



**Houston Zoo
Employee Handbook**

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Foreword

This handbook is intended to provide employees with basic information. The policies and practices described in this handbook reflect a great deal of concern for the people who make it possible for The Houston Zoo Inc. (hereinafter referred to as The Zoo) to exist - its employees.

These policies and practices conform with all applicable U. S. Federal employment regulations and therefore would apply to the majority of our U.S. based employees. Several states do have state employment laws which vary slightly from U. S. Federal law and where there is a material difference that would impact policy and procedure. The Zoo has modified state specific policy and procedure accordingly.

Nothing contained in this handbook is intended to create, nor shall be construed as creating, an expressed or implied contract of employment or guarantee of employment for any term. There is no contract of employment between The Zoo and any one or all of its employees unless explicitly stated elsewhere and approved in writing by the President of The Zoo.

Policies, procedures, practices and benefits may change with time. They may also require clarifying, amending and/or supplementing. The Zoo maintains the responsibility and the right to make changes at any time and will advise employees when changes occur.

Descriptions of various fringe benefits such as group insurance are summaries only. Should the descriptions in this handbook differ with any plan or document involved, the formal plan document shall be considered correct.

Questions on any matter pertaining to employment or any information included in this handbook should be directed to Human Resources, your supervisor, Human Resources, or other members of the management team.

This handbook may not be reproduced in part or whole for distribution outside of the Zoo.

Welcome to Houston Zoo!

We are excited that you have decided to join the Houston Zoo! We hope Houston Zoo is where you find the career you have always wanted. Your personal success and that of the institution will be achieved by staying focused on our vision, mission, and guiding principles. The Zoo is a unique place, doing important work, and I hope you take great pride in being part of it.

This handbook contains condensed personnel statements currently in effect at the Houston Zoo. It is the responsibility of every employee to keep up-to-date with new or revised statements as they are distributed. Any questions involving policy changes or implementation should be referred to Human Resources or senior management.

It is essential that employees are familiar with these statements. Please use these statements as guidelines in your day-to-day activities and interactions with other employees. It is important for you to be able to refer to established policy whenever questions arise. Do not hesitate to ask Human Resources or senior management if anything in these statements is unclear.

I am pleased that you have joined our team and I wish you a successful career at The Zoo.

Regards,

Lee Ehmke
President and CEO

Houston Zoo, Inc. Employee Handbook Disclaimer

The purpose of this disclaimer is to inform all Zoo employees, managers, and supervisors that the Employee Handbook contains sections referencing policies in the Policies and Procedures Manual. The statements contained in the Employee Handbook are not complete policies; they are condensed statements taken from the Policies and Procedures Manual.

Special Note to Managers:

When engaging in any type of employee discussion, always refer to the actual policy in the Policies and Procedures Manual, not the Employee Handbook.

Special Note to Employees:

The Employee Handbook contains statements regarding Zoo policies. These statements reference policies so that managers and supervisors may reference the actual, complete policy in the Policies and Procedures Manual.

Our Vision

Houston Zoo aspires to be recognized by our peers, staff, and general public as a leader among conservation organizations, delivering excellence in animal care, entertainment, and education.

Our Mission

The Houston Zoo provides a fun, unique, and inspirational experience fostering appreciation, knowledge, and care for the natural world.

The Guiding Principles of the Mission Statement are as follows:

- Be a Zoo for all
- Practice exemplary animal care
- Deliver an outstanding guest experience
- Create a workplace that instills empowerment, respect, and teamwork
- Provide superior education and learning opportunities
- Promote conservation awareness and action
- Apply best business practices and sound financial management
- Inspire broad community support

Code of Ethics

As an employee of the Zoo, you are expected to act in a responsible and respectable manner and to remain free of influences that may result in the loss of objectivity regarding business conducted with Zoo guests, vendors, or with the Zoo itself. You are required to disclose and avoid any interests or activities involving another organization or individual that may result in a conflict of interest between the Zoo and that organization or individual.

Never solicit gifts from any prospective or current guests, associates, or any other individual or business entity involved with the Zoo. Employees shall not accept gifts in excess of \$25. Any cash tips for services such as tours or Zoo-related assistance should be accepted as a donation to the conservation fund. The donation should be explained to the guest and funds placed in a donation envelope to be given to supervisory staff in Admissions.

Report offers of a directorship with any outside organization that has or desires a business relationship with the Zoo.

Avoid any direct or indirect participation with any organization that may pose a conflict of interest situation with the Zoo.

Consult Human Resources if you have any questions regarding this policy or need clarification on specific areas.

Association of Zoos and Aquariums (AZA) Code of Ethics

The Zoo fosters a culture of appreciation and respect for animals and the natural world. As stated in the AZA Code of Ethics, employees of The Zoo have an ethical responsibility to provide for the care and welfare of collection animals. Employees should not cause any disruptions to the animals of any kind or take any actions that could cause them harm. The procedures outlined below are designed to keep both animals and personnel safe.

- Employees are not to cross guest barriers or enter animal or behind-the-scenes areas without the knowledge of and permission from the animal care staff.
- Employees may not bring guests or family members into animal or behind-the-scenes areas without the knowledge of and permission from their supervisor and the animal care staff.
- When working in and around animal areas, it is expected that employees will demonstrate professional behavior and respect for the animals.
 - Employees should not cause any disruptions to the animals of any kind.
 - No harassment or teasing of the animals, such as poking, jabbing, or touching animals by hand or with an instrument.
 - No feeding of the animals.
 - No throwing of items into animal enclosures.
 - No smoking or use of chewing tobacco around animal areas.
 - No spitting into animal exhibits.
 - No eating in animal areas.
- It is important to note that while you may not be working in an animal enclosure, your proximity to an animal area may need to be taken into consideration when performing work.
- Work sites must be thoroughly cleaned of all foreign materials (plastic, paper, metals, wood, etc.) as items left on site can pose an ingestion hazard or other safety concern for the animals.

Any violations of this policy will subject you to disciplinary action, up to and including termination.

HZI Conservation Messages

- **Connection:** Connect people to the animals at the Zoo.
- **Responsibility:** We are responsible for the health and balance of ecosystems.
- **Educate/Experience:** Become educated and share stories about what you know about protecting wildlife and wild places.
- **Support:** AZA zoos and aquariums are saving wildlife.
- **Pets:** Choose pets wisely.
- **Ecosystems:** Create or protect ecosystems and habitats for wildlife in your backyard and community.
- **Choices:** The choices we make every day can save wildlife and wild places.
- **Togetherness:** We save ourselves by saving wildlife.
- **Act (or Action):** We can take easy actions in our everyday lives to help save wildlife.

SECTION 1 - EMPLOYMENT

Open Door Commitment

Our success and the enjoyment of our visitors at The Zoo are directly related to teamwork, which relates to a pleasant working atmosphere. To build a great team, we must talk about our problems, concerns and ideas.

The Zoo maintains an Open Door Commitment that encourages employees to bring any ideas, suggestions, recommendations, concerns or other issues to The Zoo management's attention.

We hope that your employment will be problem-free. If you have a suggestion or if a misunderstanding or problem arises, we encourage you to bring this matter to the attention of your supervisor as soon as possible. Nearly all issues and questions can be resolved fairly if we learn of them promptly. If you have a problem or complaint which is related to your employment, do not assume that The Zoo is aware of the situation.

Any time you have a question or concern with regard to a Zoo policy or rule, please ask your supervisor or the Human Resources Department.

All information regarding a confidential issue is to be treated as such by employees, management, and Human Resources, to be divulged only to persons who have a business need to know as part of resolving the concern.

Compliance Information

In order for The Zoo to comply with federal government regulations regarding its practice to employ people without discrimination, it is necessary for The Zoo to compile and maintain detailed information on each formal candidate for employment and those who are hired. This information could include race, gender, ethnicity and possibly other characteristics as required by federal law.

Background Checks

In connection with an application for employment, or a possible job transfer or promotion, prospective candidates / employees for some job positions will be required to authorize The Zoo to obtain a background check containing information for verification of criminal history and / or other background information relevant to the essential business related interests of The Zoo. All results will be proprietary and kept confidential and will not be provided to any parties other than The Zoo or its legal representatives.

Fair Credit Reporting Act (FCRA)

It is the policy of the Zoo to request authorization to obtain a consumer report and investigative consumer report on applicants and/or employees in instances

that warrant such reports. Background checks may be run annually on all employees.

Drug / Alcohol Testing

All prospective employees may be required to take a drug / alcohol test. Candidates who fail these testing screens will not be accepted for employment and may be ineligible for employment consideration for a period of 12 months. In addition, current employees are subject to additional drug and alcohol testing programs required by our Zoo, the industry and our clients. Refusal of any individual to submit to testing will result in disciplinary action and possible termination of employment

Motor Vehicle Record (MVR) Inquiry

Prospective employees and current employees expected to drive on Zoo business will provide The Zoo with current and acceptable motor vehicle driving information. Employment and future assignments will be conditional pending the receipt of a satisfactory report from the State Department of Transportation, Division of Motor Vehicles. Annual MVR inquiries will be conducted on those employees driving on Zoo business.

Employment at Will

We hope that each employee's period of employment at The Zoo can be a rewarding experience. However, we recognize that circumstances change with the passage of time and that some employees may seek opportunities elsewhere or choose to leave The Zoo for other reasons. Others may not fulfill the operational needs of The Zoo, or circumstances may change that reduce available employment opportunities, which may result in involuntary terminations.

We sincerely hope that none of these situations occur, but realistically we have to acknowledge that the possibility does exist. Therefore, the right of the employee or The Zoo to terminate the employment relationship "at will" is recognized and affirmed as a condition of employment. "At will" means that an employee's employment can be terminated at any time with or without notice. Similarly, the employee retains the same right. This does not represent a departure from a long-standing Zoo policy and is only referred to here so there are no misunderstandings.

Equal Employment Opportunity Policy

The Zoo will recruit and hire individuals, as well as ensure that all decisions relating to compensation, promotions, benefits, reductions-in-force, recalls, Zoo-sponsored training, social and recreational programs, etc. are conducted without regard to race, color, national origin, religion, age, gender, disability, veteran status, genetic information, marital status, and/or any other status or condition protected by law, except where a bona fide occupational qualification may exist.

Americans with Disabilities Act (ADA)

The Americans with Disabilities Act (ADA) prohibits discrimination in any terms or condition of employment for qualified individuals with a disability.

Further, it requires management to reasonably accommodate individuals with disabilities when necessary, providing that such reasonable accommodation does not create an undue hardship on the business.

If you believe you have a disability and need reasonable accommodation to assist you in performing the essential functions of your job please discuss this need with your supervisor and with an HR representative.

Genetic Information Nondiscrimination Act (GINA)

Title II of the Genetic Information Nondiscrimination Act of 2008 protects applicants and employees from discrimination based on genetic information in hiring, promotion, discharge, pay, fringe benefits, job training, classification, referral, and other aspects of employment. GINA also restricts employers' acquisition of genetic information and strictly limits disclosure of genetic information. Genetic information includes information about genetic tests of applicants, employees, or their family members; the manifestation of diseases or disorders in family members (family medical history); and requests for or receipt of genetic services by applicants, Employees, and their family members.

