bids. Require advertisement on the Georgia Procurement Registry (www.doas.ga.gov) for a minimum of thirty (30) calendar days.
- e. The Purchasing Department will advertise competitive bid opportunities as prescribed by the Georgia Department of Administrative Services (www.doas.ga.gov).
- f. All requests for goods or services submitted to Purchasing must be authorized by the respective department director/manager or designated representative. A list of authorized representatives is maintained by the Purchasing department.
- g. No employee other than those designated in the Authority By-Laws are authorized to sign or execute contracts and purchase agreements on behalf of the Authority.
- h. The Authority is committed to reducing the adverse environmental impact of its purchasing decisions. It is committed to buying goods and services from contractors who share its environmental concern and commitment. See Sustainable Purchasing Policy.

Policy 9-102 Procurement of Goods and Services continued

- i. The Authority encourages the use of economical and environmentally friendly products and service options that serve to minimize waste, reduce excess packaging, recycle, reuse, prevent pollution, and/or offer resource efficiency.
- j. Exceptions to the provisions of this policy must be approved by the Executive Director with recommendation by the respective Executive.
- k. Employees must submit a Request for Expense Reimbursement form and attach receipts for any authorized orders paid from their personal funds.

Definitions:

- a. **A Request for Quotes (RFQ)** process is a competitive procurement method used by the Authority to solicit bids for the supply of goods or services. In the RFQ process, the Authority prescribes both the specifications and solution to its own needs. The Authority should use an RFQ if the project lends itself to the creation of clear and accurate specifications and the objective of the solicitation is to identify a supplier who can provide the required specifications at the lowest possible cost. The RFQ process identifies the lowest priced responsive and responsible bidder(s) for contract award; provided, however, no contract award will be made to the bidder with the lowest cost if the state entity determines the low cost bidder cannot perform the contract requirements.
- b. **A Request for Proposals (RFP)** is a formal solicitation method that seeks to leverage the creativity and knowledge of business organizations in order to provide a solution to a unique procurement. The RFP process allows suppliers to propose their own comprehensive and innovative solution to the Authority's needs described in the RFP. The RFP seeks to identify the "best value" for the Authority by using a combination of technical and cost factors to evaluate supplier proposals.
- c. **A Request for Qualified Contractors (RFQC)** is a formal solicitation method in which the Authority administers a prequalification process for suppliers with respect to a particular service, good, material, or equipment. In the prequalification process, the required qualifications are known and each supplier is judged on the supplier's ability to meet or surpass the required qualifications. The primary intent of the prequalification process is to identify multiple qualified sources of supply. The best use of the prequalification or RFQC process may vary depending on a variety of factors, such as the frequency or duration of the Authority needs and the manner in which the service, goods, materials, or equipment are provided. The RFQC typically is finalized through a competitive bidding process with the qualified participants.
- d. **A Task Order** is a supplementary contractual and obligating document that usually includes tasks description and is used in an indefinite delivery, indefinite quantity (IDIQ)-type contract.
- e. **A Contract** is a voluntary or legally binding agreement between two or more competent parties. Contracts are usually written. A contractual relationship is evidenced by (1) an offer, (2) acceptance of the offer, and (3) a valid (legal and valuable) consideration. Each party to a contract acquires rights and duties relative to the rights and duties of the other parties. Note: an accepted Purchase Order is a contractual document.
- f. **Sole Source** means those procurements made pursuant to a written determination to the Purchasing Department that there is only one (1) source for the required supply or service. Purchasing will maintain a file of such purchases, the sole vendors, and all relevant documentation. Declaration of sole source by departments on their requisitions will not constitute proper sole source determination. A statement on company letter head shall be required stating that the vendor is a sole source of product.

Policy 9-102 Procurement of Goods and Services continued

- g. Sole Brand** are products or services from a *specific manufacturer*, whether available from one or more than one source or distributor.
- h. Purchasing Card** is a commercial credit card for small dollar purchases of goods and/or services necessary for official Authority business. The purchasing card may be issued to individuals who have attended the mandatory state purchasing card usage guideline training conducted by the Department of Administration Services.
- i. Change Order:** In project management, a change order is a change in the Scope of Work agreed to by the Owner and Contractor which is authorized and follows the procedure outlined in the changes provision of the underlying contract. A change order is work that is added to or deleted from the original scope of work of a contract which alters the original contract amount and/or completion date. Change orders are common with large projects.
- j. Addendum** is an addition to a completed written document. Most commonly this is a proposed change or explanation in a contract or some point that has been the subject of negotiation after the original contract is executed. Addenda are signed separately and attached to the original, (Addenda is the plural.)

Procedures:

- a. Obtaining Supplies and Equipment** - Departments must submit a requisition in the system for goods, services, maintenance, repairs, and rentals.

 - (1) The requisition must provide a clear and detailed description of goods or services required, including any known item or catalog number, manufacturer product code, or other nomenclature that provides accurate item identification.
 - (2) The requisition must indicate a reasonable requested delivery date in the "Date Needed" block. The average normal processing time from receipt of a requisition to actual order is approximately three (3) working days for standard, non-emergency, or non-specialized items. Lead time for actual receipt of the item(s) varies by vendor and the particular item(s) ordered.
 - (3) The requisition should identify supplier (if known) for the item(s) requested. Purchasing will also use its own acquisition sources. Any bids, quotes, or specifications received by the requesting department must be indicated on or attached to the requisition.
 - (4) Purchasing assists departments in ordering office and departmental supplies by providing recommended resources for such items. These recommended resources have universal product numbers which allows Purchasing to use a wide variety of vendors/bidders and provide all departments with instructions attached for completing the requisition. Basic office supplies needed by departments which are not listed in warehouse inventory should be requested using the online requisition.
 - (5) Purchasing will check in-house sources to fill requests and if none, will determine the best acquisition method(s) that comply with bidding procedures. Purchasing will award to the vendor(s) reflecting the final price by preparing a purchase order for department director/manager electronic approval. The approved purchase order is posted electronically for the respective Executive approval. After all approvals, Purchasing processes the purchase order and sends it to the vendor via fax or email.
 - (6) Purchasing will monitor the status of the orders, receive goods, and arrange distribution or pick up with the requesting department.

b. Contractual Services and Maintenance Service Agreements - Contractual services are those which involve a scope of work that is performed repeatedly, or a non-construction recurring job that is consigned to a vendor for a year or longer. Maintenance agreements for routine services such as landscaping, window washing, garbage collection, etc. are in this category.

