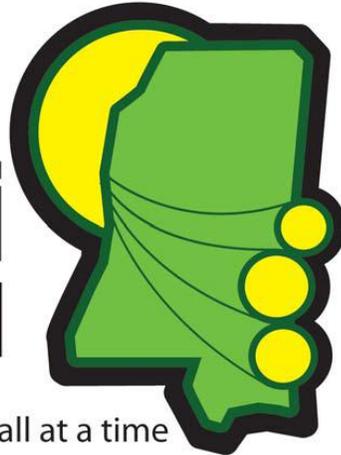


Mississippi  
811



protecting Mississippi's vital flow...one call at a time

**MISSISSIPPI 811, INC.**

**Policy Manual**



### **Purpose of this Handbook**

*This handbook is intended as a guide for policies, benefits, and general information which should assist you during your employment. These guidelines should not be construed as a contract. Mississippi 811 reserves the right to make changes in content or application as it deems appropriate and these changes may be implemented even if they have not been communicated, reprinted, or substituted in this handbook.*

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**Table of Contents**

Welcome to Mississippi 811 !! ..... 1

Open Door..... 1

Who We Are ..... 1

Mission Statement..... 2

THE BASICS ..... 3

Organizational Structure ..... 3

Equal Opportunity Employer Policy ..... 3

Workplace Harassment Policy ..... 4

Alcohol and Drug-Free Workplace Policy..... 5

Restricted Substances and Activities ..... 6

Notification of Workplace Drug Conviction ..... 7

Compliance as a Condition of Employment ..... 7

Sanctions for Violation of the Alcohol and Drug-Free Workplace Policy ..... 7

Required Participation in Drug Rehabilitation ..... 7

Types of Employment ..... 7

Probationary Period..... 8

Security Procedures..... 8

Work Hours..... 9

Meal and Break Periods Policy ..... 9

Meal Period Guidelines..... 9

Break Period Guidelines ..... 10

Internet Access ..... 10

Payday ..... 11

Missing Work..... 11

Personnel Records..... 11

Personal Phone Calls..... 12

Cell/Smart Phone Use ..... 13

Doctor Appointments..... 13

Employee Grievance Procedure ..... 13

ACT THE PART..... 14

Dress Code Policy..... 14

Professionalism and Behavior..... 15

Customer Complaints ..... 16

Smoking ..... 16

Eating and Drinking at Workstations..... 16

Insubordination ..... 17

Reading at Workstations ..... 17

Radios ..... 17

Time and Attendance Policy..... 17

Tardiness (Lateness) ..... 18

Attendance (Absenteeism) ..... 18

Performance Reviews ..... 18

Customer Service Representative (CSR) Duties and Responsibilities .....	19
G.I.S. Processor Duties and Responsibilities .....	20
Conflict of Interest Policy .....	20
Adherence to Policy .....	21
Emergency Closing Policy .....	22
Compensation Practices .....	22
Rules of Conduct Policy .....	23
BENEFITS .....	24
Paid Holidays Policy .....	24
Paid Time Off .....	25
Jury Duty .....	26
Bereavement.....	26
Maternity Leave .....	27
Major Medical/Life Insurance.....	27
COBRA Benefits .....	28
Retirement/IRA Plan.....	29
Pension Program .....	29
Whistle Blower Policy .....	30
Social Media Policy.....	31
Receipt of Company Employee Handbook.....	344

## **Welcome to Mississippi 811 !!**

You have been hand-picked to be a member of our team.

Our employees are known for their personal integrity. We consider ourselves a "talented, energetic, committed, dedicated and enthusiastic" group.

This manual explains the operation of the Mississippi 811 call center, what is expected from our employees and what they can expect from us. The purpose of this manual is to provide the policies, related instructions and information needed to guide employees. Mississippi 811 may change or amend its policies, procedures and benefits as new conditions arise, or as experience suggests that changes are appropriate. You will be provided with a copy of any changes that are made.

## **Open Door**

If an employee has a question or concern, he or she should speak with their immediate supervisor directly. Supervisors understand that it is their responsibility to listen, to support and to help employees with work-related concerns. If an employee is uncomfortable speaking with his/her direct supervisor, we encourage the employee to speak with her/his Department Manager or even the Executive Director. When speaking with the Executive Director it is necessary to also include either the Department Manager and/or the Operations Manager. There will be no exceptions to this policy.

## **Who We Are**

Mississippi 811 is a non profit organization providing underground utility notification service under House Bill No. 1430 which amends Chapter 13, Section 77-13-1 through 77-13-15, Mississippi Code of 1972.

The law requires excavators, contractors, builders and private citizens who are going to drill, blast, dig and/or bore to notify underground utility companies prior to any of these activities in order to prevent damage to underground facilities, injury and death to citizens and the curtailment of vital services.

Mississippi 811, Inc. is funded by member utility companies operating or maintaining underground facilities throughout the state.

Utility companies such as electric, gas, telephone, cable TV, water and sewer have many buried (underground) facilities throughout their service area. When anyone, such as a contractor or homeowner, decides to dig, they may accidentally hit one of these facilities which may cause serious injury, damage or even possible death to themselves or others and the curtailment of services for many people. By law, before anyone digs, they must notify all applicable utility companies who will send an employee or representative to the dig site and mark where the underground facilities are so they may be avoided. Prior to the existence of Mississippi 811, a contractor or homeowner had to make many calls in order to notify the utility companies. In doing so, a contractor or homeowner might easily miss notifying a utility company and fail to alert all the utility companies that have underground facilities in the area. Mississippi 811 (Mississippi One-Call System, Inc.) began in June of 1984 with 43 members. In 1985, our first full year of operation, we received 22,178 incoming calls and processed 62,131 outgoing tickets. By 1996, those numbers had grown to 114,327 incoming locate requests and 387,481 outgoing tickets processed and by 2006 those numbers had grown to 279,073 incoming locate requests and 1,165,740 outgoing tickets processed. In April, 2009, our membership voted to change our name from "Mississippi One-Call System, Inc." to "Mississippi 811, Inc."

The future promises continued growth and exciting new challenges and Mississippi 811 is poised and ready to continue to meet the challenge of providing this valuable notification service and damage prevention.

## **Mission Statement**

To receive excavation and demolition location information from excavators, contractors, builders, and private citizens who are going to dig, drill, blast, bore and to disseminate this information to our members in any attempt, through teamwork to:

- ❑ Promote a higher level of public safety
- ❑ Reduce underground utility damages
- ❑ Minimize utility service interruption
- ❑ Reduce on the job injuries and worse
- ❑ Protect the environment

Our organization is only as good as its people, the effort they put forth and how they interact and work together. At Mississippi 811, one will find people of high ability and professionalism working as a team. People who demonstrate mutual trust and respect the dignity of the individual. We value diversity. Our people believe in innovation, both in equipment and the way we do things. Our people also believe in utilizing their abilities to the fullest and in putting forth extra effort.

## **THE BASICS**

### **Organizational Structure**

Mississippi 811 is comprised of the Executive Director, The Operations/Human Resource Manager, the Center Supervisor, G.I.S. Coordinator, Financial Administrator, Entry Level, Level I, Level II and Level III Customer Service Representatives and G.I.S. Processors.