Categories of Employees

Employees are divided into the following categories for the purpose of compensation and medical benefits. Zoo policies apply to all categories of employees.

- **REGULAR FULL-TIME** – Employees who regularly scheduled to work *40 hours or more* on a full workweek basis for a continuous and indefinite period of time are considered regular full- time employees for all compensation and benefit purposes.
- **REGULAR PART-TIME** – Employees who regularly scheduled to work *less than 40 hours per work week* for a continuous and indefinite period of time are considered regular part- time employees for all compensation and benefit purposes. Part-time employees are not eligible for benefits regardless of the number of weeks worked.
- **TEMPORARY** – Employees hired as temporary replacement for regular full-time and / or part-time employees, or for short periods of employment such as summer months, peak periods and vacations are considered temporary employees. Temporary employees typically do not work more than ninety (90) consecutive days and are not eligible for benefits regardless of the number of hours or weeks worked.

Non-Exempt under the Federal Wage and Hour Law

Non-exempt employees are expected to confine their work to the normal day and work week unless overtime is authorized in advance by their Manager. Non-

exempt employees will receive overtime pay for all authorized hours worked in excess of forty (40) per week. Non-exempt employees in certain states with different wage and hour laws may be treated differently.

Exempt under the Federal Wage and Hour Law

The hours worked by exempt employees are often irregular and begin and end beyond the normal work day and work week. Exempt employees are exempt from the overtime provisions of the Federal Wage and Hour Law and do not receive overtime pay.

New Employee Orientation

As a new employee, you will be oriented on Zoo procedures and policies and given a New Employee Packet, which will contain the necessary personnel information as required by federal and state laws. In addition, you will attend an orientation class that will cover a variety of Zoo information.

Please feel free to ask your supervisor any questions you may have about your job or the policies and procedures of the Zoo.

New Employment Evaluation Period

During the first ninety (90) days of employment, the organization and each new employee is given an opportunity to evaluate whether the employment relationship should continue.

During the evaluation period, an employee may voluntarily terminate employment without notice, or if the performance of the employee is not satisfactory as determined by The Zoo the employee may be released with or without notice.

The completion of the evaluation period should not be considered a guarantee of employment. The Zoo evaluates employees on a continuing basis and reserves the right to terminate an employee at any time during or after the evaluation period.

Continuous Service Date

In order to have a record of an employee's benefits, a continuous service date will be maintained for each regular full-time employee. The continuous service date will be the employee's first day of employment and will continue uninterrupted as long as the employee remains a full-time employee of The Zoo. Under certain circumstances an employee's service date may be adjusted due to breaks in employment.

Employment of Minors

The following provisions apply with respect to The Zoo's employment age requirements:

- The Zoo will fully comply with the Child Labor provisions of the Fair Labor Standards Act and applicable state statutes, which govern the employment of minors
- for purposes of insurance risk, it is The Zoo' policy to discourage the employment of individuals younger than 18 in any position which requires driving a vehicle on public highways
- should The Zoo have any reason to question whether an individual applicant is under age 18; the applicant may be required to furnish proof of birth date

Employee Information

Employees are asked to help keep The Zoo informed about any major change which may affect their employment benefits status. Important changes to report include:

- Name
- Address
- Primary telephone number
- Marital status
- Number and name(s) of dependents
- Emergency telephone numbers and whom to notify in case of emergency
- Change of beneficiary
- Authorized payroll deductions
- Additional education and special training courses

Personnel Files

The Zoo will maintain a personnel file on each employee. Personnel files are the property of The Zoo, and will be treated the same as any other confidential Zoo information.

Employee's Request for Review of Personnel File

The following provisions apply with respect to an employee's request to review their personnel file:

- a member of the HR department must be present while the employee reviews their personnel file
- the employee may take notes, but may not remove, deface or otherwise make notations on the documents in their personnel file
- The Zoo may provide a copy of item(s) in the employee's file but is not legally bound to do so unless required by state law

Management's Review of Personnel Files

All information in employee personnel files is considered confidential and will be kept securely locked at all times. This information will only be available to the employee, their immediate supervisor / departmental manager and HR administration staff. Exceptions to this policy will be made in a transfer /

promotion situation; or, in a disciplinary situation, where additional management review of the records would be appropriate.

Performance Evaluations

An employees' performance will normally be evaluated on a regular basis. Interim reviews may be conducted at any time a supervisor deems appropriate. The evaluation will include an objective discussion of the employee's performance as well as recommendations for any performance improvements. These discussions will also identify the short and long-range goals of employees and determine how they interrelate with The Zoo's objectives, vision, mission and values. These evaluations provide an opportunity to formally summarize performance and provide feedback. They may also be an opportunity for a pay increase, a change of duties or promotion should such action be appropriate; however, no salary increase are guaranteed as a result of any evaluation received.

Promotions and Transfers

- **Promotions** – Whenever possible, new and vacant positions will be filled from within the Zoo by promoting qualified employees as determined by management. The Zoo reserves the right to look for candidates outside the organization if no internal candidate would have the best qualifications.
- **Transfers** – If you desire a transfer to another position, please submit a request to Human Resources for consideration by senior management.

The basic eligibility requirements for a promotion and / or transfer require that you have held your current position for at least six (6) months and have both a satisfactory performance record and no adverse disciplinary actions during the same time period.

After a promotion and / or transfer request has resulted in a new job, you will not be eligible for promotional or transfer opportunities until you have completed at least six (6) months of continuous service. You also begin a new 90-day evaluation period. All eligibility requirements are based on management's discretion.

Employment of Relatives

Employment of relatives in the same area of an organization has the potential for serious conflicts, favoritism and problems with employee morale. For this reason relatives of Zoo employees may not be considered for employment opportunities at The Zoo.

Relatives, even if highly qualified, would also be excluded from consideration for a position if assigning or promoting that relative would create one or both scenarios:

- one relative becomes a direct supervisor / subordinate of the other
- the person's position in the Zoo creates an adverse impact on work performance; or, creates an actual or perceived conflict of interest in the decision making process with regards to their relative's pay, job assignment, promotions, etc.

If two employees are already related, or about to become related (as defined below) they must inform the Zoo so that appropriate action can be taken to ensure that neither of the two bulleted scenarios listed above takes place. Several options are available but most often one or both of the employees in question would be reassigned to different positions. Tenure, position, job performance, disciplinary history, and other variables will all be considered when making this type of decision. If no suitable option can be found one or both individuals would be asked to submit their resignation.

For purposes of this specific policy the definition "relative" includes immediate family and close personal relatives such as Mother, Father, Husband, Wife, Son, Daughter, Sister, Brother, Mother-in-law, Father-in-law, Sister-in-law, Brother-in-law, Son-in-law, Daughter-in-law, Stepchild, Stepparent, Grandparent, Uncle, Aunt, First Cousin, Nephew, Niece or Half-Sibling.

Personal Relationships

Coworkers who are in a relationship or who become involved in a personal relationship after they are hired (dating, engaged, married, etc.) are responsible for reporting this relationship to their direct supervisor to ensure that proper steps are taken to avoid one of the above mentioned circumstances. If two employees are involved in a dating relationship, it will be presumed by the Zoo that the relationship is welcomed by both parties unless one or the other notifies the Zoo of the contrary.

Conduct occurring during a disagreement or following a break-up must not violate the Zoo's harassment policy. For example, continuing to pursue an employee after he / she has indicated that the relationship is over.

Employees who intentionally fail to report a relationship either at the time of hire or at the time the relationship develops is subject to disciplinary action up to and including immediate termination. Questions should be directed to your supervisor or department manager.

References

The Human Resources Department will coordinate the process of providing references about a current or former employee which will only include dates of hire and title. Salary information for former or current employee will be released only with written authorization from the current or former employee. The only exception is a bona fide request from federal, state or local agencies.

Supervisors and other employees are prohibited from providing personal or employment references for former employees or current employees.

SECTION 2 - WORKING HOURS AND PAY

Normal Work Hours

The Zoo has established a normal work schedule of 8 hours per day, 40 hours per week. For purposes of measuring the hours worked and any overtime accumulated for any workweek, the workweek shall be from Saturday at 12:01 a.m. continuing through 12:00 midnight on Friday. Work schedules for individual employees may vary throughout the organization depending on the business needs of The Zoo, the operational needs of each department, and the needs of our customers.

An employee's immediate supervisor will inform each employee of scheduled work hours, break and / or lunch periods. Employees are expected back at their work areas and ready to start work at the end of each scheduled break and/or lunch period.

Significant changes (those lasting more than several days) to an employee's normal work schedule are not available without prior written approval. An employee seeking a change to their normal workday / workweek must first discuss the reasons for that change with their supervisor. The request must then be approved in writing by the department manager and a member of the executive team. Approval for change is limited to those instances where employees have a significant need that cannot otherwise be accommodated, and, the need is related to the health or welfare of the employee or an immediate member of the employee's family. Approved changes in work schedules are not guaranteed to last indefinitely, and will be reviewed from time to time to determine whether the need still exists for that employee, and if The Zoo's needs have changed such that they can no longer accommodate the employee's request.

Meal and Rest Periods

The normal workday will consist of eight consecutive hours of work with an unpaid meal period set by the section manager of 30 minutes to one hour in addition to two paid work breaks not to exceed 20 minutes as scheduled by the departmental supervisor.

You are requested not to perform any work during your regularly scheduled meal and rest periods, unless you are specifically authorized to do so by your supervisor. It is important that you return to work on time at the end of your meal and rest periods.

Overtime

Employees may be asked to work overtime when business need exceeds the individual employee or Zoo's capacity to complete the work during normal work schedules.

Employees are expected to work both scheduled and unscheduled overtime, as necessary. If overtime is required, the employee's supervisor will, when possible, advise the employee in advance of the anticipated overtime to avoid problems with transportation or other employee / family issues.

Employees may not work overtime without prior authorization from their immediate supervisor. Non-exempt employees will be paid one and one half (1-1/2) their regular rate of pay for approved overtime hours worked in excess of forty (40) hours per seven (7) day work period. Paid vacation, sick time and Zoo holidays will not be considered as time worked for purposes of computing overtime.

Timekeeping Procedures

All time must be entered accurately on a daily/weekly basis. Time must be approved by the assigned approver and forwarded to Payroll no later than 9:00 am Monday prior to payroll run. Many sections still require employees to sign in and out on a daily basis. The sign-in sheets are for verification purposes only.

When recording time for a week in which a floating or a standard holiday is taken, the employee should record the actual hours worked that week plus eight hours for the holiday. The holiday hours will be paid at a regular workday rate. Part-time employees are not eligible for paid holidays.

When recording time for a week in which overtime occurred, the employee should record the actual number of hours worked as regular hours. Overtime is computed on hours worked in excess of 40 hours in a given workweek - not on a daily basis. Total actual hours worked in a workweek must exceed 40 hours to be eligible for overtime pay.