- (1) Departments requiring contractual services or maintenance agreements will define the scope of work and coordinate with Purchasing regarding any other necessary requirements. The requesting department must name a Contract Administrator to assist with scheduling, performance monitoring, vendor communication, and recommendation for payment approval.
- (2) Purchasing will review the scope of work and other information provided by the department and determine the best method to competitively bid out the work. Purchasing will create a Request for Quotation (RFQ), Request for Proposals (RFP), or Request for Qualifications Contractor (RFQC) as appropriate.
- (3) Bids not meeting the minimum requirements outlined on posted solicitation shall be rejected or disqualified by purchasing prior to evaluation committee reviewing/scoring qualified bids.
- (4) An evaluation committee, consisting of a minimum of three (3) persons who have attended the mandatory purchasing evaluation committee training and evaluation criteria, shall be determined prior to solicitation being publicly posted. Upon receipt of bids, Issuing Officer shall do an administration review of all bids and determine which qualify as responsible and responsive. Issuing officer shall forward those qualified bids to committee members for review. Committee members and the Issuing Officer shall have a pre-evaluation meeting to discuss evaluation criteria outlined on solicitation and methodology of scoring. The Committee members will be given the "Evaluation Committee Member Participation Form" to review and sign prior to evaluating proposals. This agreement outlines the requirements as an evaluator and informs participants of the Confidential or Proprietary Information, Contact with Suppliers Restriction, Conflict of Interest (whereas disclosure of any/all potential Conflict of Interest is required), and Disclosure of Working Documents. Committee members shall have within fourteen (14) calendar days to submit responses to the issuing officer. If longer time is needed for initial response to Issuing Officer, approval from the Chief Operating Officer (COO) or Chief Financial Officer (CFO) shall be required. Once all evaluation sheets are received by Issuing Officer and tabulated, an award notice shall be posted to the Georgia Procurement Registry. Once awarded proposer is notified, Issuing Officer shall in turn email all other proposers to inform of award.
- (5) Purchasing will create a Contract or Maintenance Services Agreement document after evaluation of bids or proposals. The vendor and respective Executive, or Authorized Designee, must sign the contract or the maintenance services agreement. Purchasing shall maintain a file with the original contract agreement.
- (6) Department will submit an invoice signed by the department director/manager or designated representative to request payment for long term contractual services. Purchase orders are issued for maintenance agreements and the monthly amounts set/scheduled on the issued purchase order for the term of the agreement. Department Heads will need to approve the check requisition issued by Accounting based on the contract and purchase order.

c. Purchase Order Approval Hierarchy – Purchase Order approval levels (Department Head/manager and Executive Management) will be based upon the following expenditure values:

Policy 9-102 Procurement of Goods and Services continued

- (1) Purchase Orders with values under \$5,000 shall have Department level approval only. Purchase Orders with values greater than \$5,000 require both Department Head and Executive level approvals.
- d. **Change Orders** – (Additions or deletions to contracts which are necessary to complete a project). The scope of work for all bids shall be thoroughly prepared. However, in the event a Change Order Agreement is required with subject to proper approvals, the total value of change orders cannot exceed (25%) of the original contract. Any changes exceeding (25%) of original contract price shall require approval of the Chief Financial Officer (CFO).
- e. **Acquisition of Professional Services**
 - (1) Professional Services Defined. For purposes of this policy, the term “Professional Services” includes the following:
 - (a) The practice of architecture;
 - (b) The practice of registered interior design;
 - (c) The practice of professional engineering;
 - (d) The practice of land surveying; or
 - (e) The practice of landscape architecture.
 - (2) Projects Defined. Except as otherwise provided, the Authority shall be required to comply with the requirements of this policy regarding the acquisition of Professional Services for all projects requiring professional services estimated by the Authority to have:
 - (a) Cost in excess of \$1 million;
 - (b) Costs for professional services in excess of \$75,000.00 (“Projects”).
 - (3) Public Notice Required. For all projects covered under this policy, public notice shall be required to be given at least fifteen (15) days prior to the selection of three (3) or more most highly qualified prospects by the Authority’s designee. Such public notice must be given by publication at least once in the Georgia Procurement Registry, shall contain a general description of the proposed project, and shall indicate what selection method shall be used and the procedure by which interested persons may apply for consideration for the contract.
 - (4) Selection of Awardee. From those persons responding to the public notice, the Authority’s designee shall:
 - (a) Gather and evaluate the qualifications, data, and other information required by the Authority in its public notice;
 - (b) Evaluate the submissions and conduct discussions with no less than three (3) prospects when applicable;
 - (c) Select between three (3) and five (5) most highly qualified prospects (ranking them in order) applying the standards identified in this policy and public notice; and
 - (d) Undertake to negotiate a contract with the most highly qualified prospect until an agreement is reached or, in the event of impasse, formally terminate negotiations and move on to negotiate with the next most highly qualified prospect. In determining a fair and reasonable compensation, the designee should take into account the value of the services to be rendered and the scope, complexity, and professional nature thereof.
 - (5) Standards for Ranking Prospects and Selecting an Awardee. The standards to be utilized by the Authority’s designee for ranking prospects and selecting an Awardee are the following. The Authority’s designee shall rank prospects for selection based on such factors as the ability of professional personnel, past performance, willingness to meet time requirements, project location, office location, the professional's current and projected workloads, the professional's approach, quality control procedures, the volume of work previously awarded to the person by

Policy 9-102 Procurement of Goods and Services continued

the Authority, and the extent to which said persons have and will involve minority subcontractors, with the object of effecting an equitable distribution of contracts among qualified persons as long as such distribution does not violate the principle of selection of the most highly qualified prospect. In selection, persons who maintain an office in Georgia shall be given preference when qualifications appear to be equal.