A Board of Directors and an Operating Committee, made up of representatives and officials of various member utility companies, assist in the planning, marketing and direction of Mississippi 811.

### **Equal Opportunity Employer Policy**

It is our policy to provide equal employment opportunity to all individuals. We are committed to a diverse workforce. We value all employees' talents and support an environment that is inclusive and respectful. We are strongly committed to this policy, and believe in the concept and spirit of the law.

We are committed to assuring that:

- All recruiting, hiring, training, promotion, compensation, and other employment related programs are provided fairly to all persons on an equal opportunity basis;
- Employment decisions are based on the principles of equal opportunity. All personnel actions such as compensation, benefits, transfers, training, and participation in social and recreational programs are administered without regard to any characteristic protected by state, federal or local law; and
- Employees and applicants will not be subjected to harassment, intimidation, threats, retaliation, coercion or discrimination because they have exercised any right protected by law.

We believe in and practice equal opportunity. The Operations Manager serves as our Equal Opportunity Coordinator and has overall responsibility for assuring compliance with this policy. All employees are responsible for supporting the concept of equal opportunity and diversity and assisting our Company in meeting its objectives.

## **Workplace Harassment Policy**

Mississippi 811's policy is to provide a work environment that is free from harassment. Therefore Mississippi 811 will not tolerate harassment based on age, race, gender, color, religion, national origin, disability, marital status, covered veteran status, sexual orientation, status with respect to public assistance, and other characteristics protected under state, federal, or local law. Such conduct is prohibited in any form at the workplace, at work-related functions, or outside of work if it affects the workplace. This policy applies to all Mississippi 811 employees, clients, customers, guests, vendors, and persons doing business with Mississippi 811.

Sexual harassment, one type of prohibited harassment, warrants special mention. Sexual harassment has been defined according to Mississippi 811 guidelines as:

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

- Submission to such conduct is made a term or condition, either explicitly or implicitly, of an individual's employment;
- Submission to or rejection of such conduct by an individual is used as a factor in decisions affecting that individual's employment; or
- Such conduct has the purpose or effect of interfering with an individual's work performance or creates an intimidating, hostile, or offensive working environment.

Examples of conduct prohibited by this policy include, but are not limited to:

- Unwelcome sexual flirtation, advances, or propositions;
- Verbal comments related to an individual's age, race, gender, color, religion, national origin, disability, or sexual orientation;
- Explicit or degrading verbal comments about another individual or his/her appearance;
- The display of sexually suggestive pictures or objects in any workplace location including transmission or display via computer;
- Any sexually offensive or abusive physical conduct;
- The taking of or the refusal to take any personnel action based on an employee's submission to or rejection of sexual overtures; and
- Displaying cartoons or telling jokes which relate to an individual's age, race, gender, color, religion, national origin, disability, or sexual orientation.

Any employee who feels harassed is urged to immediately contact their immediate Supervisor, Department Manager or Executive Director.

If you believe that you are being subjected to workplace harassment, you should:

1. Tell the harasser that his or her actions are not welcome and they must stop, if you feel comfortable enough to do so.
2. Report the incident immediately to your direct supervisor/manager.
3. Report any additional incidents or retaliation that may occur to one of the above resources.

Any reported incident will be investigated immediately and thoroughly. Complaints and actions taken to resolve complaints will be handled as confidentially as possible, given Mississippi 811's obligation to investigate and act upon reports of such harassment. Appropriate actions will be taken by Mississippi 811 to stop and remedy any and all such conduct, including interim measures during a period of investigation.

Retaliation of any kind or discriminating against an employee who reports a suspected incident of harassment or who cooperates in an investigation is prohibited. An employee who violates this policy or retaliates against an employee in any way will be subject to disciplinary action up to and including immediate termination.

## **Alcohol and Drug-Free Workplace Policy**

Mississippi 811 maintains a vital interest in insuring safe, healthful and efficient working conditions for our employees. The use, possession or presence of illegal substances in the workplace conflicts with these vital interests and constitutes a violation of the public trust. For these reasons, Mississippi 811 has established, as a condition of employment, the following policy. All newly hired employees will undergo a post-offer employment drug screening. There may also be periodic screening of current employees.

To help protect the safety of employees of Mississippi 811, its customers and members, and to reinforce Mississippi 811's reputation within the communities it serves, our goal is to create and maintain an alcohol and drug-free environment in the workplace.

Listed in this policy are activities that are considered as constituting misconduct.

The policy, which applies equally to all Mississippi 811 employees, restricts certain specified substances and their related paraphernalia from being brought onto Mississippi 811's premises and/or from being in an employee's possession while on duty. In addition, this policy prohibits all Mississippi 811 employees, who are under the influence of drugs and/or alcohol, from reporting for work, coming into the workplace or remaining on the premises of Mississippi 811, or otherwise engaging in Mississippi 811's business.

Violations of this policy, as determined by Mississippi 811, will result in disciplinary action, up to and including dismissal.

## **Restricted Substances and Activities**

- 1) The following substances are covered by this policy:
  - a. Alcoholic beverages of any kind.
  - b. Controlled and/or illegal drugs or substances which include all forms of narcotics, hallucinogens, depressants, stimulants and other drugs of which the use, possession or transfer is restricted or prohibited by law.
2. Drugs used in accordance with a valid prescription and other medical drugs used in accordance with their instructions are not subject to this policy unless the drug causes drowsiness or other side effects which may impair the employee's ability to perform her/his duties properly and safely.
3. The following activities are prohibited while an employee is on Mississippi 811's premises or otherwise engaged in Mississippi 811's business:
  - a. The manufacture, possession, use, sale, distribution, dispensation, receipt or transportation of any controlled substance or illegal drug or any related paraphernalia.
  - b. The consumption of alcoholic beverages is expressly prohibited under any circumstances.
4. Being under the influence of alcohol, illegal drugs or controlled substances in any manner during business hours or when engaging in business activities for, or on behalf of, Mississippi 811, whether or not they are consumed on Mississippi 811's premises, outside of the workplace or during work hours.

Note: An employee is considered "under the influence" when he or she is affected by illegal drugs, alcohol or controlled substances in any detectable manner, or, when the amount of alcohol, illegal drugs or controlled

substances that is consumed interferes with the employee's ability to effectively and satisfactorily perform the assigned duties or tasks of her/his position.

## **Notification of Workplace Drug Conviction**

You must notify your supervisor of any criminal drug status conviction for a violation occurring within the workplace, or while engaged in company activities or business, within five (5) days of such conviction.

## **Compliance as a Condition of Employment**

All employees of Mississippi 811 are advised that full compliance with the forgoing policies shall be a condition of employment.

## **Sanctions for Violation of the Alcohol and Drug-Free Workplace Policy**

Any employee of Mississippi 811 who violates the forgoing Alcohol and Drug-Free Workplace policy shall be subject to disciplinary action, up to and including dismissal.

## **Required Participation in Drug Rehabilitation**

At the sole discretion of Mississippi 811, any employee who violates the Alcohol and Drug-Free Workplace policy may be required, in connection with, or in lieu of disciplinary sanctions, to participate in an approved drug substance or rehabilitation program.