Timekeeping Errors and Omissions

Employees are responsible for the correct and complete recording of time worked. If time is not entered correctly and is approved by the next level approver, direct deposit may be surrendered by both employee and supervisor resulting in the receipt of a hard check. This is to keep errors at a minimum and assist in the timely processing of payroll.

Failure to record time accurately may result in disciplinary action up to and including termination.

Intentional misrepresentation on an employee's time and / or interfering with another employee's time may also be cause for corrective action up to and including termination.

On Call Hours and Pay

When necessary to meet customer emergencies or other specialized needs, The Zoo may assign employees in specific departments and / or job titles to be available to work an "On Call" work schedule.

On Call work schedules and work hours require that employees in these departments / job titles be available for work, if needed, to support customers outside of normal work hours and work weeks as defined in the preceding section.

On Call work schedules are seven (7) consecutive days in duration, Monday through Sunday. Employees assigned to be On Call are not guaranteed to actually perform work during their On Call schedule, but are guaranteed to be paid a minimum of four (4) hours of On Call availability pay at their regular base hourly rate for their being placed on the On Call Duty Roster during that week. This four (4) hours of On Call availability pay, plus any hours for work actually performed during an On Call schedule will be paid to the employee in their next regular pay cycle.

Employees assigned to an On Call schedule will be considered to be “on the clock” as soon as they reach the customer work site, and “off the clock” when their On Call work is finished and they leave the customer work site. Hours actually worked during an On Call schedule will be added to the total number of hours the employee has already worked that same week during their normal workweek. All hours in excess of forty (40) hours actually worked during that seven (7) day period will be paid one and one half (1-1/2) their regular rate of pay. The four (4) hours of On Call availability pay will not be added to the total number of hours worked for the purpose of calculating overtime.

On Call General Guidelines

In addition to the preceding section defining On Call hours and pay, the following general guidelines apply. Employees assigned to an On Call schedule:

- may leave the Zoo premises at the end of their normal workday, but are required to be available and in fit condition for duty
- must be able to respond to service needs or to be able to address the necessary work within a defined period of time as predetermined by the department
- shall refrain from the use of alcohol and / or other substances, during the On Call schedule, which may impair the employees' ability to drive to the jobsite and perform his/her duties
- shall maintain awareness of availability and ensure they can be reached when called
- are required to respond within fifteen (15) minutes of a call to their primary phone number and should be onsite and ready to work within an hour of their phone response acknowledging they are on their way to the job-site
- should use a cellular phone as their primary On Call form of phone contact. They may use an alternate Internet or land line phone if outside of the primary coverage area or away from their normal primary contact number, so long as that information is given to their supervisor as soon as the primary number is not available
- are responsible for updating their phone records whenever a change is made to their primary contact phone number

Employees assigned to an On Call schedule must be able to respond responsibly to their obligations, as outlined in this section. Failure to do so will result in possible loss of On Call pay, and disciplinary action.

Employee Meetings

Like most companies The Zoo will have meetings before, during or after work. These meetings are designed to keep you informed of changes in policies, discuss operational concerns, product knowledge, or just to talk things over. We try to hold these meetings at convenient times but if we do meet outside of normal work hours all hourly employees attending will be on the clock and paid for their time.

Pay Rate Schedule

The Zoo has established and maintains its pay rate schedules based upon work classification, job duties, job requirements, and other related factors. Being employed by The Zoo for any particular period of time does not necessarily mean promotion or pay increases are granted automatically. The Zoo values individual contribution, excellent performance, a positive attitude, teamwork and customer focus; and, believes pay raises and promotions should be linked to performance.

Zoo Provided / Subsidized Equipment

The Zoo believes it is important to have programs that reduce the cost employees might have to pay for frequently used tools, uniforms, alterations, work shoes/boots, safety glasses, and other work related items.

We are constantly reviewing these types of programs and implement, change or eliminate them to make sure we have the right combination for your needs. If you have questions about these programs and how to take advantage of them please talk with your supervisor, department manager or our HR department.

Attendance

It is the policy of The Zoo to require employees to report for work punctually as scheduled and to work all scheduled hours and any required overtime as needed to meet the responsibilities of their position and expectations of their supervisor or manager. Excessive tardiness and poor attendance disrupt workflow and customer service and are not acceptable.

In the event you are unable to attend work due to illness, car trouble, personal emergency, or other personal problems, you must contact your supervisor within thirty (30) minutes of your scheduled shift starting. It is not acceptable to leave a recorded message. If the supervisor is unavailable, you should contact the Department Supervisor or Human Resources.

Failure to provide notification will be considered a “no call / no show.” When an employee is a no call / no show for three (3) consecutive days, they will be

terminated for job abandonment and considered to have voluntarily resigned their position.

The Zoo reserves the right to request a written “release to return to work” from the employee’s licensed medical provider should an absence extend beyond three (3) consecutive working days due to medically related reasons.

The Zoo takes every precaution to ensure the safety of its employees. All employees are expected to use good judgment while working late or coming in early. As such, no employee may be on Zoo premises alone outside of normal scheduled working hours without prior approval from their supervisor or manager and without a supervisor present.

Employees with additional questions concerning attendance should refer to the Attendance Policy.

Family Emergency

In the event The Zoo is notified of an emergency related to a member of an employee’s family, the employee will be notified as soon as possible. Should an employee be at a location away from their normal workplace, arrangements will be made to contact the employee, and if necessary, arrange for the employee to return home immediately.

Severe Weather Conditions

Employees will be notified via The Houston Zoo Emergency Notification System in the instance of severe weather conditions, and are required to respond to the notification. If there is any question regarding hours of work during severe weather conditions, employees are responsible for contacting their supervisor or the office regarding opening and closing hours, emergency work schedules, etc. and should not assume the office will be closed or operations curtailed unless they have received official confirmation of that condition.

Garnishment of Employee Wages

Garnishments are court orders requiring an employer to withhold specified amounts from an employee’s wages for payment of a debt owed by the employee to a third party. State law requires The Zoo to honor garnishments of employee wages (*including child support*) as a court or other legal judgment may instruct. The law also provides for an administrative fee to be charged when a garnishment occurs.

Exempt Employee Payroll Deductions

If you are classified as an exempt employee you will receive a set salary which is intended to compensate you for any hours you may work. This salary will be established at the time of hire or when you become classified as an exempt employee. The salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of work you perform.

Under federal and state law, your salary is subject to certain deductions. Absent contrary state law requirements, your salary may be reduced for the following reasons:

- full day absences for personal reasons, other than sickness or accident
- full day absences for sickness or disability, and you have exhausted or have not yet accrued enough leave time
- full day disciplinary suspensions for infractions of our policies and procedures
- to offset amounts received as payment for jury and witness duty fees or military leave
- the first or last week of employment in the event you work less than a full week

Your salary may also be reduced for certain types of deductions such as your portion of health, dental, or other insurance premiums; state, federal, or local taxes, social security or voluntary contributions to a retirement and savings plan, as well as other government required deductions.

Authorized Check Pickup

If an employee is absent on payday and instructs someone to pick up their pay check, a note signed by the employee authorizing the person must be provided before the check can be released. The person picking up the paycheck must show proper identification and sign for the check. This policy protects the employee and The Zoo.

Pay Periods

The pay period is bi-weekly (every two weeks) which equates to 26 pay periods in one calendar year. Payroll for all employees will be every other Friday. If the payday falls on a holiday, you will be paid on the preceding workday.

You will be given the option of being paid by check or direct deposit. Each employee will be given a form at the time of employment to indicate his/her choice. You can sign up for direct deposit at any time.

Error in Pay

The Zoo takes precautions to ensure that employees are paid correctly; however, if an error does occur, the employee should notify their supervisor. Errors are normally corrected on or before the next regular pay period.

Pay on Separation from Employment

Employees voluntarily separated from employment will be paid for time worked (*less deductions*) on the next regular pay day, or sooner according to applicable state laws.

SECTION 3 - BENEFITS

The Zoo provides regular full-time employees, with a well-balanced program of group benefits, vacations, sick leave, holidays and related programs designed to attract and retain a quality work force. In some cases The Zoo pays for or subsidizes the costs of these benefits to keep them affordable. The benefit plans are reviewed regularly to ensure that employee's primary benefit needs are addressed and that costs are competitive.

The information contained in this handbook regarding employee group medical and welfare benefits is general in nature. All details on costs, eligibility, coverage amounts, deductibles and other plan content can be found in each plan's SPD (summary plan description). Any questions concerning benefits should be directed to your immediate supervisor or Human Resources.

Affordable Care Act (ACA)

It is the policy of The Zoo to comply with the Affordable Care Act. The purpose of this legislation is to assure that all Americans have access to affordable health insurance. There are impacts on both employers and individuals. The Group Health Insurance provided by the Company meets the requirements of the Affordable Care Act; therefore, eligible employees that enroll in the Company's medical plan will meet the individual requirements of the ACA. Medical benefits are provided to eligible employees who work an average of 30 hours or more per week.

Group Medical and Welfare Plans

The Zoo offers group medical and welfare plan coverage for regular full-time employees and their eligible dependents. These "group" plans are subject to change from year to year but generally include:

- medical and prescription plan
- dental plan
- vision plan
- short term disability
- long term disability
- term life insurance and accidental death / dismemberment insurance
- voluntary life
- Flexible Spending Account
- 401(k) plan

Eligibility for enrollment in medical / prescription benefits, and the STD / LTD / term life, AD&D and 401(k) begins on first (1st) day of the month following sixty (60) days of employment. There is no waiting period for the other group benefits. Employees will receive a detailed description of each of these benefit plans during the enrollment process.

As health care costs continue to rise, The Zoo will endeavor to provide suitable health coverage to its employees at an affordable price; however, when necessary The Zoo reserves the right to increase the employees' share of health & welfare insurance premiums. When possible, required employee contributions can be deducted from the employee's paycheck on a pre-tax basis.

Holidays

The Zoo has eight declared holidays. The Zoo is open every day of the year with the exception of Christmas Day; therefore employees scheduled to work on a declared holiday will be eligible to take another day off prior to the end of the year. The following list indicates the holidays normally observed throughout the calendar year:

New Year's Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Eve
Labor Day	Christmas Day

In addition to the eight standard holidays, employees will be granted three (3) floating holidays at the beginning of each year. Employees hired after the beginning of the year will be given time off on a pro-rata basis according to the following scheduled:

January 1st	Three (3) Days
January 2 nd – March 31st	Two (2) Days
April 1 st – June 30 th	One (1) Day
July 1 st – December 31 st	None

To avoid confusion The Zoo will publish and distribute a list of exact holidays and calendar dates which The Zoo will observe.

In order to serve customers some operations may remain open and / or some employees may be asked to work on Zoo holidays.