- (6) Exceptions to Notice and Selection Requirements. Notwithstanding the requirements of this policy, there shall be no public notice requirement or utilization of the selection process as described herein for the following:
 - (a) For projects in which the Authority is able to reuse existing drawings, specifications, designs, or other documents from a prior project by retention of the person who provided the professional services and who prepared the original documents; or
 - (b) For projects regarding services required for the predesign phase of any Authority construction project unless the Authority estimates the predesign phase alone to have costs for professional services in excess of \$75,000.
- (7) Contingent Fee Provision. Each contract for professional services shall contain a prohibition against contingent fees as follows: the architect, registered land surveyor, professional engineer, landscape architect, or interior designer, as applicable, warrants that he or she has not employed or retained any company or person, other than a bona fide employee working solely for him or her, to solicit or secure this contract and that he or she has not paid or agreed to pay any person, company, corporation, individual, or firm, other than a bona fide employee working solely for him or her, any fee, commission, percentage, gift, or other consideration contingent upon or resulting from the award or the making of this contract.

f. Use of the State of Georgia Purchasing Card by Departments

- (1) The official State of Georgia Purchasing Card is used strictly for payment purposes and does not supersede any policy or procedure herein. Purchasing uses the card for purchases when in the best interest of the Authority. These cards may be issued to certain department heads or managers only by approval of the Chief Financial Officer. All departmental cardholders must sign for the card and certify that they agree with all State guidelines concerning the use/misuse of the card. The Director of Accounting serves as administrator for the Purchasing Card program and will audit monthly statement for payment processing by Accounting.
- (2) Individuals that are issued the card may only use the card under the following circumstances:
 - (a) Purchase is approved and authorized by respective department head/director and/or those designated to approve
 - (b) The total order for the item(s) or service(s) to be purchased is less than \$4,999.99 in cost. (The Purchasing Card will have an automatic restriction in that amount).
 - (c) The vendor/retailer for the item or service accepts the Purchasing Card, and gives the cardholder a receipt at time of purchase. The vendor may have been selected by the department, or recommended by Purchasing.
 - (d) The department head/director agrees that using the vendor and the Purchasing Card is in the best interest of their department and the Authority, since use of the card might not involve competitive bidding.

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- (3) Departmental cardholders will receive a monthly Purchasing Card statement. This statement must be processed within 48 hours by the department after receipt. The method for processing the statement is as follows:
 - (a) The cardholder will ascertain that the statement agrees with recorded departmental purchases. The cardholder should have all the receipts for the purchases listed in their possession.
 - (b) Once reconciled, the cardholder will sign and forward the statement and attach all receipts to the Department Manager/Director. All purchases listed on statement must be represented by an attached RTP and signed receipt.
 - (c) The Department Manager/Director will provide signature, after audit of all Purchasing Card Payment Requests, attached statements, RTPs and receipts, forward all documentation to Accounting for further auditing and payment processing. Upon signature the cardholder and Department Manager/Director confirms all charges are valid and accurate.

- (4) Department Heads/Directors must approve all P-Card purchases of which requisitions have been entered prior to orders being placed.

- (5) The following are examples of purchases which are in the best interest of the Authority to use the P-Card:
 - (a) Emergencies (which does not exceed the card single purchase limit)
 - (b) Membership/Subscription Dues and Fees
 - (c) Notary Public Stamps/Seals
 - (d) Registration Fees
 - (e) Training Fees
 - (f) When a supplier doesn't accept PO's

- (6) The following types of purchases are strictly prohibited by State policy:
 - (a) Personal purchases of any kind (purchases of goods or services intended for non-work related use)
 - (b) Cash advances including use of the card, card number or account number at Automated Teller Machines (ATMs), inside bank branches or at cash advance, and money transfer locations such as Western Union, Telecheck.
 - (c) Gift cards, stored value cards, calling cards or similar products
 - (d) Employee travel expense including lodging, transportation and meals.
 - (e) Entertainment, including in-room movies.
 - (f) Alcoholic beverage and Tobacco products.
 - (g) Membership and/or fees to wholesale shopping clubs or 'warehouse' type retailers.

References

- a. O.C.G.A. Section 10-9-4, 50-5-68, 50-5-69 and 50-22-2
- b. Georgia World Congress Center Authority By-Laws.
- c. State of Georgia Procurement Regulations.
- d. GWCCA Evaluation Committee Training
- e. Request for Expense Reimbursement Form
- f. Statewide Purchasing Card Policy
- g. GWCCA Sustainability Purchasing Policy

Policy 9-103 Vendor Protest Procedures

This policy is intended to authorize protests from a vendor, bidder or an offeror regarding the bidding solicitation process and/or award of contracts related to the Authority.

A bidder or offeror who is aggrieved regarding the award of a contract must file a written protest in accordance with this policy no later than ten (10) calendar days following the award. A vendor who is aggrieved regarding a Request for Quotation (RFQ) or a Request for Proposal (RFP) must file a written protest in accordance with this policy no later than two (2) business days prior to bid opening or proposal due date.

Definitions:

Protestor - Any actual bidder/offeror who is aggrieved in connection with a contract award or any vendor who is aggrieved in connection with an Request for Quotation (RFQ) or Request for Proposal (RFP).

Issuing Officer - The purchasing agent identified in the solicitation document as the Requestor of the bids or proposals.

Responsibilities and Procedure:

A protest regarding any aspect of a solicitation and/or award of a contract must be filed by the bidder, offeror or vendor in accordance with the following specified procedures.