## **Types of Employment**

For purposes of pay and benefits, all employees of Mississippi 811 are classified as one of the following:

- Salaried-Exempt: Expected to work normal business hours and complete position responsibilities on schedule. Not eligible for overtime pay.
- Full-Time; Non-Exempt: Hourly paid employees normally scheduled to work a minimum of thirty-seven and one-half (37 1/2) hours per week. Eligible for overtime pay (after 40 hours)

and certain benefits (sick pay, retirement plan, holiday pay, vacations, etc.).

- Part-Time; Non-Exempt: Hourly paid employees normally scheduled to work a minimum of twenty (20) hours per week. Eligible for P.T.O. and Incentive pay on a pro-rated basis. Not eligible for overtime (unless exceeding forty (40) hours in a week), or certain benefits (retirement, holiday pay, etc.).

**Note:** It would be impossible to include everything in this manual that relates to employment. This manual, therefore, should not be considered an employment contract. Employment with Mississippi 811 is employment "at-will" and may be terminated by either the employee or Mississippi 811 at any time, with or without notice, with or without cause, or for any reason. No commitment or other term of employment should be inferred or otherwise assumed from this manual or any other source whatsoever, whether written or verbal. Similarly, no employment for any specific duration shall be valid or binding on either the employee or Mississippi 811 unless it is expressly set forth in a written document, signed by both the employee and the Executive Director of Mississippi 811.

## **Probationary Period**

Each employee will have a 90 day probationary period. The supervisor will conduct evaluations after thirty (30), sixty (60) and ninety (90) days of employment. This period will be a training period and will aid in determining your future with Mississippi 811. New employees will not be eligible for any company benefits until the completion of this 90 day period.

## **Security Procedures**

No one without a code is allowed to enter the Mississippi 811 building unless they are known or have been identified by the receptionist (or employee sitting in the receptionist's desk) and then they are allowed in. If any management member or other employee is expecting a visitor they are to inform the receptionist as to the person's name and approximate time of arrival.

After an employee leaves (fired or quits) their door code must immediately be removed.

In regards to our alarm system, only those that arrive early and management should have codes to the alarm.

After an employee leaves (fired or quits) their alarm code must immediately be removed.

## **Work Hours**

The Mississippi 811 center accepts call from 7:00 AM to 5:00 PM, CST, Monday through Friday. Tennessee 811 takes calls after hours & holidays. Employees are expected to be at their work stations and ready to begin work at the beginning of their shift. If an employee's shift begins at 8:00 AM, she/he will have to arrive at work a little before 8:00 AM in order to hang up her/his coat, get a cup of coffee, etc. Also, in inclement weather, please allow for extra time so as to begin your scheduled shift promptly. All overtime must be approved and authorized by your supervisor prior to actual performance of the work. Hours are subject to change based upon the demands of the Center.

## **Meal and Break Periods Policy**

Mississippi 811's policy is to provide meal and break periods in accordance with all applicable federal and state regulations to allow employees reasonable time during the work day to eat, use the rest rooms and/or relax. Meal and break periods must be scheduled and authorized by your supervisor. Meal periods are unpaid, while other authorized breaks in the work shift are paid.

## **Meal Period Guidelines**

- 1) Employees who work a minimum of six (6) or more consecutive hours are entitled to a sixty (60) minute unpaid meal break.
- 2) The supervisor is responsible for scheduling meal periods at reasonable times while ensuring adequate phone coverage in the call center.
- 3) Employees must take their meal periods as scheduled by their supervisor.
- 4) Employees are free to leave the building and premises during unpaid meal breaks.

## **Break Period Guidelines**

- 1) Employees are provided with two (2) ten (10) minute breaks during the eight (8) hour work day. One break before and one following the unpaid meal break.
- 2) Employees who work a shift less than four (4) hours do not receive a paid break period.
- 3) The supervisor is responsible for scheduling breaks for employees at reasonable times while insuring adequate phone coverage in the call center.
- 4) An employee may not take a break period unless it is authorized by her/his supervisor.
- 5) As an exception to the rule, and only when absolutely necessary, the supervisor has the right to postpone or cancel an employee's break period and it is not mandatory that an employee take her/his break.
- 6) Employees should not leave the premises during a paid break period without permission from the supervisor.
- 7) Employees may not shorten their work shift by eliminating or working through their paid break period.

Note: Break periods and meal periods begin as soon as the CSR unplugs from their phone and do not end until the CSR is plugged in to their phone and ready to accept calls. Care should be exercised to ensure CSRs adhere to break and meal schedules to provide proper phone coverage and that CSRs do not exceed their allocated time for breaks and meals.

## **Internet Access**

At no time should a Mississippi 811 employee workstation be used to access the internet unless approved by the Executive Director. Workstations are not equipped with virus protection software and, therefore, make Mississippi 811's entire network susceptible to invasive viruses. These viruses are capable of destroying mission critical components of our operation. Unauthorized use or any misuse of internet access may result in termination.

## Payday

Employees of Mississippi 811 receive paychecks every other Friday. Therefore, employees receive twenty-six (26) paychecks annually. Under no circumstances will an employee's paycheck be given to another person, including family members, without the employee's written authorization.

## Missing Work

When an emergency or illness necessitates an employee missing her/his scheduled work shift, or the employee is going to be late because of some mishap, the employee must personally notify her/his supervisor, by phone, as soon as possible before their scheduled starting time. If an employee is physically unable to notify her/his supervisor due to a mishap, she/he must have someone contact her/his supervisor for her/him. She/He should give her/his supervisor the following information:

1. The reason for the absence
2. The expected time you will return to work

When the supervisor is advised promptly of unavoidable absences, arrangements can be made to keep the work moving and provide for adequate phone coverage without interruption. Failure to call in notification of an absence or tardiness may result in disciplinary action up to and including dismissal.

Failure to notify the Supervisor, or Call Center Manager, when an employee will not be in to work for two (2) consecutive days will be considered as job abandonment and will result in immediate dismissal. The company will assume the employee no longer wishes to be employed by Mississippi 811.

## Personnel Records

The following are some of the changes that should be reported promptly to both the Department Supervisor/ Manager and the Financial Administrator:

- Change of name
- Change in family status, i.e.; marriage, birth, divorce
- Change of address
- Change of home telephone number
- Change of person to notify in case of emergency
- Change of insurance beneficiary

A special reminder to employees who get married after joining Mississippi 811; please notify the Financial Administrator within thirty-one (31) days of the event

so the employee's file can be updated. The employee will also need to complete a new W-4 and Employees Withholding Exemption Certificate. The employee will also be advised as to changes in life insurance and medical insurance coverage. If the employee fails to notify the Financial Administrator within thirty-one (31) days, the employee will not be eligible to change medical insurance coverage until the new plan year begins.

Any changes in an employee's immediate family may affect your withholding taxes, insurance, changes in beneficiary, etc. Providing updated information helps the company keep the employee's records straight in ways that are beneficial to the employee.

## **Personal Phone Calls**

There is a phone in the break room, plus other phones throughout the building, that are provided for personal calls, whether incoming or outgoing. These calls are subject to supervisor approval unless the employee is on a scheduled meal or break period. This is to ensure proper phone coverage in the call center.