The following provisions apply with regard to The Zoo's observed holidays:

- pay for holidays will be at the employee's regular rate of pay
- employees will not receive payment for unused holidays
- employees who are called in to work on a holiday may take another day off, with the prior approval of their supervisor, prior to the end of the fiscal year. Holiday hours, unless actually worked, do not count for the purpose of overtime calculations
- employees must work their scheduled shift before and after the holiday in order to be eligible for holiday pay
- if a holiday falls within a jury duty or bereavement leave, the eligible employee will receive an additional day off at the discretion of The Zoo

Vacation

We know how hard you work and recognize the importance of providing time for rest and relaxation. We fully encourage you to get this rest by taking your full accrued vacation time every year.

Vacation Accrual

Full-time eligible employees accrue vacation hours starting the first pay period after their hire date but are not eligible to take vacation until completion of six (6) months (183 days) of employment. Full-time employees will accrue vacation according to the following schedule. The chart below is based on employees who work an average of forty (40) hours per week:

Years of Service	Bi-Weekly Accrual Rate	Vacation Allowance
1 – 5 years	3.077 hrs	10 days (80 hrs)
5 – 10 years	4.615 hrs	15 days (120 hrs)
10 – 20 years	6.154 hrs	20 days (160 hrs)
20 + years	7.692 hrs	25 days (200 hrs)

Pro-rata accruals for eligible part-time employees will be less than shown in this table and are calculated according the average number of hours the employee is normally scheduled to work during each pay period.

Vacation time is not earned during an unpaid leave of absence or sick leave that exceeds fifteen (15) work days per month and does not work a minimum of 6.6 hours per working day.

Limited vacation time may occur in specific departments during The Zoo's designated blackout period(s).

Employees may carry over a maximum of one times their current year accrual from one year to the next. Employees may not receive vacation pay in lieu of time off.

The Zoo reserves the right to make future changes to vacation accrual rates or amounts, or impose additional usage requirements, except in those states that prohibit such practices.

Vacation Scheduling

After six (6) months of employment employees may use available accrued vacation time. Vacation requests must be submitted to your supervisor at least two (2) weeks in advance of your requested vacation dates.

Accrued vacation time may also be used to supplement sick days; or, to take care of personal business that cannot otherwise be handled outside of working hours. Vacation used for either of these purposes must be used in increments of

at least one (1) hour, and the vacation request must be submitted the same week vacation is taken.

Every effort will be made to grant your vacation preference consistent with our operating schedule; however, The Zoo reserves the right to deny a request for vacation if it will interfere with Zoo operations, or adversely affect coverage of job and staff requirements.

Vacation Administration

In order to avoid losing unused vacation time, employees may carry over unused and accrued vacation time, which may equal one year of current vacation accruals based upon years of service accrual rate.

A holiday that falls during a vacation period will be treated as a holiday and not as a vacation day. If an employee takes an approved leave of absence, the employee will not earn vacation during the leave.

Employees may not take an advance on their vacation (vacation time taken before it is accrued), unless there is prior written approval from the employee's supervisor and the department management. Any advances so granted must be repaid either during the employee's continued employment (through the accrual process) or by payroll deduction from an employee's paycheck, either during employment or at the time of termination from employment. Employees receiving approval for any amount of vacation advance must sign an agreement authorizing The Zoo to recover the entire amount.

Upon termination of employment employees may be eligible for vacation payout if a two (2) weeks' notice is provided in a timely manner.

Sick Leave

Employee's sick time may be used for employee's own illness or for the care of a sick dependent. This policy is coordinated with the Family and Medical Leave Act and State Disability Programs. Sick time may not be used as additional vacation or personal time.

Eligible employees will receive eight (8) days (64 hours) of sick leave per year, accruing it on a bi-weekly basis. Employees who work less than 40 hours per week but more than 30 will accrue sick time on a pro-rata basis. Sick leave begins to accrue on the first day of employment; however, you may not utilize sick leave during your first 90 days of employment. Unused sick leave may be carried over each year up to a maximum of 480 hours of sick leave.

Should you need to take sick leave you must call your supervisor prior to the start of your shift and give the expected date of return to work. Any employee utilizing three (3) consecutive sick leave days may be asked to substantiate the request with a physician's certificate. Excessive absences not substantiated by a physician's certificate may not be paid for by the Zoo. Your supervisor may require a physician's note for unscheduled absences.

Employees who take no sick leave during a calendar year will receive an additional two (2) days of personal leave, and employees who take only one day of sick leave receive one extra day of personal leave. This leave will be awarded at the beginning of the next calendar year. Employees will not be able to carry the leave forward should it not be used within the year it is awarded.

Upon termination, an employee will not receive pay for unused sick/personal leave days granted for perfect attendance.

Employee Status Change

Part-time to Full-time Status

- You must satisfy the eligibility requirements for each employee benefit as specified in this handbook or the insurance booklets.
- Applicable vacation will be awarded to you as stated in the policies less any paid time you have already used prior to the status change.

Full-time to Part-time Status

- All full-time benefits will stop at the first of the following month after your status changes to part-time.
- You may exhaust any remaining paid time previously accrued as a full-time employee.

HIPAA (Health Insurance Portability Accountability Act)

It is the policy of The Zoo to comply with the provisions of the Health Insurance Portability and Accountability Act (HIPAA) of 1996. The purpose of this federal law is to improve portability and continuity of health insurance coverage, and to protect the confidentiality of protected employee health information.

The Zoo is responsible to provide employees with this notice of privacy and inform employees of any changes or revisions to this notice. It is a priority for The Zoo to maintain the privacy of all employees' personal health information (PHI), obtain employee authorization before transmitting or disclosing any PHI (except where the disclosure is for the purpose of treatment, payment or health care operations), and advise employees of their right to inspect and copy information contained in their medical file. Employees may grant limited and/or restricted authorization on uses and disclosures of PHI, request to inspect and receive a copy of PHI, and request that PHI be amended.

COBRA

Employees who separate from The Zoo will be eligible to continue existing group health coverage according to the requirements and guidelines of the federal law known as COBRA. COBRA provides continued group health coverage according to these general guidelines:

- employees terminating for reasons other than for gross misconduct may continue group health insurance coverage for up to eighteen (18) months at their own expense according to COBRA regulations
- employees whose work hours are reduced to a point where they are ineligible for coverage may also continue coverage for up to eighteen (18) months at their own expense
- COBRA notification, costs, application and procedure information will be mailed to the employee when applicable
- the employee must notify The Zoo or its agent of their intent to continue coverage within sixty (60) days of the qualifying event and must pay premiums according to the premium schedules

Civic Leave – Jury Duty

Employees on jury duty leave will be paid for their jury duty service in accordance with state law; however, exempt employees will be paid their full salary for any week in which they perform any work for The Zoo while on jury duty.

When an employee is required to serve as a juror or is subpoenaed to serve as a witness, limited time off with pay will be granted as follows:

- employee must notify their supervisor upon receipt of a summons
- employee must submit a document from the court showing the time spent and amount paid to the employee
- The Zoo will pay the employee's regular rate of pay when completing their jury duty service
- verification of an employee being seated on a jury, being detained in a jury pool, or subpoenaed as a witness may be required
- if the court dismisses the jury early, the employee is expected to return to work as soon as possible

Should the employee's work duties with The Zoo be vital to its operation, The Zoo may ask the court to excuse the employee from jury duty.

Voting

The Zoo encourages its employees to vote in every election; however, we do not provide paid time off for voting unless required by state law. Employees should make arrangements to vote prior to or following normal working hours. Should an employee's work hours be such that they are unable to vote, they should let their manager know prior to Election Day what time they plan to vote so the manager can arrange for the employee to take the appropriate amount of time off.

Funeral (Bereavement) Leave

The Zoo will grant full-time employees three (3) days time off with pay in the event of an absence due to a death in their immediate family. Immediate family is defined to include spouse and parents thereof; sons / daughters, and spouses thereof; parents, and spouses thereof; brothers / sisters, and spouses thereof;

grandparents and grandchildren, and spouses thereof; domestic partner and parents thereof, including domestic partners of any individual listed in this definition; and, any individual related by blood or affinity whose close association with the employee, in management's sole discretion, is the equivalent of a family relationship.

At management's sole discretion an employee may be allowed to use vacation time if additional time is needed or if the particular circumstances warrant it. Your supervisor must approve all bereavement time, and The Zoo may request verification of the facts surrounding the leave and grant or deny the leave as deemed appropriate.

Family Medical Leave Act (FMLA)

The Zoo fully complies with the Family and Medical Leave Act of 1993 (FMLA) which provides up to twelve (12) weeks unpaid leave to eligible employees for the following reasons:

- For incapacity due to pregnancy, prenatal medical care or child birth;
- To care for the employee's child after birth, or placement for adoption or foster care;
- To care for the employee's spouse, son, daughter, or parent, who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the employee's job.

A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or daily activities. Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three (3) consecutive calendar days combined with at least two (2) visits to a health care provider or one (1) visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to chronic condition. Other conditions may meet the definition of continuing treatment.

Employees are eligible for FMLA leave if they have been employed by The Zoo for at least 12 months, have worked 1,250 hours for the Zoo during the previous 12 months preceding the request for leave, and are employed at a location that has 50 or more employees within a 75-mile radius.

An employee does not need to use FMLA leave in one block of time. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt the employer's operations.

If the need to use FMLA leave is foreseeable, the employee must give the Zoo at least 30 days' prior notice of the need to take leave. When 30 days' notice is not possible, the employee must give notice as soon as practicable (within 1 or 2

business days of learning of the need for leave except in extraordinary circumstances). Failure to provide such notice may be grounds for delaying the start of the FMLA leave.

Should an employee need a medical leave of absence, he or she must complete an FMLA form, available from Human Resources. When submitting a request for leave, the employee must provide sufficient information for The Zoo to determine if the leave might qualify as FMLA leave, and also provide information on the anticipated date when the leave would start as well as the duration of the leave. *Calling in "sick" is not sufficient.* Sufficient information may include that the employee is unable to perform job functions; that a family member is unable to perform daily activities; that the employee or family member needs hospitalization or continuing treatment by a healthcare provider; or the circumstances supporting the need for military family leave. Employees also must inform the Zoo if the requested leave is for a reason for which FMLA leave was previously taken or certified. Employees also will be required to provide a certification and periodic recertification supporting the need for leave.

All employees requesting leave will be informed of their eligibility. Upon The Zoo's approval of a leave request, the employee will be given a written notice that includes any additional information required as well as the employee's rights and responsibilities. The approved leave will be designated as FMLA-protected and the amount of leave will be counted against the employee's twelve (12) week entitlement. To determine when the twelve (12) weeks maximum is attained, time will be calculated during a "rolling" twelve (12)-month period measured backward from the first date of any FMLA leave usage. If an employee is not eligible under the FMLA, The Zoo will provide the employee with a reason for the ineligibility and any leave of absence will be considered a non FMLA-protected Personal Leave.

During an approved FMLA leave, an employee's medical benefits under any "group health plan" will continue and The Zoo will make the same contribution as for active employees. He or she will be required to make arrangements with Human Resources to continue making contributions for his or her coverage. Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

Upon returning from FMLA leave, most employees will be restored to their original or equivalent position with equivalent pay, benefits, and other employment terms and conditions. Exceptions are permitted when the original position is abolished during the FMLA leave due to reduction in force, reorganization, or if the employee would not otherwise have been employed even if leave had not been taken.