- a. A protest is filed when a written protest signed by a company officer authorized to sign contracts on behalf of the vendor is received by the Issuing Officer who issued the solicitation document. Failure to file a protest by the time required may be deemed a waiver with prejudice by the vendor or bidder/offeror of any grounds for a protest.

For handling and processing of protests, all envelopes containing written protest documents must be labeled "PROTEST" and include as a minimum the following:

- The name and address of the protestor, appropriate identification of the solicitation, and if a contract has been awarded, the contract number.
- A statement of reasons for the protest.
- Supporting exhibits, evidence or documents to substantiate any claims. If such is not available within the filing time, the expected availability date will be specified.

Bidders/offerors may protest a contract award resulting from the RFQ/RFP on which they submitted a bid/proposal. Any protest must be filed no later than ten (10) days following the date of the notice of award or purchase order. Vendors who do not submit a timely bid/proposal may not protest the contract award.

Protests pertaining to events or facts arising during the solicitation process, including but not limited to specifications, must be filed no later than two (2) business days prior to the bid opening or proposal due date. Issues not raised in the initial protest may at the discretion of the Authority be deemed waived with prejudice by the protestor.

Stay of procurement during process:

When a protest pertaining to events or facts arising during the solicitation process (such as specifications and evaluation criteria) is filed according to these procedures, the Authority Purchasing Agent may elect not to award the contract until a final decision on the protest has been made. If, after consultation with the user department, it is determined that the award of the contract without delay is necessary to protect the interests of the Authority, an exception may be granted by the Executive Director.

Policy 9-103 Vendor Protest Procedures continued

When a protest pertaining to the award of a contract is filed according to these procedures, the Purchasing Agent shall consult with the user department to determine if performance of the contract without delay is necessary to protect the interests of the Authority. If it is determined to be necessary to proceed with contract performance without delay, the bidder/offeror with this contingent contract may proceed with performance and receive payment for work performed in strict compliance with the terms of the contract. However, the bidder/offeror shall not be entitled to reimbursement for any capital outlay costs or other up-front expenditures incurred in performing the contract. A decision on the protest shall be made by the Issuing Officer as expeditiously as possible after receiving all relevant requested information.

If a protest is sustained, the following remedies are available:

- a. If a protest is sustained prior to award of a contract, modification of the solicitation document, to include but not limited to specifications, terms and conditions and evaluation criteria, may be made and the opening date may be extended if appropriate.
If a protest is sustained after award of a contract, suspension or cancellation of the award, reevaluation and re-award or re-solicitation with appropriate changes to the new solicitation document may be made.
In no event shall a protestor be entitled to recover any costs incurred in connection with the solicitation, including bid/proposal preparation costs or attorney fees.
- b. If a protestor disagrees with the decision of the Issuing Officer, the protestor may request a formal review of the decision. This request must be submitted to the Issuing Officer within three (3) days of the date of the Issuing Officer's decision and must contain a detailed statement of the factual and legal grounds upon which reversal or modification is deemed warranted and specify any errors in the Issuing Officer's decision.
- c. The protest and recommendation shall be forwarded to the Executive Director for a decision. The Executive Director, in his or her sole discretion, may allow the protestor to make an oral presentation and may solicit whatever other information deemed appropriate. However, issues not raised in the initial protest may, at the discretion of the Executive Director, be deemed waived with prejudice by the protestor. The decision of the Executive Director shall be final.

Policy 9-104 Purchasing Card Policy

I. Purpose The Commercial Card Program streamlines payments for goods and services for the Georgia World Congress Center Authority (Authority) business use by eliminating the administrative burdens and costs associated with traditional methods of payment.

II. Definitions:

Approver The Approver is normally the supervisor to whom a Cardholder reports for authorization to purchase required supplies and services. Two approvers are required before a purchase is made. Approvers also participate in the reconciliation of Cardholder accounts, ensuring proper procedures are followed when purchasing supplies or services and verifying the information is properly reconciled after the Reconciler has completed the reconciliation of transactions. Policy prohibits a subordinate from acting as an Approver in any phase of the transaction.

Card Abuse Use of the card for non-State business use purchases (personal purchases). See definitions of card misuse and fraud.

Card Misuse Use of the card for legitimate purchases but for goods or services that are prohibited by State or internal policy (e.g., purchase of fuel for a State vehicle). See definitions of card abuse and fraud.

Fraud Wrongful or criminal deception intended to result in financial or personal gain. See definitions of “card abuse” and “card misuse”.

Merchant Category Code

A system of four-digit codes, maintained by the networks™ (e.g. VISA), used to identify a merchant's principal trade, profession, or line of business based on the type of goods or services normally provided.

Personal Purchase

Non-work related goods or services purchased solely for the benefit of the Purchase cardholder, the cardholder's family, or other individual(s). This does not include goods or services purchased for communal use at a work site and available to all employees (e.g. paper towels, tissues).

Reconciler A Reconciler is the person to whom the Cardholder has delegated all the functions associated with post-purchase processing including verifying that the amount of the purchase matches the monthly statement, providing a business purpose for the transaction in associated systems, verifying supporting documentation including approvals is provided, and uploading said documentation into the Entity's associated electronic reconciliation system. The Reconciler role can be given to either the cardholder or assigned to a proxy to reconcile on the cardholder's behalf. Each card must have only one reconciler; however, one reconciler can be the sole reconciler on multiple cards.

Split Purchase

A practice whereby one or more cardholders or suppliers split a purchase into two or more transactions and/or purchase orders to circumvent either Single Transaction Limits or bid requirements. This is prohibited by the Statewide Purchasing Card Policy.

III. TYPES OF ACCOUNTS

Accounts allowed under this Program include traditional cards. All accounts can be used only for official Authority business. Cards must be surrendered and closed upon termination of employment for any reason or upon demand.

A. Commercial Cards

Cardholders are limited to one active Commercial Card.