No personal outgoing calls are permitted from your workstation. Calling another employee, except for legitimate business purposes, is prohibited. Long distance personal calls are not permitted on any of Mississippi 811's business lines. The only exceptions will be with expressed supervisor approval. Accepting personal calls, whether local or long distance, on the "800" or local recorded incoming lines is not allowed. If long distance numbers, attributed to an employee, appears on Mississippi 811's telephone bill, the responsible employee will be required to pay for those calls and disciplinary action will ensue.

The procedure for receiving personal phone call is as follows.

- 1) Phone call comes into the center.
- 2) Whoever answers the call will determine if this is an emergency call.
- 3) If the employee is on a call or at lunch or on break, we will ask the caller if this is an emergency. If so, the call will be passed on to the employee immediately. If the call is not an emergency, we will ask the caller if they wish to leave a message or their number. If they do, we will place this message on the employee's desk.
- 4) When you are at lunch or on break, you can return the call.

We will follow this procedure to ensure proper phone coverage is maintained in the call center at all times.

## **Cell/Smart Phone Use:**

New distractions have come with the advancement and availability of personal communications devices. These distractions are becoming more and more counterproductive in the work environment. As a result, it has become necessary to develop a policy, restricting use of such devices.

Employees are not to call, answer, text, or use the Internet on their cell phones unless they are on break or at lunch. Cell phones and other similar communications devices should be set to vibrate or silent when entering the workplace and should be put away and not left out on your desk.

The only exception to this would be for administrative personnel and Damage Prevention Coordinators, who use their cell phones for conducting company business.

Family members and childcare providers should be provided the main administrative phone number, 601-362-4322, for emergency and other important calls. The Personal Phone Call policy that is already in effect should be followed.

Violations of this policy could result in verbal reprimand, loss of incentive, written reprimand, suspension, or a combination of the former, up to and including dismissal.

## **Doctor Appointments**

Arrangements for doctor appointments, vacations, etc., will be made by the employee and her/his supervisor a minimum of five (5) days in advance. Except in emergency cases, employees will not be allowed to schedule a doctor appointment on Mondays or Tuesdays (in extreme cases, exceptions will be made). In order to minimize leaving the call center short handed, doctor appointments should, when possible, be made as early in the morning or as late in the afternoon as possible. Also, at no time shall more than one (1) employee have pre-approved days off on the same day, excluding Thanksgiving and Christmas holidays, or others that are approved by management.

## **Employee Grievance Procedure**

The objective of this policy is to promptly and harmoniously resolve grievances, and to facilitate communication among Mississippi 811 employees. This policy applies to all regular employees. This policy is part of the Mississippi 811 Personnel Policies Manual, but it is also included here in the Board Policy Manual to make it clear to all Board Members that they can refer employees to

the grievance procedure and that the Board is not involved in the grievance procedure.

The definition of a grievance is: “A dispute by an employee that involves questions of interpretation or application of wages, hours, terms and conditions of employment or disciplinary actions. Probationary employees may not grieve termination from their positions.”

The employee grievance process will follow these steps...

**Step 1:** The employee will present the grievance verbally to his/her immediate supervisor within five working days of the alleged violation or the date the employee becomes aware of the alleged violation, whichever is later. The superior receiving the complaint will attempt to resolve and implement the resolution and respond to the employee in writing no later than five working days from the date the employee brought the complaint.

**Step 2:** If the grievance is not resolved in step 1, the employee may submit a written grievance to the Executive Director within five working days of the date the response from step one was due or received, whichever comes first. The Executive Director will have five working days from actual receipt of the written step 2, grievance to investigate the matter and respond in writing to the grievance.

The Executive Director’s written response will be the final disposition of the grievance. Staff grievances may not be appealed to the Mississippi 811 Board of Directors.

## **ACT THE PART**

### **Dress Code Policy**

Mississippi 811’s dress code is business casual. Meaning that you should dress professionally, comfortably, yet neat and pulled together. Employees will be notified in advance if important guests are expected in the office, which may necessitate dressing in a more business-like manner. No dress code can cover all contingencies, so employees must exert a certain amount of judgment in their choice of clothing to wear to work. If an employee is unsure whether or not to wear an item of clothing to work, she/he probably should not.

Slacks and Pants - Slacks, khakis, and capris are acceptable. No Jeans, sweatpants, exercise pants, Bermuda shorts, shorts, bib overalls, scrubs, and any spandex or other form-fitting pants such as people wear for biking.

**Skirts and Dresses** - Casual dresses and skirts, and skirts that are split at or below the knee are acceptable. Spaghetti-strap dresses may be worn as long as a sweater or cardigan is worn over it at all times while in the office. Legging may

be worn only if worn under a dress or skirt that is the appropriate length. No Mini-skirts, skorts, sundresses and beach dresses.

Shirts, Tops and Blouses - Casual shirts, dress shirts, sweaters, golf-type shirts and turtlenecks are acceptable. Tops with bare shoulders are acceptable when worn it good taste. No Tank tops, midriff tops, halter-tops, sweatshirts, and t-shirts unless worn under another blouse, shirt.

**Shoes and Footwear** - Athletic or walking shoes, loafers, clogs, boots, flats, tasteful heels, dressy thongs/flip-flops, dressy sandals and leather deck-type shoes are acceptable. No Slippers (house shoes), beach thongs or flip-flops. Hair, Hats, Head Coverings, Accessories, Makeup, Perfume and Cologne – Hats are acceptable when dressy and tasteful. Dyed hair is acceptable, when it is of a naturally occurring color, within the natural shades of black, brown, blond and red. Limited body piercing should be visible. Tattoos should be covered if at all possible. Some employees could be allergic to the chemicals in perfume/cologne and make-up, so wear these substances with restraint.

**Clothing Guidelines** – No Clothing that is too tight or reveals your back, chest, stomach, underwear or too much cleavage, etc. Undergarments such as a tucked in t-shirt or camisole should be worn under garments if there is a possibility of any of the above being revealed when bending over sitting down, etc. Clothing must come to the knees, or below. Clothing that has company logos, sports team, university, and fashion brand names are acceptable as long as they meet all other guidelines. Clothing with potentially offensive words, terms, logos, pictures, cartoons, or slogans is not allowed. Clothing should be pressed, clean and in good condition. No denim, torn, dirty or holey clothing. No Clothing that works well for the beach, yard work, dance clubs, exercise sessions, and sports contests.

**Personal Hygiene** - Good body hygiene is required. Hair (including beards and mustaches) should be clean, neatly trimmed and well maintained. Those who shave must be clean-shaven.

**Dress Down Days** - On Mondays and Fridays of each week, Mississippi 811 will have a “dress down” day in which employees may wear denim attire (jeans, capris or skirts) as long as the attire meets all other requirements.

Mississippi 811 management reserves the right to make decisions as to what is allowable for dress for future reference and changes or additions to the above stated policy.

## **Professionalism and Behavior**

Callers to Mississippi 811 may be anyone from back-hoe operators to executives of large corporations. For this reason, employees of Mississippi 811 must

maintain a high degree of professionalism at all times. Background noise in the call center must be kept at a minimum.