The Zoo will not interfere with, restrain, or deny the exercise of any right provided under FMLA, nor will it discharge or discriminate against any individual for opposing any practice made unlawful under FMLA or for involvement in any proceeding related to FMLA.

Personal Leave of Absence

An employee may ask for a leave of absence without pay from The Zoo; however, no employee is guaranteed a leave of absence. Management's approval of a leave of absence request will be based upon business considerations and/or circumstances of the request.

To initiate a Personal Leave of Absence of up to thirty (30) days you must receive approval from your immediate supervisor and indicate, in writing, the intended duration of that leave. With approval, the duration of your leave may be extended by using your earned vacation / sick time.

During an approved Personal Leave of Absence, the majority of your benefits will continue and The Zoo will make the same contribution as for active employees. Prior to the first day of your Personal Leave, you must make an arrangement with Human Resources to pay your contribution for Medical/Vision and Dental coverage. You must also make an arrangement to pay your premium for Supplemental Life and/or Supplemental AD&D, if applicable.

During your leave, you will not earn vacation or sick days. You will not receive credit towards "years of service" in the 401(k) Retirement Plan.

For personal leaves of absence, an employee's job is not protected; meaning the Company can replace an employee who is on leave at any time, with or without notice, in order to accommodate business needs.

If you elect not to return to work at the specified time, your employment will be terminated.

Military Leave

It is Zoo policy to grant a leave of absence without pay to employees who participate in U. S. Armed Forces Reserve or National Guard training programs in accordance with the provisions of the Universal Military Training and Service Act. In the event an employee enters or is re-called to active duty, The Zoo will comply with all State and/or Federal statutes regarding your right to re-employment, including the Uniformed Services Employment and Reemployment Rights Act ("USERRA").

Military Family Leave

The Zoo fully supports those who serve in the armed forces to protect our country. In keeping with this commitment, employees who must be absent from work for military service are eligible to take a military leave of absence. The leave is unpaid. As part of the National Defense Authorization Act (NDAA) this leave provides up to twelve (12) weeks of leave in the event that the spouse, son, daughter, or parent of the employee is on active duty, or has been notified of an impending call to active duty status. It also provides for up to twenty-six (26) weeks within a twelve (12) month period to care for the service-member who is recovering from a serious illness or injury sustained in the line of duty on active duty. Additionally, leave to care for a veteran with a serious injury or illness is limited to those who were a member of the Armed Forces at some point in the

five (5) years prior to treatment. This five (5) year requirement is for the veteran, not the care giver.

If you need to utilize military family leave, you must notify your supervisor in writing of the need for such leave and provide appropriate documentation. Upon approval, you are eligible for leave for the appropriate period of time. Unless you receive approval and required documentation is provided, any leave of absence will be considered a Personal Leave.

During an approved NDAA leave, many of your employee benefits (Basic Life/AD&D, Voluntary Life, Voluntary AD&D, Medical/Vision, Dental and Long Term Disability) will continue and The Zoo will make the same contribution as for active employees. While receiving pay (i.e.: sick days, vacation days), your contribution will continue through payroll deduction. After that time, you must make arrangements with Human Resources to continue making your contribution for your coverage. If you return to work within the provided for time, you are guaranteed the same job to the extent such position still exists (i.e.: job has not been eliminated). If you return to work after the provided for time, The Zoo cannot guarantee your position, but will make every effort to provide a comparable position within the same geographic location of The Zoo. If The Zoo is unable to locate a position or you decline such position, employment will be terminated.

Workers' Compensation

Employees of The Zoo are covered by Workers' Compensation insurance, which is purchased by The Zoo. This insurance provides an employee with compensation for illness, accidental injury, or death suffered in the course of or as a result of his/her employment with The Zoo in accordance with the laws of the states in which we operate.

Educational Assistance

Educational assistance will be provided only for courses of study which are directly related to a full-time employee's present job or which will enhance the individual's potential for advancement to a position within the Zoo which the employee has a reasonable expectation of achieving. Eligible employees may qualify to receive tuition reimbursement for classes as long as all of the following requirements are met:

- A request must be submitted to Human Resources four (4) weeks prior to enrollment
- The subject matter of the Course is considered by management of the Zoo to be business related and beneficial.
- Employee must have been employed full-time for a minimum of six (6) full calendar months.
- Employees must be in good standing with the Zoo.
- Successful completion of the course work must be indicated by a letter grade. Employee must present receipts for eligible expenses and documentation of a letter grade of "C" or better.

- Reimbursement will be a maximum reimbursement of \$2,000 per calendar year with a lifetime maximum of \$8,000.

Eligible expenses include tuition, books, registration and fees.

No reimbursement will be made if employee voluntarily terminates his/her employment with the Zoo or is discharged for cause prior to the time of payout.

Seminars / Conferences

Employees must have prior approval by their supervisor to attend seminars and training classes related to Zoo business. Time spent attending training classes or seminars may or may not be paid depending on the business leave request. A non-exempt employee should work with the supervisor to schedule time for that week so that hours worked do not exceed forty (40) hours as overtime is not allowed without prior approval by senior management. Approved amount of time spent away from the Zoo for training and seminars is assessed on a case-by-case basis and is solely at the discretion of management and based on business necessity.

Employees must have prior approval by their supervisor to attend conferences related to Zoo business. Time spent attending conferences will be considered as time worked and should be reflected on the employee's time sheet. Attendance of social functions associated with a conference is voluntary and at the discretion of the attendee.

Approved amount of time spent away from the Zoo for conferences is assessed on a case-by-case basis and is solely at the discretion of management and based on business necessity.

SECTION 4 - WORK POLICIES

The Zoo Equipment, Facilities and Assets

All employees share responsibility for the general care, protection and safe use of The Zoo's equipment, facilities and assets. This responsibility includes but is not limited to:

- reporting equipment or machinery that appear to be damaged or defective
- the responsible and safe operation of all equipment and machinery
- properly securing tools, customer lists and files, manuals, computers, desks, file cabinets, storage areas and buildings
- practicing good housekeeping in your work area as well as common areas

Employees may not use any Zoo equipment or assets for personal purposes or remove them from The Zoo's facility without the department manager completing the Authorization to Remove Zoo Property form. Employees may be held responsible for lost or damaged equipment / assets if that loss or damage is due to the employees careless or negligent actions. All equipment / assets must be returned upon request or upon termination of employment.

Zoo Vehicles

Any vehicles that are leased or owned by The Zoo are intended for use only by authorized Zoo employees. Emphasis is placed on the following vehicle use rules:

- when not in use Zoo vehicles are normally kept at a The Zoo office or facility, locked and or otherwise secured, in an area designated for that purpose
- no one other than employees of The Zoo may drive Zoo vehicles during or after normal working hours
- Zoo vehicles may not be driven home after work or on weekends unless the employee has obtained prior written permission from his or her supervisor. Employees who have permission to take vehicles home after work may not use the Zoo vehicle for personal use during non-working hours unless the employee has obtained prior written permission from his or her supervisor
- operators of Zoo vehicles may not, during working hours, provide transportation to non-employees unless those persons are customers, vendors or co-workers needing transportation associated with business purposes
- employees are financially responsible for any traffic or parking violations they receive while driving a Zoo vehicle
- employees must notify their supervisor immediately if any vehicles appear to be damaged, defective, or in need of repair

- The Zoo may install a GPS or similar tracking devices on any Zoo owned or leased vehicles
- employees must maintain a valid Texas driver's license. Employees who have had their licenses suspended, for any reason, must report that suspension immediately to their supervisor, as well as returning the keys to any Zoo vehicle
- employees must maintain at least the minimum amount of auto insurance required by law

All employees using a Zoo vehicle off premises will be required to take a Defensive Driving course which is paid for by the Zoo. You may take Defensive Driving at your convenience, while on the clock, and have the choice of completing it via the internet, a video, or a class. Proof of successfully completing Defensive Driving should be submitted to the supervisor or Human Resources for documentation.

Employees must report **any** accident involving Zoo vehicles or a personal vehicle used to perform Zoo business. Failure to notify your supervisor will result in corrective action which may include termination of employment.

The improper, careless, negligent, destructive, or unsafe use or operation of Zoo vehicles, as well as excessive or avoidable traffic and parking violations, can result in disciplinary action.

Cart Vehicle Policy

All employees using a golf or electric cart are expected to drive safely. All staff members, volunteers, and contractors who operate carts must be trained before using the vehicles and agree to. As a new employee you will be required to sign an acknowledgement of this policy. Employees must notify their supervisor immediately if any cart appears to be damaged, defective, or in need of repair.

Parking

Employee parking is provided for all Zoo employees. Employees may park in any space that is not reserved for visitors, in red zones or any other marked reserved areas. Please cooperate by not blocking any gate, door, driveway, or the dock of the shipping and receiving area. The Zoo assumes no responsibility for an employee's vehicle or its contents while on Zoo property.

Professional Appearance Standards

You are expected to come to work in appropriate attire that is clean, neat and business-like. Specific guidelines will be determined by management based upon the department in which you work. Examples of appearance standards are as follows:

You are required to wear attire that is clean and neat in appearance. Hair should be clean, neatly groomed, and an appropriate color. Extreme use of jewelry or

cosmetics is prohibited. Visible piercings, excluding ear piercings, may not be worn by staff that is in guest contact areas.

Examples of non-business attire include, but are not limited to tank tops, halter or midriff tops, and clothes with decals or lettering other than the Zoo or conservation organizations, bare feet, beachwear, flip flops, very short skirts (more than 3 inches above the knee), see-through blouses and after-five attire. Tattoos are not permitted on the face, and cannot in any way be displayed if perceived as violent, gang related, sexually explicit, vile, or inappropriate in a family-friendly environment. This will be evaluated on a case-by-case basis prior to hire. Should an employee get a tattoo that is deemed inappropriate after hire, he/she may be asked to cover it at all times when on Zoo grounds during working hours or in Zoo uniform.

Standards of personal appearance also include jewelry, body piercings, and tattoos. While The Zoo respects an employee's choices in these matters we cannot accommodate these aspects of personal appearance during working hours if they:

- interfere with personal protective equipment or pose any safety hazard
- are patently offensive or would cause work disruption or customer dissatisfaction

Management reserves the right to limit or prohibit any attire or other aspect of a person's appearance that is viewed as too revealing, offensive, inappropriate, and / or unprofessional; or, is considered a possible safety hazard. Employees not meeting appropriate standards of dress or personal appearance may be asked to alter or change their attire / appearance to meet an acceptable level for the office or field environment in which they work.

Please refer to the Professional Appearance policy for more details.

Uniforms

Not all employees are required to wear uniforms. Employees should consult their supervisors to determine if they are required to wear a uniform. Uniformed employees are expected to wear their uniforms at all times while on duty and in the manner for which they were made. Not only does wearing the uniform maintain a professional appearance but it helps guests to identify employees from other guests.