Cardholders must be permanent part-time or full-time Authority employees whose jobs require the use of a Commercial Card. There will be no exceptions to the following:

1. Cards will not be issued to temporary workers (e.g. hired from a temporary staffing agency), or contractors (e.g. person hired for a pre-determined period of time for a specific project).
2. Cards and other accounts will not be issued in the name of a Department or work unit (e.g. Engineering) to be shared by multiple employees.
3. Only the employee whose name is shown on the face of the card is authorized to make purchases with the card, either in person, on-line, or telephone. Use by any other person, even if for Authority business purposes, is considered misuse of the card.

An Executive must approve a cardholder's application for a Commercial Card or other account as well as renewals of existing accounts.

Executives, Card Approvers and potential cardholders must meet all training requirements as described in this policy. Approver and cardholder training must be completed prior to receiving the Commercial Card or obtaining access to an account number.

IV. LEGAL ISSUES

Cardholders, program users, Executives or supervisors/approving officials who knowingly, or through willful neglect, fail to comply with the following may be subject to suspension or termination of account privileges or other disciplinary action, up to and including termination of employment and criminal prosecution to the fullest extent of the law.

- Official Code of Georgia, Annotated (O.C.G.A.), sections related to governmental purchasing
- Applicable requirements of the *Georgia Procurement Manual (GPM)*
- State Entity policies and procedures governing procurement and the Purchasing Card Program.

The Card Program Administrator and Executive(s) reserve the right to withdraw any authority or delegated approval due to non-compliance with applicable laws, rules, regulations, policies, and procedures, or the terms of any conditional approval.

A. Personal Purchases Prohibited

Cardholders and other program personnel are prohibited from using the Commercial Card for the purchase of any goods or services not directly or indirectly related to official Authority business. Intentional use of or approval for the use of the card for personal purchases will result in disciplinary action, up to and including termination from State employment and criminal prosecution.

1. O.C.G.A. §50-5-80 states that any person who knowingly uses state funds for personal purchases under \$500 is guilty of a misdemeanor.
2. A person who knowingly uses state funds for personal purchases of \$500 or more

is guilty of a felony punishable by one to 20 years in prison.

3. Supervisors or other approving officials who knowingly, or through willful neglect, approve personal or fraudulent purchases are subject to the same disciplinary actions as those making the purchases.

B. Cardholder Background Checks

O.C.G.A. §50-5-83 requires criminal background checks on all employees hired for positions that are eligible for Commercial Cards. Although the Authority is not required to run background checks on cardholders at the time of card renewal, this practice is highly recommended.

C. Cardholder Credit Checks

In addition to background checks for all cardholders, O.C.G.A. §50-5-83 requires credit checks on all employees issued a purchasing card. Credit checks must be conducted through existing statewide contract vendors and procedures including standardized reports that indicate acceptance or denial of the employee's request for a card based on predefined criteria. Each entity must establish an escalation path for denials to provide potential cardholders an opportunity to dispute inaccurate data found on the credit report. Although the Authority is not required to run a credit check on cardholders at the time of card renewal, this practice is highly recommended.

D. Split Purchases Prohibited

O.C.G.A. § 50-5-69 requires competitive bidding for all open-market purchases anticipated to be \$25,000 or more. However, §50-5-83 sets the legal Single Transaction Limit (STL) for Commercial Card transactions at less than \$5,000 (e.g. \$4,999.99 or less) unless the purchase is from a Statewide Contract and in compliance with State procurement policy. However, policy requires the Single Transaction Limit (STL) for unplanned, non-routine, or urgent point of sale Commercial Card transactions be set at \$1,000 and purchases that are preapproved and go through the requisitions process prior to completing the purchase be set at under \$5,000 (i.e. \$4,999.99 or less). Point of sale transactions include purchases made at a physical store, in person, or over the phone.

1. Cardholders are prohibited from splitting a transaction between two or more transactions on a single account, two or more transactions on multiple accounts, or two or more transactions using the Commercial Card and a purchase order in order to circumvent competitive solicitation requirements. Refer to the GPM at <http://doas.ga.gov/state-purchasing/law-administrative-rules-and-policies/gpm> for complete information on bid requirements and procedures.
2. Cardholders are prohibited from splitting a transaction between two or more transactions on a single card number, two or more transactions on multiple card numbers, or two or more transactions using the Commercial Card and a purchase order in order to circumvent the Single Transaction Limit imposed on the card regardless of the amount of the STL.

E. Payment of Sales and Use Tax

O.C.G.A. §48-8-3 exempts purchases made by Agencies, Universities, Colleges, and Technical Colleges from State Sales and Use Tax when payment is made with appropriated funds. Cardholders must present the Department of Revenue Sales and Use Tax Exemption, Form ST- 5, to suppliers upon request. This form is available on the Department of Revenue website at <http://dor.ga.gov> by searching for ST-5.

The requirement for out-of-state suppliers to charge Sales and Use Tax on shipments to purchasers in the State of Georgia does not apply to tax-exempt State Entities. In order to avoid confusion, the cardholder must provide out-of-state suppliers with a copy of the ST-5 prior to placing an order to be shipped into the State of Georgia. If the supplier refuses to remove taxes, the cardholder must make the purchase from a different supplier whenever possible.

Cardholders are responsible for ensuring that merchants do not charge tax or provide a credit for inadvertent charges.

1. If taxes are charged, the cardholder must contact the merchant to obtain a credit to the account. Sales tax cannot be disputed with the Bank.
2. Credits cannot be obtained by any other method, including, but not limited to, cash, gift cards, or store credit.
3. Documentation of attempts to obtain credit for any State Sales and Use Tax charged in error must be maintained with the documentation for the transaction where the tax was charged.

State Entities may apply to the Georgia Department of Revenue for a refund of sales taxes paid in error or because a supplier/merchant refuses to remove taxes. The form to use for this request is the Department of Revenue's Claim for Sales and Use Tax Refund, Form ST-12. In addition to the ST-12, the State Entity must also submit either (1) a Waiver of Vendor's Rights, Form ST-12A, or (2) a Purchaser's Claim for Sales Tax Refund Affidavit, Form ST-12B. These forms contain instructions for their use and are located at <http://dor.ga.gov>.