## **Customer Complaints**

Mississippi 811 expects every employee to be courteous to contractors, the general public, etc. Any complaints of rudeness will be verified. If the complaint is justified, the employee will receive a written reprimand for their first offense, which will be discussed with the employee and a copy placed in her/his personnel file. Subsequent occurrences of any further evidence of rudeness will result in disciplinary action, up to and including dismissal.

An employee who receives a compliment, either in writing or given directly to a member of management, will have the compliment placed in the employee's personnel file and a copy could be placed on display.

## **Smoking**

To protect the health, safety and well being of all employees of Mississippi 811, the entire office and call center have been designated as non-smoking. Employees are encouraged not to smoke, but for those that wish to, they may do so outside the building, preferable in the rear of the building, in the parking lot area. All trash from cigarettes must be properly disposed of and not left to litter the property.

## **Eating and Drinking at Workstations**

Employees may have beverages - coffee, water, etc. - at their workstations provided the beverage is in a non-spill container. Great care should be exercised so that drinks are not spilled onto equipment or desks. If a drink is spilled on a terminal or keyboard and that terminal or keyboard requires repairing as a result of the spill, the employee will be responsible for the repair costs.

Eating snacks is also permitted at workstations. Care should be exercised regarding the spilling of food or crumbs. Chewing gum or speaking on the phone with a mouthful of food does not project a professional image and is prohibited.

Allow common sense to prevail. If you spill or drop food, anywhere in the building, please clean up after yourself.

## **Insubordination**

Any display of insubordination or insubordinate attitudes toward a Supervisor, or any member of management, including Members of the system as well as the Board of Directors, could result in a formal and written reprimand and possible immediate dismissal.

Insubordination is defined as refusal to take direction or follow instructions from a supervisor or management-level person.

## **Reading at Workstations**

A CSR's first priority is answering calls, but reading at your workstation is permitted as long as there are not calls in queue.

## **Radios**

No radios are allowed at CSR's workstations. G.I.S. employees will be required to turn off radios while taking locate requests.

## **Time and Attendance Policy**

Employees are expected to be regular and prompt in attendance and in reporting for work, both at the beginning of their scheduled shift and upon returning from breaks and meal periods. Punctuality and regular attendance are aspects of an employee's performance that are evaluated on a regular basis. An employee's punctuality and attendance are considered when any discussions about salary increases and/or promotions are held by management.

Mississippi 811 requires that complete and accurate time and attendance records be kept for all non-salaried employees in accordance with Federal Wage and Hour law. Every hourly paid employee must correctly record the hours she/he works each day of the week. Falsification of time (or any other records), including but not limited to the overstatement of time worked, is considered to be theft from the company and is a major violation of Mississippi 811's Rules of Conduct.

It is the supervisor's responsibility to monitor her/his employee's punctuality and attendance and to deal with tardiness and attendance problems on a timely basis. Violation of the Time and Attendance policy is grounds for disciplinary action, up to and including dismissal.

## **Tardiness (Lateness)**

Every employee is expected to be ready for work at the time their shift begins. After logging in at their terminal and their phone, employees should be ready to begin work. This means hanging up coats, getting coffee, etc., must be done prior to logging in at your terminal. If an employee calls to advise that she/he will not be in to work after her/his scheduled shift begins, or if an employee is not at her/his workstation ready to work when her/his scheduled shift begins, it will be counted as an occurrence of tardiness. Excessive tardiness may result in disciplinary actions up to and including termination.

The following policy will apply for employee tardiness:

- 1) Any four (4) incidents of unexcused tardiness within a calendar month will result in the issuance of a written warning to the employee.
- 2) Any two (2) incidents of unexcused tardiness within thirty (30) days of the written warning will result in a two (2) day suspension for the employee.

## **Attendance (Absenteeism)**

An employee may be required at any time to furnish a doctor's note after being absent from work due to sickness if Mississippi 811, in its sole discretion, feels the request is appropriate; however, an employee must furnish a doctor's note when she/he is out sick for three (3) or more consecutively scheduled work days. CSRs who call in sick on Mondays will be required to furnish a doctor's excuse.

## **Performance Reviews**

The performance appraisal process provides the employee and her/his supervisor the opportunity to discuss the employee's job performance and expectations, as well as for the employee and her/his supervisor to mutually agree on goals for improvement and the employee's personal growth.

New employees and her/his supervisor will meet at the conclusion of ninety (90) days for a performance appraisal. This review will be a time for the employee and her/his supervisor together to agree on goals and objectives that both the employee and supervisor feel are attainable.

All new hires will receive a performance review at 90 days and all employees at the conclusion of one (1) year. From that point forward, they, and all employees, will meet with their supervisor for a performance appraisal and goal setting semi-annually. Thus every employee will participate in at least (1) performance appraisal each year, including a salary review.

If an employee is on probation for any reason when a salary review falls due, that employee must wait until she/he has successfully completed six (6) months of probation-free time before a salary review can be held.

## **Customer Service Representative (CSR) Duties and Responsibilities**

CSR duties will include, but not be limited to:

- 1) Answer incoming calls from members, contractors and the public in a courteous and professional manner.
- 2) Record excavation data correctly and accurately as given by the caller for underground notification.
- 3) Know and understand all aspects of verbal notification procedures.
- 4) Know and understand the computer operations and functions relating to ticket entry.
- 5) Assist in FAX/Email locates whenever necessary and time permitting.
- 6) Any and all other duties including, but not limited to, typing, filing and assisting in mailings and special projects.
- 7) Know and understand all procedures relating to computer system and programs.
- 8) Handle calls which involve damage to a utility as well as a second (2nd) request.

## **G.I.S.Processor Duties and Responsibilities**

*In addition to the above, the G.I.S. Processor duties will include, but not be limited to:*

- 1) *Update and/or repair errors in state map data based on information submitted by all sources, including, but not limited to: mapnotes, updated source maps, field reserch, aerial photography, etc.*

- 2) *Maintaining and correcting member databases as requested by the member company.*
- 3) *Process new member setup information, making sure that pending members have all forms and/or maps needed, building and activating their databases and calling, as needed, to obtain their forms and data.*
- 4) *Update various map and database reports*
- 5) *Complete special county or member projects and create and print pdf maps, as needed.*

## **Conflict of Interest Policy**

Mississippi 811's principles for the conduct of its business are based upon concepts of integrity and responsibility, including the responsibility of all employees to avoid conflicts, and potential conflicts of interest. All employees have a responsibility to act in accordance with the best interest of Mississippi 811.

### **Important points regarding Mississippi 811's Conflict of Interest policy:**

- 1) Employment by, or affiliation in any capacity, with any actual or potential supplier, or other third party with whom Mississippi 811 has , or may reasonably expect to have, a business relationship is prohibited by this policy.
- 2) Employees who desire to engage in outside employment with organizations other than those which are prohibited as noted above, should discuss the matter with their supervisor and obtain prior written approval before undertaking such employment.
- 3) No employee may accept a retainer or consulting fee, enter into any other fee arrangement with any company or individual or operate as an independent practitioner where such arrangement or work interferes with the performance of her/his duties and responsibilities at Mississippi 811.
- 4) Any employee who has a concern or doubt whether a conflict of interest, or a potential conflict of interest, exists with respect to this policy, should discuss the matter with her/his supervisor before becoming employed by, or affiliated with, any such organization, or otherwise involved in any such activity.
- 5) Employees should not make an investment in any actual, or potential, supplier, or other third party with whom Mississippi 811 has, or may

reasonable expect to have, a business relationship, such as prohibited activities of investments in stocks and bonds, or options of and loans to, a supplier, or other third party.