Employees may order their uniforms through the purchasing department. Only uniforms purchased through the designated vendors and in the designated styles and colors are acceptable. Only closed-toe shoes may be worn while in uniform. Hats must be uniform issue of safari or baseball style. Logos on hats may be the Zoo logo or the logo of an appropriate conservation or nature organization. Sleeves of shirts may not be rolled up or cut off. Name badges must be worn at all times.

Uniforms are not made for maternity purposes; therefore, an employee may use an allowance to purchase maternity clothing that is similar to her regular uniform. Once the allowance is depleted, the clothing shall be purchased at cost to the employee.

Please refer to the Uniforms policy if you are in a designated department required to wear uniforms or specialized clothing.

Professional Conduct

It is expected that all employees will conduct themselves in a professional manner in business situations. Employees are expected to treat each other, visitors, guests, and vendors with the utmost courtesy and consideration. No one should be left waiting for long periods of time either at the facility or on the telephone. Phone calls are to be returned within 24 hours except under extenuating circumstances.

Smoking Policy

The Zoo understands that smoking and the chewing of tobacco products are a personal choice for individuals; however, it does have a direct impact on the environment, health of an individual and the safety of Zoo and customer property.

All public areas are non-smoking for guests and employees. Smoking is permitted only in designated areas that are not accessible to the public and cannot be seen by the public. The designated smoking areas are outside behind the Brown Education Center (BEC) and in front of the Facilities building. Smoking is not permitted in the public areas, on carts or in Zoo vehicles. Smoking is only allowed during breaks and lunches. Violation of this policy may result in corrective action.

Personal Belongings

The Zoo recognizes an employee's desire to display mementos pertaining to his/her family or other personal items. While The Zoo can take no responsibility for the safekeeping of these items, it welcomes its employees to personalize their work areas for added comfort or pleasantness. However, several guidelines must be observed. They are as follows:

- safety comes first - No object can interfere with job safety
- nothing can be displayed that (in the opinion of management) is rude, disrespectful, unprofessional or inappropriate
- signs, pictures, or objects that (in the opinion of management) cause unnecessary distraction or disrupt work efforts must be removed upon request

Work Stations

Employees are responsible for their own work stations. Each employee is asked to ensure that all desks are cleared, confidential information is cleared,

machinery is turned off, and all records and files are returned to their proper places at the end of the day.

- Taping of memos, notices, and other information to equipment, walls, counters or furniture is not permitted if visible to guests.
- Personal items are permitted at an employee's work station provided the items are in good taste and appropriate for the work area. It is the supervisor's responsibility to ask an employee to remove any personal item(s) deemed inappropriate.
- The proper care of equipment is each employee's responsibility. Should problems develop, employees should consult their supervisor immediately.
- As a service organization the Zoo is conscious of the need to preserve the environment, thus the Zoo asks employees to reuse and recycle office supplies as appropriate.

Annual Zoo Passes

In January and July of each year employees will receive six tickets to be used to purchase Zoo passes. Employees will also receive three tickets in January and July that will be distributed to purchase carousel tickets. If hired February through June or August through December, the number of tickets will be pro-rated. The tickets are good for one visit per person and expire within one year of issuance. The tickets may be used at any time during the year.

In addition, employees will receive a free Zoo membership at the time of hire that allows entry to the Zoo for the employee plus four guests. This membership may be used at any time throughout the year. Upon termination, the employee membership will expire.

Personal Visitors during Work Hours

Employees are not allowed to have family members or friends with them in working areas unless prior approval from the director of the department is received. If approval is received, it is required that family members or friends should be supervised at all times and never left unattended.

Visiting Zoo during Non-Working Hours

Employees may park in the employee parking lot when visiting the Zoo on their days off. In order to park in the employee lot you must have your HZI parking sticker on your vehicle or you may be asked to park in guest parking. If bringing family and/or friends, you must enter through North Administration and go through the ticket booth to purchase tickets or through the ticket gate if you have passes or are a member so that all guests are accounted for properly.

Anti-Violence

The Zoo is committed to preventing violence and to maintaining a safe work environment. All employees should be treated with courtesy and respect at all times.

The Zoo expects and encourages its employees to exercise reasonable judgment in identifying and avoiding potentially dangerous situations. Employees are expected to refrain from horseplay or any activity that may provoke or lead to a violent situation. The Zoo has zero tolerance for any verbal or physical altercation or behavior that threatens or intimidates another employee, or non-employee who may be present.

If it is determined that an employee has demonstrated any behavior that constitutes a violation of this policy, disciplinary action will be taken up to and including termination.

Safety Equipment

Employees will be provided with safety equipment if it is a requirement for a particular job. This equipment is the responsibility of the employee and replaced at the employee's expense if lost, damaged or stolen. Replacement will be provided if the equipment is shown to be defective through no fault of the employee.

Computer, Network and Communication Systems

To maximize the benefits of The Zoo's computer resources and minimize potential liability, The Zoo employees are obligated to use Zoo provided computers, phone systems, cell phones, email and electronic resources responsibly, professionally, ethically and lawfully.

You are given access to The Zoo's computers, network and other communication systems to assist you in performing your duties. You should not have an expectation of privacy in anything you create, store, send or receive on these systems. They should be used for business purposes only, and without prior notice The Zoo may review any material created, stored, sent or received on its computers, network, and communications systems via the Internet or any electronic means.

Use of these resources for any of the following activities is strictly prohibited:

- sending, receiving, downloading, displaying, printing or otherwise disseminating material that is sexually explicit, profane, obscene, harassing, fraudulent, racially discriminatory, defamatory or otherwise unlawful
- disseminating or storing commercial or personal advertisements, solicitation promotions, destructive programs (viruses or self-replicating code), political information or any other unauthorized material
- misuse of computer resources by, among other things, sending mass mailing or chain letters, spending excessive amounts of time on the Internet, playing games, gambling, engaging in online chat groups,

printing copies of documents for personal use or otherwise creating unnecessary network traffic

- using or copying software in violation of a license agreement or copyright
- using these systems to violate any state, federal or international law

If you are aware of anyone using computer resources for any of the above activities, you are obligated to report the incident immediately to your supervisor.

Violations of this policy will be taken seriously and will result in disciplinary action, including possible termination, and civil and criminal liability.

As a new employee, you will be given a copy of the Communication Systems, Computer Software, and E-mail Policy, and you will be required to sign an acknowledgement of this policy.

Internet Usage

You are responsible for using the Zoo's Internet resources in a professional, ethical, and lawful manner. You are responsible for the material you review and download from the Internet. The following guidelines apply when using the Internet:

- you are prohibited from sending, receiving, displaying, or printing material that is fraudulent, harassing, illegal, embarrassing, sexually explicit, obscene, intimidating or defamatory
- Internet resources may not be used for commercial or personal advantage, solicitation, promotion, destructive programs, political material, or unauthorized use
- you should exercise the same care when drafting e-mail, communicating in chat groups, and posting items to news groups as you would for any other written communication
- all downloaded material from the Internet must be scanned for viruses or destructive programs before being placed onto the Zoo's computer system
- you should evaluate Internet sources as you do printed materials, questioning accuracy and completeness

As a new employee you will be given a copy of the Internet Usage Policy and you will be required to sign an acknowledgement of this policy.

Social Networking & Photography Guidelines

The Houston Zoo Social Networking Guidelines and Laws provide the foundation for Zoo's policies and guidelines for blogs and social computing. The same principles and guidelines that apply to Zoo staff activities in general, apply to Zoo staff activities online. This includes forms of online publishing and discussion, including blogs, wikis, file-sharing, user-generated photos, video and audio, virtual worlds, and social networks.

Zoo staff is personally responsible for the content they publish on blogs, wikis, photos, or any other form of user-generated media. Be mindful that what you publish will be public for a long time—protect your privacy. As a company, the Houston Zoo trusts—and expects—Zoo staff to exercise personal responsibility whenever they participate in social media.

Guidelines for Personal Social Media Use

- Personal blogs or posts on social networking sites should have clear disclaimers that the views expressed by the author in the blog are the author's alone and do not represent the views of The Zoo. Be clear and write in first person. Make your writing clear that you are speaking for yourself and not on behalf of The Zoo.
- Information published on your blog or social networking site should comply with the Zoo's confidentiality and disclosure of proprietary data policies. This also applies to comments posted on other blogs, wiki's, forums, and social networking sites. Do not post internal reports, policies, procedures or other internal business-related confidential communications.
- Inappropriate postings that may include discriminatory remarks, harassment, and threats of violence or similar inappropriate or unlawful conduct will not be tolerated.
- Always be fair and courteous to fellow associates, customers, suppliers, people who work on behalf of The Zoo and competitors.
- Do not post anything online using statements, photographs, video or audio that reasonably could be viewed as malicious, obscene, threatening or intimidating, that disparage customers, associates, suppliers, or that might constitute harassment or bullying.
- Do not post anything online that is meant to intentionally harm the reputation of The Zoo, a fellow associate, customer, supplier, someone working on behalf of The Zoo, competitor, etc.
- Do not post anything online that could contribute to a hostile work environment on the basis of race, sex, disability, religion or any other status protected by law.
- Always be honest and accurate when posting information or news. Do not make false or misleading statements about The Zoo's philosophy, products, services, opinions, internal operations, employee relationships or relationships with other organizations.
- If you make an error, correct it quickly and be open about any posts that have been altered.
- Do not post any information or rumors that you know to be false about The Zoo, fellow associates, customers, suppliers, people working on behalf of The Zoo or competitors.
- Do not refer to or mention Zoo clients, partners, or customers without their express written consent.
- Respect all copyright, fair use and financial disclosure laws, and reference or cite sources appropriately. Please note the prohibition against plagiarism applies online as well.
- Zoo names, logos, trademarks, behind the scenes photography, or other images, may not be used without The Zoo's written consent.

Activities in or outside of work that affect your job performance, the performance of others, or the Zoo's business interests are considered Zoo business. Behind-the-scenes photos should not be posted. Anything that is not general public knowledge should not be posted. Photos of others should not be posted unless you have received permission. If you have questions or criticisms of Zoo policy or practice, please take those matters to your supervisor or Human Resources.

You must not comment on confidential employment matters or the Zoo's financial information such as future business performance or business plans. This includes statements about staff members, financial performance, future expansion plans, alliances, etc. This applies to everyone including conversations with press or other third parties (including friends). It is the Zoo's policy to not comment on rumors in any way. Use your best judgment. Remember that there are always consequences to what you publish. If you are at all unsure, discuss the matter with your manager.

Ultimately, you have sole responsibility for what you post to your blog or publish in any form of online social media. Corrective counseling action will apply to all individuals not abiding by this policy.

Please note: Nothing in this policy is meant to, nor should it be interpreted to, in any way limit an employee's rights under any applicable federal, state, or local laws, including his or her rights under the National Labor Relations Act to engage in protected concerted activities with other employees to improve terms and conditions of employment, such as wages and benefits.