F. Records Retention Requirements

The University System of Georgia maintains the official Records Retention Schedule for the State of Georgia. This information is available at

http://www.georgiaarchives.org/records/retention_schedules.

1. Documents related to transactions (e.g. receipts) are accounting records and must be maintained according to the requirements of Accounts Payable Files.
2. Documents related to the issuance of accounts to employees (e.g. profile forms) are accounting records and must be maintained according to the requirements of Credit Card Administration Records.

G. Internal Revenue Service 1099 Reporting

In 2011, the Internal Revenue Service announced changes to the IRS Revenue Code, Section 6050W, which shifted the burden of payment reporting requirements from the purchaser to the supplier's merchant bank when the Commercial Card is used as the method of payment for a reportable transaction. Because of the shift in responsibility, participants in the Commercial Card program are no longer required to report total Commercial Card transactions in excess of \$600 with certain suppliers. This change applies only to Commercial Card transactions. Reporting for all other payment methods, including checks, ACH, and other means, will remain the responsibility of the Authority. Consult the Business Office for further information and details regarding these changes.

H. E-Verify

The Georgia Security and Immigration and Compliance Act, O.C.G.A. §13-10-91, requires suppliers to file an affidavit that the supplier and its subcontractors have registered and participate in the federal work authorization program known as E-Verify. This program is intended to ensure that only lawful citizens or lawful immigrants are employed by the supplier or subcontractor. All State Entities are required to obtain this signed and notarized affidavit from suppliers prior to entering into any service contract \$2,500 or greater involving the supplier's physical performance of services within the State of Georgia. The State of Georgia Attorney General's Office has interpreted this to include one-time Commercial Card transactions for services.

For Commercial Card transactions that meet this definition, the cardholder or another person within the Authority is responsible for ensuring receipt of this affidavit. A copy of this affidavit must be included with all transaction documentation.

V. PROGRAM ROLES AND RESPONSIBILITIES

The Sr. Director of Finance or the Director of Purchasing serves as the official liaison between the Authority and State Purchasing Division personnel for all matters related to the Authority's program. This individual usually serves as the Commercial Card Program Administrator, although any or all of the following administrative responsibilities may be delegated to another individual or to one or more Card Program Coordinators, depending on the size and complexity of the Authority's program.

A. Commercial Card Plan

Items required in the Card Plan must include but are not limited to the following:

1. Justification of need for each cardholder or job class.
2. Justification of need for point of sale purchases based on job requirements.
3. A scenario of card distribution that meets the statutory requirement of a maximum of 100 cards.
4. Establish time limits for determining when to cut off or cancel dormant cards based on job requirements.
5. Establish spending limits (with appropriate waiver requests) based on job requirements and business model.
6. An overview of Internal Controls surrounding card use.
7. Establish approval chain for each cardholder.

Amendments must be submitted for approval as business needs change. All Commercial Card Plans and subsequent amendments must be reviewed and approved by the Executive Director or Chief Administrative Officer and submitted to DOAS for approval in conjunction with OPB. Compliance audits will be conducted against the plan.

B. Executive Director

The Executive Director is responsible for reviewing and approving the Entity's Commercial Card Plan and all amendments prior to submission to DOAS/OPB.

C. Senior Director of Finance

The Senior Director is responsible for overseeing the card program. Duties of the Chief Administrative Officer include:

1. The appointment of a Card Program Administrator
2. Approval of qualified cardholders and approvers
3. Review and approval of the Annual Self Audit of the Authority's Card Program
4. Submission of the Plan to the Executive Director

D. Card Program Administrator

The Card Program Administrator serves as the main point-of-contact for all card program personnel and serves as a liaison between Authority management, the State Purchasing Division, and other card program personnel.

The Card Program Administrators fulfill responsibilities in the following areas:

1. Card Management
 - a. Develops and maintains the Authority's internal Commercial Card policy.
 - b. Cannot be a Commercial Card holder.
 - c. Works with management, including Authority Executives, to identify job titles or positions that require a Commercial Card or would be good candidates for use of the card.

- d. Develops internal procedures for requesting new cards and/or changes to existing cards (e.g. change in spending limits).
- e. Works with management and the Authority Executive to determine appropriate cardholder spending limits based on budget restrictions, job requirements, historical spending patterns, and overall procurement practices.
- f. Evaluates cardholder spending limits against actual usage at least annually and terminates cards that show consistently low usage.
- g. Identifies cards with little or no usage to determine if cards are needed.

2. Reconciliation Procedures

The Card Program Administrator is responsible for developing the following internal procedures:

- a. Reconciliation process that ensures timely payment and/or allocation of transactions to the General Ledger at least monthly.
- b. Documentation, including use of ControlPay Advanced, as appropriate, for reconciliation of transactions.
- c. Assist in disputing a transaction with the Bank.

3. Compliance with Laws and Policies

- a. Establishes written internal procedures to ensure compliance with State procurement laws, the *Georgia Procurement Manual*, and the internal Commercial Card policy.
- b. Develops written internal procedures for requesting exceptions to either State or internal policy requirements.
- c. Develops internal procedures for requesting exceptions to both State and internal policies, if allowed.
- d. Submits all Commercial Card Plan amendments and requests for exceptions to the *Statewide Purchasing Card Policy* to the Senior Director of Finance. Executive Director will approve all submission to cardprograms@doas.ga.gov for approval by DOAS and OPB.

4. Internal Controls

- a. Develops the Authority's internal Commercial Card procedures in compliance with the principles of sound internal controls.
- b. Ensures that the Authority has sufficiently documented internal controls and other measures (e.g. audits) to prevent and/or detect misuse or abuse of the Commercial Card and other accounts.
- c. Develops written procedures for ordering cards and canceling cards when lost or stolen or when a cardholder leaves employment.
- d. Develops written procedures for reporting and documenting actual and/or potential cardholder abuse or misuse.
- e. Ensures that transactions are audited at least annually during the required self-audit process.