Note: Exceptions may be made on a case-by-case basis to allow for investments or rights an employee acquired prior to the commencement of her/his employment with Mississippi 811.

- 6) The prohibitions in the policy do not apply to investments in publicly traded companies if the employee's activities will not have a substantial effect on the company's performance, the investment is made without the benefit of "insider" information and is in accordance with applicable securities' laws and the employee does not acquire 1% or more of any class of a company's stock.
- 7) Personal exploitation of a corporate opportunity is prohibited, such as the purchase or investment in an enterprise in which Mississippi 811 has an existing interest, or in which an employee has reason to believe the company may have a prospective interest.
- 8) Any other dealing for personal profit or gain based upon "insider" knowledge, or confidential information, obtained while in the course of employment concerning the business of Mississippi 811 is prohibited, such as acquisitions, financial projects, or any other developments.
- 9) No employee is authorized or permitted to engage in any form of reciprocal arrangement between Mississippi 811 and another individual company or individual or organization without the expressed, written prior approval of the Executive Director of Mississippi 811, Inc.

## **Adherence to Policy**

- 1) Prohibited activities, investments and interests of an employee include those in which an employee must personally engage, and in those in which an employee may be interested indirectly through her/his spouse, or other immediate family member.
- 2) Employees shall carry out their responsibilities in accordance with this policy, however, since it is impossible to describe all of the situations which may cause or give the appearance of conflict, the prohibitions included in this policy are not to be construed as being all-inclusive.

- 3) All questions concerning the meaning of interpretation of this policy should be referred to either the Department Manager or the Operations Manager for clarification.
- 4) Any employee who has any doubt as to the propriety or legality of any activity in which she/he wishes to engage should proceed as if the activity is contrary to this policy unless the activity has been reviewed and approved by the Department Manager or the Operations Manager of Mississippi 811.
- 5) The interpretation by Mississippi 811 regarding whether an activity in which an employee is engaged, or wishes to become engaged is in violation of this policy, shall be final.
- 6) Mississippi 811 reserves the right to issue specific guidelines, directives and interpretations of this policy from time to time, as necessary.
- 7) Any employee who, in the opinion of Mississippi 811, violates any of the provisions of this policy shall be subject to disciplinary action, up to and including dismissal.

## **Emergency Closing Policy**

Mississippi 811 will cancel or delay work schedules if weather conditions, or other emergency situations, might be detrimental to employees and/or business operations. Employees are responsible for determining if their work schedules have been canceled or delayed. Whenever possible, employees will be notified by the Executive Director, Operations Manager, or direct supervisor if work schedules will be delayed or canceled.

## **Compensation Practices**

Salaried, full time hourly-paid, and part time hourly-paid employees will be paid for any hours lost if their work schedule is officially canceled, delayed or ends early, as declared by the Executive Director and/or Operations Manager.

Note: In the event of an extended closing, the company will determine at that time how non-salaried employees will be paid for any lost time.

Non-salaried employee who choose to arrive at work late, not report to work at all or leave work early when their work schedule has not officially been delayed or canceled, will not be paid for any lost time.

## Rules of Conduct Policy

- 1) To ensure the effective and efficient operation of Mississippi 811's business, courteous service to its customers and a safe, pleasant work environment, a high standard of personal and professional conduct is required of all employees at all times.
- 2) Mississippi 811 employees must perform a satisfactory level and must adhere to the rules of conduct which the company has the right to amend and modify from time to time as it deems necessary.
- 3) The list of rules/major infractions provided as information below is not meant to be all inclusive and does not preclude Mississippi 811 from taking disciplinary action, up to and including dismissal, for any reason it deems appropriate at its sole discretion.
- 4) The following actions will not be condoned or tolerated. Violations of any of the below listed major infractions may cause for immediate dismissal:
  - a. Unauthorized removal of company owned property from Mississippi 811's premises.
  - b. Falsification of documents or records, or being an accessory to such falsification, which includes, providing false information when applying for employment or entering false information with respect to hours worked.
  - c. Abandoning a work station or job assignment without the supervisor's knowledge or approval.
  - d. Job abandonment or unavailability for work without prior approval or the granting of a leave of absence by the company.
  - e. Insubordination demonstrated as refusal to take direction or follow instructions from a supervisor or a management person.
  - f. Physical violence or any activity detrimental to the safety and/or well-being of employees or customers, including defacing or destroying property belonging to Mississippi 811, a customer or another employee.
  - g. The manufacture, possession, use, sale, distribution, dispensation, receipt, transfer or transportation of any controlled substance, illegal drug or any related paraphernalia while on Mississippi 811's premises or engaged in business activities for the company.
    - i. The consumption of alcoholic beverages while engaged in business activities.
    - ii. Being under the influence of alcohol, illegal drugs or controlled substances, in any manner, during business hours, or while engaging in business activities for, or on behalf of, Mississippi 811, whether or not they are

consumed on Mississippi 811's premises, outside of work or during work hours.

- 5) Failure to turn in, or report, lost articles which have been removed from the company's premises.
- 6) Violation of any public law on the company's premises or in the course of conducting company business including lewdness, vandalism, gambling or other felonious acts.
  - a. Participating in any unlawful, discriminating or harassing behavior toward another employee (including e-mail), an applicant for employment, a customer, a vendor, a member of the Board of Directors or any invited guest of Mississippi 811.
  - b. Discussing salary information between employees other than one's immediate supervisor.

*The language used in the Rules of Conduct statement is not intended to create, nor is it to be construed to constitute, a contract of employment between Mississippi 811 and any, or all, its employees. Employment by Mississippi 811 constitutes "at-will" employment and may be terminated at any time by the employee or Mississippi 811.*

## **BENEFITS**

### **Paid Holidays Policy**

Mississippi 811 provides employees time to observe designated holidays. Employees must meet eligibility requirements, as described in this policy, in order to receive holiday pay.

New Year's Day
Memorial Day
Independence Day
Labor Day

Thanksgiving Day
Day after Thanksgiving
Christmas Day
Christmas Eve Day (if it falls on a work day)

Holidays that fall during a scheduled vacation will be observed as a holiday. Vacation can then be rescheduled and adjusted to take a day of vacation at a later time. Holidays that fall on a Saturday will be observed the previous Friday. Holidays that fall on a Sunday will be observed on the following Monday. The specific observance of holidays which fall during a weekend are subject to change at management's discretion in order to ensure adequate phone coverage in the call center on days when normal activities are expected.

An employee must be employed on a full-time basis and work their scheduled days immediately before and immediately following the observed holiday in order to be eligible for holiday pay. The exception, of course, is if vacation time is scheduled for the days surrounding the holiday.