Solicitation and/or Distribution

It is the policy of the Zoo to establish a working environment that is productive and without undue disruptions in the workday. Soliciting by one employee to another is prohibited while either employee is on work time. Distributing literature and circulating petitions during work time or in work areas at any time is not permitted. Finally, trespassing, soliciting, or distributing literature by anyone outside the Zoo is prohibited on Zoo premises unless prior approval has been obtained from executive management.

Bulletin Boards / Intranet

Employees are advised to check the bulletin boards and intranet daily for important information. Any employee wanting to post an item must clear that item with the Human Resources Department prior to posting.

Security / Right to Search

All doors, files, desk, gates and other equipment with locks must be kept locked securely when not in direct use and at the end of each day. Zoo vehicles should be kept locked at all times when not in use. Lost keys must be reported to your supervisor immediately.

The Zoo reserves the right to conduct reasonable searches of any person or any item in which a firearm, prohibited weapon, drugs, or alcohol could be concealed, or where there is a reasonable suspicion of theft of The Zoo or personal property. This includes all work areas, offices and cubicles as well as any person or object that is on Zoo property. Search areas include desks, file cabinets, tool boxes, lockers, lunch boxes, articles of clothing, purses, briefcases, bags, containers and vehicles (Zoo owned, leased or personal) parked at Zoo facilities.

Employees can be present when a search of that employee's personal property takes place. Searches of The Zoo property can take place at any time with or without employees being present. All searches under this policy will occur with the utmost discretion and consideration for the employees involved.

All searches can be conducted by management, rangers, or local authorities; at any time and without prior notice or warning, with the understanding that refusal to cooperate with a legitimate management request may result in disciplinary action up to and including termination of employment and escalation of law enforcement.

Video and Audio Surveillance

In order to promote the safety of employees and Zoo visitors, as well as the security of its facilities, The Zoo will conduct video and audio surveillance of portions of its premises on a 24/7 basis. This surveillance will not take place in areas where employees have an expectation of privacy including restrooms, showers, and dressing rooms.

Items Lost and Found

Items found in the Zoo's public area should be turned in to the front desk. Guests seeking lost items should be directed to the front desk. Items found in non-guest areas should be turned in to Guest Relations.

Lost Children

If a lost child is encountered, you should first determine where the child last saw his/her parent or guardian. Search in that general area to see if you can find the parent or guardian. If you cannot, then the child should be taken to Guest Services so that the parent or guardian can be paged.

Animal Care

The Zoo fosters a culture of appreciation and respect for animals and the natural world. As stated in the AZA Code of Ethics, employees of The Zoo have an ethical responsibility to provide for the care and welfare of collection animals. Employees should not cause any disruptions to the animals of any kind or take any actions that could cause them harm. The procedures outlined below are designed to keep both animals and personnel safe.

- Employees are not to cross guest barriers or enter animal or behind-the-scenes areas without the knowledge of and permission from the animal care staff.
- Employees may not bring guests or family members into animal or behind-the-scenes areas without the knowledge of and permission from their supervisor and the animal care staff.
- When working in and around animal areas, it is expected that employees will demonstrate professional behavior and respect for the animals.
 - employees should not cause any disruptions to the animals of any kind
 - no harassment or teasing of the animals, such as poking, jabbing, or touching animals by hand or with an instrument
 - no feeding of the animals
 - no throwing of items into animal enclosures
 - no smoking or use of chewing tobacco around animal areas
 - no spitting into animal exhibits
 - no eating in animal areas
- It is important to note that while you may not be working in an animal enclosure, your proximity to an animal area may need to be taken into consideration when performing work.
- Work sites must be thoroughly cleaned of all foreign materials (plastic, paper, metals, wood, etc.) as items left on site can pose an ingestion hazard or other safety concern for the animals.

Any violations of this policy will subject you to disciplinary action, up to and including termination.

Secondary Employment

As a full-time employee of the Zoo you are expected to treat your employment with the Zoo as your primary occupational interest. The following guidelines apply to secondary employment:

- Secondary employment for full-time employees is not encouraged and prior approval of management must be obtained before any outside employment or work activity is undertaken.
- Requests for permission to accept secondary employment should be submitted in writing to your direct supervisor or Human Resources. The request should state the name and address of the secondary employer, the nature of the job, and the hours of employment.
- Secondary employment may not be in a field in direct competition with the activities of the Zoo or in an area that creates a conflict of interest with the Zoo, or you may risk having your employment with the Zoo terminated.
- If a second job interferes with your performance at the Zoo, you may be counseled on your performance.

Office Telephones

Each time an employee makes or receives a telephone call at work they represent The Zoo. The manner in which a call is handled determines how The Zoo is viewed by our customers. Also, we have a limited number of telephone lines at The Zoo and it is essential that we keep those lines open for customer calls. During working hours, employees should refrain from making or receiving personal telephone calls on this system.

Telephone Use

Efficient telephone service is vital to the Zoo. It is requested that you adhere to the following guidelines concerning business and personal calls:

Business Calls

- Cell phones may be used outside an employee's lunch or break period for work purposes if approved by management.
- Answer all calls promptly and courteously.
- The caller should feel he/she is getting individual attention.
- Employees should identify themselves by name and department and should always speak clearly.
- If unable to provide the necessary assistance, employees should assist by routing the call to the appropriate party.
- Always apologize for errors or delays.
- Monitor phone calls and check voicemails regularly.

Personal Calls & Cell Phones

- Personal calls, both incoming and outgoing, should be made during the employee's lunch or break period. Professional conduct should be maintained while on personal calls.
- In the instance it is necessary to make or receive a personal call during work hours; calls should be as brief as possible.
- Employees are instructed not to use Zoo telephone lines for personal long distance calls. Should an occasion warrant an employee's use of a Zoo telephone line for a long distance call, they should have their supervisor's approval and should **reimburse** the Zoo for the long distance expense.
- Some departments may prohibit staff from carrying personal cell phones while on duty restricting use to breaks or lunch. In cases where employees are allowed to carry personal cell phones while on duty due to operational need, that usage must be restricted to Zoo business. This excludes making and receiving personal calls, checking social media sites or personal email, browsing the Internet, or any other non-business use. Employees should not talk or text while in guest view.

Cell Phone Use & Safety

The safety of employees and others is of utmost importance to The Zoo and we expect our employees whose job responsibilities include regular or occasional driving for business purposes, in either Zoo or personal vehicles, to refrain from using a cell phone in an unsafe manner while driving.

Under no circumstances may an employee surf the internet, type, send, read or review text messages, e-mails or voice mails while actively driving. The employee must pull off the road and park in a safe place before performing this type of operation. If employees must use a cell phone to place or receive a phone call while driving, they must use a hands-free option such as a headset, Bluetooth or speakerphone if such usage is allowed by local or state law. Failure to follow these cell phone use rules is unacceptable and could lead to disciplinary action.

Drug & Alcohol Policy

The Zoo has adopted a drug and alcohol policy that prohibits possessing, distributing, or using alcohol, illegal drugs or controlled substances on the job and prohibits working while under the influence of alcohol, illegal drugs or controlled substances on the job or on the premises of The Zoo or its clients, or at any time when an employee is on Zoo time.

The possession, transportation, manufacture, use, distribution, or sale of alcohol, drugs, drug paraphernalia, or controlled substances on Zoo premises, work sites, or vehicles, or those of our customers (including personal vehicles parked on Zoo or client property), is prohibited.

Any on-duty employee or contractor with a detectable level of alcohol, drugs, or controlled substances is normally prohibited from performing regularly assigned daily services for The Zoo and will not be permitted to remain at work or come back on to Zoo premises.

Testing – The Zoo may require any employee to undergo drug and/or alcohol testing and/or removal from the property and work assignment

The reasons for testing could include but are not limited to:

- pre-employment
- random
- post-accident / return to work
- reasonable suspicion
- self-ID

Prescription Drugs – Employees who must use prescribed drugs while at work, and where such use may impair their ability to perform their job safely and effectively, should report their prescription usage to both their immediate supervisor and the Human Resources Department before starting their assignment. Depending on the circumstances, employees will then be

reassigned, restricted from performing certain tasks, or not allowed to work if they are judged not able to perform their jobs safely and properly while taking prescribed drugs. Every effort will be made to accommodate employees who must take prescription medication, but safety will always be the final determining factor in the decision.

Positive Test Results – Any valid positive test result will trigger a management investigation to review the facts and circumstances relative to the positive result. Management will then determine the appropriate course of action which may range from disciplinary action, up to and including termination. Employees about to be tested, who self-identify as possibly being under the influence of drugs / alcohol prior to a test, are also subject to the same types of review and subsequent disciplinary action, suspension or termination decisions.

Entertainment of Customers and Employees – Employees authorized to entertain customers, partners, vendors, etc. away from Zoo premises, as well as employees who may be attending a Zoo or customer sponsored event on or off Zoo property, must be aware of the dangers and liabilities arising from the consumption of alcohol and must exercise moderation and good judgment. The Zoo does not condone any type of driving while under the influence of alcohol and will reimburse normal cab fares from Zoo sponsored events as well as customer sponsored events to ensure that employees and / or customers obtain safe transportation to their local destination.

Discipline – Employees who violate the Zoo's Drug and Alcohol policy may be subject to disciplinary action up to and including termination. These violations include but are not limited to:

1. Any prohibited incident defined in the preceding paragraphs of the Drug and Alcohol policy
2. Refusal to take any drug or alcohol test
3. Testing positive on a drug or alcohol test
4. Excessive or dangerous consumption of alcohol at Zoo or customer sponsored events
5. Driving Zoo vehicles while under the influence of alcohol or drugs

Violation of this policy may be subject to disciplinary action up to and including immediate termination of employment.

Prohibited Harassment

The Zoo is committed to providing its employees with a workplace that is free of sexual and other forms of unlawful harassment. The Zoo does not tolerate and expressly prohibits harassment related to race, color, religion, sex, national origin, ancestry, citizenship, disability, genetic information, age, military or veteran status and other characteristics protected under federal, state or local laws.

Harassment prohibited under this policy includes verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of a protected characteristic such as race, religion, age, gender, or disability and that

adversely affects an individual's employment opportunities, has the purpose or effect of unreasonably interfering with an employee's work performance or creates an intimidating, hostile or offensive work environment.

Harassment is not limited to manager/subordinate relationships, but can involve all employees, officers, staff, supervisors, and management employees at any Zoo facility as well as guests, vendors, contractors, volunteers, and other non-employees on the premises, and others with whom Zoo employees conduct professional relationships. The Zoo does not tolerate harassment of its employees by non-employees. Employees must maintain all business relationships free of unlawful discrimination or harassment.