5. Card Program Training

- a. Develops Authority specific training for all cardholders, supervisors, and other approving officials.
- b. Develops appropriate refresher training to be delivered at least annually.
- c. Ensures that all card program personnel receive notification of changes in internal policies.

E. Supervisors / Approving Officials

Supervisors or other persons responsible for reviewing transactions must have a thorough knowledge of the cardholders' job responsibilities in order to determine if purchases are job-related or otherwise authorized.

1. Monthly Reconciliation

- a. Before approving the Commercial Card transactions, by signing off on transactions electronically, the supervisor or approving official must carefully review all documentation to ensure that all documentation meets minimum requirements.
- b. Ensure that passwords are not shared or delegated for others to use in order to review and approve transactions.
- c. Sign off on all transactions in ControlPay Advanced, as appropriate, within the timeframe established by the Card Program Administrator.
- d. Ensure all documentation is submitted according to internal procedures and State requirements.

2. Other Responsibilities

- a. Maintain knowledge of State and internal procurement policies and procedures related to use of the Commercial Card.
- b. Coordinate the following with the Card Program Administrator:
 - i. Ordering and canceling cards for employees
 - ii. Establishing reasonable spending limits

F. Cardholders and Related Account Users

All cardholders are de facto purchasing agents for the State of Georgia and the Authority. All card program personnel must have a minimum understanding of State procurement laws and the requirements of the Georgia Procurement Manual.

1. Card Usage

- a. Ensure that no other persons have access to any card information (i.e. card account number, expiration date, security code).
- b. Ensure that all purchases comply with internal policies.

2. Monthly Reconciliation

- a. Ensure that all invoices and receipts meet minimum requirements for adequate documentation of transactions.
- b. Sign off on all transactions in ControlPay Advanced, as appropriate, within the timeframe established by the Card Program Administrator.
- c. Ensure all documentation is submitted according to internal procedures and State requirements.

3. Other Responsibilities

- a. Maintain knowledge of State and internal procurement policies and procedures related to use of the Commercial Card.

VI. CARD PROGRAM PERSONNEL TRAINING

A. Authority Training

1. Card Program Administrator is responsible for developing and implementing training for cardholders and supervisors or other approving officials specific to Authority's needs. Training must include relevant portions of the following:
 - a. Commercial Card Policy
 - b. Internal procurement

2. The Card Program Administrator is responsible for developing and implementing refresher training to be conducted at least annually for all cardholders, supervisors, and approving officials.
3. All cardholders must sign a cardholder agreement that contains the terms and conditions for use of the Commercial Card.

VII. INTERNAL CONTROLS

A strong system of internal controls is essential for detection and deterrence of fraud, cardholder misuse, or cardholder abuse of the Commercial Card. Internal controls include policies, procedures, and training in addition to spending limits and Merchant Category Code restrictions.

A. General Requirements

Establish an internal control structure that ensures compliance with State procurement laws, sound accounting practices, and internal policy. Minimum requirements include:

1. Separation of duties between ordering cards (program administrators), making transactions (cardholders), and review or approval of transactions for payment (supervisors/approving officials).
2. Reconcilers are limited to one per card. The cardholder role can be given to either the cardholder or assigned to a proxy to reconcile on the cardholder's behalf. Each card must have only one reconciler; however, one reconciler can be the sole reconciler on multiple cards.
3. The Card Program Administrator cannot be a cardholder.
4. Limits on the number of cardholders assigned to a supervisor or approving official to ensure adequate review of business need and documentation for each purchase.
5. Cardholders cannot approve their own transactions but may reconcile their own transactions.
6. Approvers cannot be subordinates of cardholders for whom they are responsible.
7. Sharing of login information or passwords is strictly forbidden.
8. Delegation of the approver duties is unallowable. Should an approver be on leave or otherwise unavailable to approve a purchase or transaction, another trained approver already assigned approver responsibility may assume those duties temporarily.

B. Card Management and Reconciliation Systems

All transaction reconciliation is to be done electronically. Transactions must be reconciled and allocated to the General Ledger within 30 days of the statement billing date.

1. The Authority is required to use the ControlPay Advanced system provided by the Bank for card administration and account maintenance.
2. Authority must use ControlPay Advanced for cardholder sign-off and supervisory approval of transactions.

C. Merchant Category Code Authorizations

Merchant Category Codes (MCCs) are codes assigned by a supplier's merchant bank based on the types of goods and/or services provided. By allowing or blocking certain codes, the Authority has some protection against unauthorized or prohibited purchases.

1. The Cards Program Administrator establishes the Authority's authorized MCC groups that contain codes associated with suppliers that provide goods and/or services specifically authorized by this Policy.
2. MCC's associated with suppliers that provide prohibited goods or services are excluded from these groups. Transactions at unauthorized MCCs should be blocked at the point-of-sale but occasionally are forced by the merchant. These transactions are subject to audit.

3. The Cards Program Administrator will conduct periodic evaluations of authorized codes and MCC groups to determine if the codes and the groups meet the needs of the Authority.
4. Card Program Administrators should ensure that cardholder profiles permit only those MCC groups that contain the MCCs a cardholder needs to meet job requirements.

D. Cardholder Spending Limits and Utilization

Imposing spending limits enables management to provide cardholders with the purchasing power to accomplish the needs of the job without exposing the Authority to unnecessary risk. Spending limits should be based on job responsibilities. Cardholder spending limits must be reviewed at least annually to determine if actual usage is consistent with spending limits and increases or decreases made as needed.

Cardholders are prohibited from splitting a single purchase between one or more cards or a card transaction and a purchase order in order to circumvent the card's Single Transaction Limit and/or bid requirements.