## Paid Time Off

Mississippi 811 provides paid time off (PTO) to eligible employees for the purpose of spending time away from work during the calendar year. PTO eligibility is determined by an employee's job classification and length of service.

Note: The supervisor has the right to ask employees to postpone use of PTO if the company feels business conditions warrant a postponement. All possible consideration will be given, however, adequate lead time will be given the employee in this event. Also, this will not be standard procedure but will only be utilized in extreme cases. PTO time must be approved at least two weeks in advance by the supervisor when possible.

Full-time employees earn two (2) weeks PTO after 6 months of employment and an additional two (2) weeks PTO after completion of a full year of service.

Years of Service	Weeks PTO Awarded
Beginning of year 1 through 09	Four (4) weeks PTO
Beginning of year 10 through 14	Five (5) weeks PTO
Beginning of year 15 through 19	Six (6) weeks PTO
Beginning of year 20	Seven (7) weeks PTO

PTO is earned but not vested with the employee until she/he has been steadily employed with Mississippi 811 System for six (6) full months.

If a vested employee leaves the company after her/his first anniversary, she/he will be paid for any unused PTO up to 80 hours - provided she/he has given the company a two-week notice and has worked during those two weeks. If a two-week notice was not given, or given and the employee did not complete the two week's notice, no unused PTO time will be paid.

Employees are strongly urged to use their PTO in the year of its occurrence, however, Mississippi 811 will allow a carry-over into the following year of up to five (5) days under special circumstances, approved by management. Any time accumulated but not used over and above the carry-over limit will be forfeited by the employee - and not paid by the company - unless the employee has been asked to postpone her/his PTO by management.

As an encouragement to all employees who do not use all of their PTO, Mississippi 811 will buy back up to 40 hours of any unused PTO at the end of each calendar year.

Excess of 24 hours (3 days) of PTO may result in termination unless pre-approved by the Operations Manager, Center Supervisor and/or GIS Manager.

## **Jury Duty**

Mississippi 811 recognizes jury duty as a proper and legitimate civic responsibility and, if called to serve on jury duty, employees will be paid their normal rate of pay for all lost time during jury duty. This pay will be in addition to any jury duty pay received. If excused from jury duty early, employees are expected to report to work as soon thereafter as possible.

## **Bereavement**

In the event of a death in an employee's immediate family, the employee shall be entitled to up to three (3) working days if local and up to five (5) working days if out of the area (over 100 miles), for the purpose of making arrangements. Immediate family is defined under this policy as: parents; grandparents; step-parents; spouse; children; step-children; brother; sister; father-in-law; mother-in-law; brother-in-law; sister-in-law.

During the employee's absence, the employee will be paid her/his normal rate of pay. If the employee wishes to be paid for additional working days off, she/he may then use any accumulated PTO.

## **Maternity Leave**

An employee pregnancy will be treated as all other sickness or disability. An employee may be granted a medical or maternity leave of absence while under a doctor's care which will not affect the employee's anniversary date. The employee will receive benefits as outlined in the Employee Benefits Package. The employee's physician may help in determining the starting date of the leave.

Examples of Maternity/Medical Leave:

- ❑ Six (6) weeks for normal delivery, or until doctor's release.
- ❑ Eight (8) weeks for Cesarean section delivery, or until doctor's release.
- ❑ Medical/Surgery until released by doctor.

Any employee who wishes to work during her pregnancy may do so as long as permitted by her physician.

Any leave of absence or disability must be approved by your supervisor. Total leave of absence will not be approved for longer than six (6) months and only one (1) leave of absence will be approved and granted in any twelve (12) month period.

If the leave is for a period of up to six (6) weeks, no PTO is required to be taken.

If the leave is from six (6) weeks to three (3) months, the employee must take one-half (1/2) of her/his accrued PTO after disability pay before returning to work.

If the leave is from three (3) months to six (6) months, the employee must take all eligible PTO before returning to work.

If the employee has no accrued PTO, the leave will be submitted as unpaid leave and no compensation will be paid. If the employee has accrued PTO, the leave will be submitted as PTO leave. If the PTO is not sufficient for the entire length of the leave, then the portion of the leave which is unpaid will be considered as unpaid leave.

Any unused PTO pay will be paid in conjunction with the leave so long as it is certified by a physician.

## **Major Medical/Life Insurance**

Employees of Mississippi 811 are eligible for group insurance coverage for which Mississippi 811 pays 75%.

## **COBRA Benefits**

Mississippi 811, Inc. complies with the federal law, Consolidated Omnibus Budget Reconciliation Act of 1985, P.L. 99 272, and later amendments, otherwise known as COBRA. Covered employees and their dependants who lose insurance coverage for any of the following reasons are eligible to continue their coverage through COBRA: termination, reduction in working hours, divorce or legal separation, death of the employee, eligibility for Medicare or loss of dependent child status under the insurance plan. All administrative rules and processes as well as changes in plan benefits and premiums apply to those on continuation coverage.

In the event of divorce or legal separation, or the loss of dependent child status under the plan, a covered employee or dependent must notify Human Resources within 60 days to maintain the right to continue coverage. At that time, Human Resources will provide enrollment materials to the employee or covered dependent within 14 days of that notification.

The covered employee or dependent has 60 days to elect continuation of coverage from either the date that coverage would ordinarily have ended under the plan by reason of a qualifying event or the date of notification, whichever comes later. Election of continuation of coverage is established by completing and returning enrollment materials to Human Resources.

COBRA premiums will be billed by the applicable insurance provider, and the first premium will be due within 45 days of the date of election. Subsequent premiums must be received within the terms set forth by the provider. Failure to make timely payments will result in termination of coverage without notice.

The American Recovery and Reinvestment Act of 2009 reduces the COBRA premium in some cases. The premium reduction is available to certain individuals who experience a qualifying event that is an involuntary termination of employment during the period beginning with September 1, 2008 and ending with December 31, 2009. If you qualify for the premium reduction, you pay 35 percent of the COBRA premium otherwise due to the plan. This premium reduction is available for up to nine months. If your COBRA continuation coverage lasts for more than nine months, you will have to pay the full amount to continue your COBRA continuation coverage. See Human Resources for more details, restrictions, and obligations as well as the forms necessary to establish eligibility.

COBRA continuation coverage will end for any of the following reasons: Mississippi 811, Inc. discontinues its insurance plan, the premium payment is not made in a timely fashion, and the person who elected continuation of coverage

becomes covered under another insurance plan or Medicare. Continuation coverage will end after 18 months if the qualifying event was termination or reduction in hours, unless the qualified beneficiary is disabled at the time of termination or reduction in hours, in which case coverage may extend to 29 months. Continuation coverage will otherwise end after 36 months.

## **Retirement/IRA Plan**

Employees of Mississippi 811 are eligible to participate in the company's non-qualified IRA plan. Mississippi 811 matches 50 cents on the dollar up to 6% that the employee contributes.

## **Pension Program**

All full-time employees of Mississippi 811 are eligible to participate in the company's Pension Program at no cost to them with the exception of paying taxes on a portion of this benefit.

## Whistleblower Policy

Policy: if any employee reasonably believes that some policy, practice, or activity of Mississippi 811, Inc. is in violation of law, that employee may file a written complaint with the President of Mississippi 811, Inc.

It is the intent of Mississippi 811, Inc. to adhere to all laws and regulations that apply to the organization, and the underlying purpose of this Policy is to support the organization's goal of legal compliance. The support of all employees is necessary to achieving compliance with various laws and regulations. An employee is protected from retaliation only if the employee brings the alleged unlawful activity, policy, or practice to the attention of Mississippi 811, Inc. and provides Mississippi 811, Inc. with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described below is only available to employees that comply with this requirement.

Mississippi 811, Inc. will not retaliate against an employee who, in good faith, has made a protest or raised a complaint against some practice of Mississippi 811, Inc., or of another individual or entity with whom Mississippi 811, Inc. had a business relationship, on the basis of a reasonable belief that the practice is in violation of law or a clear mandate of public policy.

Mississippi 811, Inc. will not retaliate against an employee who discloses or threatens to disclose to a supervisor or a public body any activity, policy, or practice of Mississippi 811, Inc. that the employee reasonably believes is in violation of a law, or a rule, or regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning health, safety, welfare, or protection of the environment.

My signature below indicates my receipt and understanding of this Policy. I also verify that I have been provided with an opportunity to ask questions about the Policy.

---

Employee Signature and Date

## **Social Media Policy**

At Mississippi 811, Inc. (MS811) we understand that social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world.

However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, we have established these guidelines for appropriate use of social media.

This policy applies to all employees who work for Mississippi 811, Inc.

Managers and supervisors should use the supplemental Social Media Management Guidelines for additional guidance in administering the policy.

### **Guidelines**

In the rapidly expanding world of electronic communication, social media can mean many things. Social media includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else's web log or blog, journal or diary, personal web site, social networking or affinity web site, web bulletin board or a chat room, whether or not associated or affiliated with MS811, as well as any other form of electronic communication.

The same principles and guidelines found in MS811 policies and three basic beliefs apply to your activities online. Ultimately, you are solely responsible for what you post online.

Before creating online content, consider some of the risks and rewards that are involved. Keep in mind that any of your conduct that adversely affects your job performance, the performance of fellow employees or otherwise adversely affects members, customers, suppliers, people who work on behalf of MS811 or MS811's legitimate business interests may result in disciplinary action up to and including termination.

### **Know and follow the rules**

Carefully read these guidelines, the MS811 Statement of Ethics Policy, the MS811 Information Policy and the Discrimination & Harassment Prevention Policy, and ensure your postings are consistent with these policies.

Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may subject you to disciplinary action up to and including termination.

### **Be respectful**

Always be fair and courteous to fellow employees, customers, members, suppliers or people who work on behalf of MS811. Also, keep in mind that you are more likely to

resolve work-related complaints by speaking directly with your co-workers or by utilizing our Open Door Policy than by posting complaints to a social media outlet.

Nevertheless, if you decide to post complaints or criticism, avoid using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, members, associates or suppliers, or that might constitute harassment or bullying.

Examples of such conduct might include offensive posts meant to intentionally harm someone's reputation or posts that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law or company policy.

**Be honest and accurate**

Make sure you are always honest and accurate when posting information or news, and if you make a mistake, correct it quickly. Be open about any previous posts you have altered.

Remember that the Internet archives almost everything; therefore, even deleted postings can be searched. Never post any information or rumors that you know to be false about MS811, fellow employees, members, customers, suppliers, or people working on behalf of MS811.

**Post only appropriate and respectful content**

- Maintain the confidentiality of MS811 trade secrets and private or confidential information. Trades secrets may include information regarding the development of systems, processes, products, know-how and technology.  
Do not post internal reports, policies, procedures or other internal business-related confidential communications.
- Respect financial disclosure laws. It is illegal to communicate or give a "tip" on inside information to others so that they may buy or sell stocks or securities. Such online conduct may also violate the Insider Trading Policy.
- Do not create a link from your blog, website or other social networking site to a MS811 website without identifying yourself as a MS811 employee.
- Express only your personal opinions. Never represent yourself as a spokesperson for MS811. If MS811 is a subject of the content you are creating, be clear and open about the fact that you are an and make it clear that your views do not represent those of MS811, fellow employees, members, customers, suppliers or people working on behalf of MS811.  
If you do publish a blog or post online related to the work you do or subjects associated with MS811, make it clear that you are not speaking on behalf of

MS811.

It is best to include a disclaimer such as “The postings on this site are my own and do not necessarily reflect the views of Mississippi 811, Inc.”

**Using social media at work**

Refrain from using social media while on work time or on equipment we provide, unless it is work-related as authorized by your manager or consistent with the Company Equipment Policy.

Do not use MS811 email addresses to register on social networks, blogs or other online tools utilized for personal use.

**Retaliation is prohibited**

MS811 prohibits taking negative action against any employee for reporting a possible deviation from this policy or for cooperating in an investigation. Any employee who retaliates against another employee for reporting a possible deviation from this policy or for cooperating in an investigation will be subject to disciplinary action, up to and including termination.

**Media contacts**

Employees should not speak to the media on MS811’s behalf without contacting the President or Operations/Human Resource Mgr. All media inquiries should be directed to them.

If you have questions or need further guidance, please contact your HR representative.

## Receipt of Company Employee Handbook

The Policy Manual is a compilation of personnel policies, practices and procedures currently in effect at Mississippi 811, Inc. an equal opportunity employer.

This Manual is designed to introduce employees to the organization, familiarize you with Company policies as they pertain to you as an employee, provide general guidelines on work rules, disciplinary procedures and other issues related to your employment, and to help answer many of the questions that may arise in connection with your employment.

This Manual and any other provisions contained herein do not constitute a guarantee of employment or an employment contract, express or implied. You understand that your employment is “at-will” and that your employment may be terminated for any reason, with or without cause, and with or without notice. Only the Executive Director or other authorized representative(s) of Mississippi 811, Inc. has the authority to enter into a signed written agreement guaranteeing employment for a specific term. This Manual is intended solely to describe the present policies and working conditions at Mississippi 811, Inc. This Manual does not purport to include every conceivable situation; it is merely meant as a guideline, and unless laws prescribe otherwise, common sense shall prevail. Of course, Federal, state, and/or local laws will take precedence over Mississippi 811 policies, where applicable.

Personnel Policies are applied at the discretion of Mississippi 811, Inc. Mississippi 811, Inc. reserves the right to change, withdraw, apply, or amend any of our policies or benefits, including those covered in this Manual, at any time. Mississippi 811, Inc. may notify you of such changes via email, posting on the Company’s Intranet, Portal or Website, or via a printed memo, notice, amendment to or reprinting of this Manual, but may, in its discretion make such changes at any time, with or without notice and without a written revision of this Manual.

By signing below, you acknowledge that you have either received a copy of Mississippi 811, Inc’s Policy Manual or have been notified that you have electronic access via the company intranet, and understand that it is your responsibility to read and comply with the policies contained therein and any revisions made to it. Furthermore, you acknowledge that you are employed “at-will” and that this Manual is neither a contract of employment nor a legal document.

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Please print your full name

Please sign and date one copy of this notice and return it to Human Resources. Retain a second copy for your reference.