1. Available Spending Limits
 - a. Cycle (Credit) Limit – *Mandatory* spending limit that restricts the total value of purchases a cardholder can make in one billing cycle. The cycle limit cannot be more than \$25,000 without prior, written approval from an Executive.
 - b. Single Transaction Limit (STL) – *Mandatory spending* limit that restricts the amount of a single purchase regardless of the Cycle Limit on the card.
 - c. Number of Transactions per Day – *Optional* spending limit that restricts the total number of transactions a cardholder can have in one 24-hour period.
2. Spending Limits Requirements
 - a. Authority policy establishes the maximum STL for unplanned, non-routine, or urgent point of sale Commercial Card transactions be set at \$1,000 and purchases that are preapproved and go through the requisition process prior to the purchase be set at under \$5,000 (i.e. \$4,999.99 or less). The Card Program Administrator can establish STLs up to this amount as determined by overall needs.
3. Annual Review of Spending Limits
 - a. The Authority is required to perform a review of spending limits at least annually in order to determine if each cardholder's spending limits are both adequate and appropriate according to the Commercial Card Policy Plan. The review must include transactions from at least 12 complete, consecutive cycles.
4. Dormant Cards
 - a. The Authority is responsible for defining in its Commercial Card Plan and internal policy how long a card can remain unused before it is considered inactive. The Authority will reduce the cycle limit of any card that has not been used within 12 complete cycles to \$1. The card should also be reviewed to determine if the cardholder still needs the card.

VIII. DOCUMENTATION AND ACCOUNTING

A. Documentation

1. Cardholders must maintain documentation for all transactions, including an invoice or receipt, and a log of all purchases. Invoices/receipts must meet the following minimum requirements:
 - a. Complete supplier/merchant information (name, location)
 - b. Line item details, including quantity, description, unit price, and total price
 - c. Line showing no sales tax

2. If a cardholder loses a receipt and a duplicate cannot be obtained, the cardholder should follow the Authority's internal procedures related to the use of the Lost Receipt Affidavit form. Use of this form more than three times during a fiscal year will result in suspension of card privileges for a period of time determined by the Card Program Administrator.
3. If cardholders perform transaction reconciliation in ControlPay Advanced, they must follow internal procedures for handling documentation.

B. Monthly Reconciliation – ControlPay Advanced

1. Use of ControlPay Advanced for reconciliation eliminates the need for manual signatures on transaction logs since the sign off in that system constitutes an electronic signature.
2. Cardholders, proxy reconcilers, supervisors, or other approving officials **MUST** enter comments and/or line descriptions for each transaction. This allows program administrators, auditors, and other third parties more oversight of transactions. Comments should include the purpose of the purchase, for whom the purchase was made, and other relevant information to allow outside parties to determine that the expense was business-related.
3. ControlPay Advanced for reconciliation have the option to use Upload Receipt(s), a functionality that allows users to upload electronic (e.g., PDF) copies of invoices, receipts and other supporting documents to ControlPay Advanced. All documentation must meet the following requirements:
 - a. Be a PDF document
 - b. Be legible (e.g. not too dark, not too light)
 - c. Contain copies of all pages of invoices or other documents
4. The original must be maintained for at least one year from the statement billing date.

C. Allocation to the General Ledger

Timely allocation of charges to the General Ledger is essential to ensure compliance with State accounting and budgetary policies. All transactions must be allocated to the General Ledger within 30 days of the statement billing date.

IX. USE OF THE CARD AND OTHER ACCOUNTS

All purchases made through the program must be for official Authority business.

Only the employee whose name appears on the face of the card is authorized to initiate transactions with the card. Use of card by any other person, even if the purchase is for legitimate Authority business, is considered misuse of the card.

A. Allowable Purchases

The Commercial Card can be used for official purchases of supplies, materials, equipment or services where not otherwise prohibited or restricted. All purchases must be within assigned spending limits unless prior written approval is received to exceed those limits. Allowable purchases include:

1. Goods and services used in the furtherance of the Authority's mission. For more information on services, refer to E-Verify.
2. Purchases of goods or services intended for official Authority work-related use that are not otherwise excluded by the Prohibited Purchases section of this Policy.

B. Allowable Purchases – Restrictions Apply

1. Travel-Related Expenses – Authority Employees
Authority employees traveling on official State business:
 - b. Transportation
 - c. Parking
2. Travel-Related Expenses – Non-State Employees
 - a. Cardholders may use the Commercial Card for clients of the Authority when participating in an Authority event and/or program or other activity for:
 - i. All types of transportation when this transportation is needed in the fulfillment of the Authority's mission.
 - ii. Lodging and meals for clients when needed in the fulfillment of the Authority's mission.
3. Software, Data Plans, and "Apps "
 - a. Software can be purchased with the following restrictions:
 - i. Data plans, software, or applications (apps) for State-issued computers, smart phones, and tablets only (e.g. iPhone, Android, iPad).
 - ii. Purchases cannot be made for personal devices even if used for business purposes.
4. Food or Meals
 - a. Food provided for consumption at events.
 - b. Non-travel related meals for Authority employees.
 - c. Food and lodging - Documentation for the purchase must include:
 - i. Itemized receipt showing all meals purchased
 - ii. Roster of participants showing client name(s)
 - iii. Copy of team schedule or other documentation showing that the meal was for an authorized client activity

C. Prohibited Purchases

The following types of purchases are strictly prohibited either by Official Code of Georgia, Annotated (O.C.G.A.), or to meet reporting requirements of the State or the Authority:

1. Goods or services not directly related to job responsibilities or other official Authority business (i.e. personal purchases).
2. Data plans, software, or applications (apps) for non-State Entity issued devices, including, but not limited to, smart phones, laptop computers, and tablets.
3. Memberships at wholesale warehouses and shopping clubs (e.g. Sam's, Costco, Amazon Prime)
4. Cash advances
5. Gift cards, stored value cards, calling cards, and similar products.
6. Employee travel expenses related to lodging and meals, except as specifically covered under Allowable Purchases.
7. Entertainment (e.g. in-room movies for State employees traveling on business).
8. Alcoholic beverages
9. Tobacco products