Harassment prohibited under this policy also includes harassing, intimidating or threatening messages transmitted through electronic media such as electronic mail, internet usage and voice mail. It includes but is not limited to:

- Verbal conduct such as making or using threats, epithets, derogatory comments, slurs, explicit or offensive jokes, or comments about characteristics related to one's legally protected status
- Visual conduct such as gestures or the display or dissemination of derogatory objects, pictures, articles, posters, cartoons, letters, notes, invitations, or drawings
- Written communications containing statements that may be offensive to individuals in a particular protected group, such as racial or ethnic stereotypes or caricatures
- Offensive physical conduct such as assault, unwanted touching or impeding or blocking normal movement
- Retaliation for making or threatening to make harassment reports to the Zoo, or for participating in an investigation into harassment allegations

Sexual harassment refers to inappropriate behavior of a sexual nature that is unwelcome and personally offensive to its recipient. It is a form of employee misconduct that is demeaning to another person and undermines the integrity of the employment relationship. Sexual harassment may involve a man harassing a woman, a woman harassing a man or a man or woman harassing a person of the same sex. Examples of inappropriate behavior of a sexual nature that violate this policy include, but are not limited to the following:

- Offering a reward in return for compliance with a sexual overture
- Threatening to retaliate against or denying an employment-related opportunity to an employee who refuses to comply with a sexual overture
- Sexually-oriented remarks and innuendoes
- Graphic, degrading or suggestive comments, humor and jokes about sex or gender-specific traits or a person's appearance
- Sexual advances or propositions or insults
- Nonverbal sexual conduct such as leering or whistling or making suggestive or insulting looks, sounds or gestures
- Displaying or circulating derogatory, inappropriate or offensively written or other physical materials or pictures, such as cartoons or calendars

- Physical conduct such as intentional touching of the body, for example, brushing, patting, pinching and kissing, inappropriate display of body parts; or coerced acts of a sexual nature

Employees who engage in inappropriate conduct of a sexual nature will be subject to disciplinary action up to and including termination and legal action.

Responsibility to Report Discrimination or Harassment

If you believe you may have been the victim of unlawful discrimination or harassment or you believe you have witnessed or have heard of such conduct involving employees or non-employees, you must report the situation as soon as possible. It is your responsibility to report the discriminatory conduct to your supervisor, the Human Resources Department, or another manager within The Zoo. The Zoo does not retaliate against employees who report in good faith employment discrimination or harassment.

All employees have the responsibility to promptly report discrimination or harassment so that The Zoo may investigate and take appropriate, responsive action. The report should be made to the person listed above with whom you feel most comfortable discussing the details of the incident.

Retaliation

Retaliation against employees who report discrimination or harassment or participate in an investigation into these allegations will not be tolerated and must be reported immediately to the Human Resources Department.

Procedures for Raising Concerns

The Houston Zoo is committed to the highest possible standards of ethical, moral, and legal conduct. In line with this and the Zoo's commitment to open communication, this policy aims to provide an avenue for employees to raise concerns and reassurance that they will be protected from reprisals or for reporting in good faith.

Any employee who has a concern about illegal, inappropriate, or unsafe activity should contact his or her immediate supervisor. If the employee feels unable to raise concerns directly with his or her immediate supervisor, the employee should feel free to contact Human Resources, the President/CEO, any member of senior management or the Chair of the Board of Directors.

Employees are encouraged to submit their names with concerns to better facilitate follow-up and investigations; however, may do so anonymously if that is how they are most comfortable.

Employees should exercise sound judgment to avoid baseless allegations. An employee who intentionally files a false report of wrongdoing will be subject to disciplinary action up to and including termination.

Reporting Animal Welfare Concerns

The Houston Zoo is committed to maintaining the highest standards of animal care and welfare for its collection animals. The Zoo's Animal Welfare and Research Committee (HZAWRC) has established and maintains a process for staff members to report animal care and welfare concerns. All Zoo employees should feel empowered to raise any questions or concerns they have about animal welfare to their superiors or to the HZAWRC. Such concerns are taken very seriously and all will be addressed.

The names of individuals submitting concerns will remain confidential within the Animal Welfare Committee. The details of concerns will remain confidential within the Committee and those immediately involved in the investigation. If an employee wishes to express a concern anonymously, he or she may do so but should recognize that this could limit the ability to fully examine the concern and/or to provide appropriate feedback on the outcome. The Zoo expressly forbids any retribution or negative actions against a staff member that reports an animal welfare concern.

There are three preferred avenues for staff to report animal welfare concerns:

1. Staff is encouraged to raise animal welfare concerns first and directly to the relevant Section Curator or Supervisor(s). If the concern is not alleviated or resolved, it should be elevated to one of the avenues that follow.
2. Animal welfare concerns can be expressed or elevated directly to the VP of Animal Operations. If the concern is not alleviated or resolved, it should be elevated to the Animal Welfare and Research Committee.
3. An animal welfare concern can be reported directly to the Animal Welfare and Research Committee by completing an Animal Welfare Concern Questionnaire and delivering it to any of the Committee Members, either via e-mail or hard copy through the interoffice mail system. The questionnaire and instructions for its submission are available on the Zoo's Intranet.

All concerns will be investigated and addressed. The Animal Welfare Committee will identify recommendations and take appropriate action to share those recommendations with all stakeholders involved in the concern. In the event that the Committee finds that further discussion is required in order to arrive at resolution, the matter will be elevated to the CEO for final decisions.

Ethics Point

The Zoo has retained EthicsPoint as an independent, third party supplier to provide an additional, confidential communication channel for reporting potential breaches to the Vision and Mission Statements or fraudulent business activity without the fear of any action being taken against the employee.

Employees are encouraged to make their best effort to resolve their concerns through the HR Department and / or their Supervisor. However, if an unethical

issue has arisen that you are not comfortable addressing in person, please report the circumstances to EthicsPoint via the information below:

Website: <https://secure.ethicspoint.com/domain/media/en/gui/27330/index.html>

Phone Number: 866-593-0787

Conflict of Interest

A conflict of interest is a divided loyalty between the interests of The Zoo and the personal interests of the employee. Employees must not let personal considerations or relationships influence them in any way when representing The Zoo in dealings with other persons or organizations.

Employees must avoid not only situations that give rise to a conflict of interest, but also those situations that create the appearance of a conflict of interest. These situations include but are not limited to:

- Relationships with customers or vendors, especially relating to entertainment situations or gifts.
- Financial or other dealings with outside organizations that deal with The Zoo.

You should re-examine your investments, relationships, and activities periodically to avoid becoming involved in a conflict of interest. If you are in doubt concerning the propriety of any activity, you are obliged to review the situation with your supervisor or department manager. The Zoo reserves the right to determine whether certain activities constitute a conflict of interest and if such determination is made you will be asked to take appropriate actions to eliminate the conflict, real or perceived.

Zoo Records

Regardless of your position with The Zoo you may have direct or indirect access to our network, systems and databases; and, designated access to client's databases and / or systems. All employees who report / record information on behalf of The Zoo, or our clients, are required to do so completely, correctly and honestly. Each entry made must accurately reflect the transaction being recorded to the best knowledge, information and belief of the employee making the entry.

Confidentiality

The Zoo requires that a strict code of confidentiality be maintained regarding its proprietary information, as well as general business information. Employees may not keep or store this type of information outside of The Zoo premises (either in written or electronic form).

No information regarding selling or purchasing prices to one customer or vendor shall be discussed or given to another customer or vendor. Likewise, engaging in casual conversations with non-employees about prices, service, problems, etc. regarding one vendor to another vendor is also inappropriate. Employees should follow the only safe rule: Give to outsiders only information which is already

available to the public (such as included in catalogues, manuals, on The Zoo website, etc.), or which is required for you to perform your job properly.

Not all of this applies whether the information is printed or electronic. If you have any questions, please contact the President or another member of Executive Management. Violations of this confidentiality policy are taken very seriously. Unapproved discussions about dissemination of confidential business or personal employee information will subject the responsible employee to disciplinary action or possible termination.

Bribes, Kick-Backs and Other Illegal Payments

Bribes, kick-backs and other illegal payments to or from any individual with whom we conduct business (in any form and for any purpose) are prohibited. Certain types of rebates to The Zoo from suppliers (but not to or from an individual employee) are legitimate to correct commercial inequity if done within government trade regulations.

The Zoo employees are required to comply with all U.S. federal laws regarding bribes, kick-backs and other illegal payments (FCPA) as well as similar laws of foreign countries in which we transact business.

Gifts

It is the policy of The Zoo that our employees shall not accept any gift, excessive or unusual entertainment, loan or other favor from any outside source including customers and suppliers without approval from our President or another member of Executive Management. This does not apply to small inexpensive marketing or promotional items (pens, caps, golf balls, etc.). Employees failing to abide by this policy will be subject to disciplinary action including termination.

Patents and Copyrights

Any patent or copyright developed by an employee in conjunction with and/or as a result of their employment with The Zoo is the property of The Zoo. Any information pertaining to such patent or copyright must remain on Zoo premises and is subject to our confidentiality policy as described above.

Use of Zoo Name

You may not use The Zoo name in connection with personal activities, except as part of a biographical summary of work experience. If you intend to participate in meetings or publish materials where The Zoo name is coupled with the participant's or author's name, you must have advance written approval by the President or Executive Vice President.

Media Relations

The Zoo strives to establish the Zoo facilities as a fun and educational place for visitors to learn about the animals and their natural habitats. On occasion you

may receive questions from the media or other sources. This policy is established to preserve the integrity of the information relayed to the media or other sources.

In no circumstances should you have discussions with the media or other sources unless you have been authorized to do so. These matters should be forwarded to the Director of Public Relations.

Please note: Nothing in this policy is meant to, nor should it be interpreted to, in any way limit an employee's rights under any applicable federal, state, or local laws, including his or her rights under the National Labor Relations Act to engage in protected concerted activities with other employees to improve terms and conditions of employment, such as wages and benefits.

SECTION 5 – PROGRESSIVE DISCIPLINE

The Zoo believes in correcting, where possible, personnel problems before they escalate. The Zoo therefore emphasizes, where possible, correction rather than punishment. The Zoo may utilize documented warnings when other efforts have not produced performance improvement or changes in behavior required to meet expectations. The Zoo applies disciplinary tools to help get the person back on track to acceptable performance and effective contributions. However, in some situations the offense may be so serious that immediate termination of employment may be required.

Progressive discipline is a process where certain performance or behavior issues are addressed. In some cases, suspension may be necessary to complete a fair and thorough investigation of a situation or to determine the appropriate disciplinary action.

Thus, while managers should utilize disciplinary action to make requisite changes occur combined with performance improvement, managers should not allow the team to suffer loss of production, team work, morale, or respect in the name of tolerating inappropriate behavior or deficient performance.

It is Zoo policy to ensure supervisors and managers administer disciplinary actions fairly and consistently

Certain types of performance or behavior will result in an employee being issued a disciplinary warning. Repetition of these offenses may result in termination. This list provides examples but does not limit the types of performance or behavior that is unacceptable:

1. unsatisfactory work performance – the employee's work does not meet Zoo standards for quantity or quality of production
2. unsatisfactory behavior – behavior that is rude, unprofessional, disruptive, or argumentative
3. violation of safety policy and/or procedures
4. failure to report an absence in a reasonable time prior to scheduled work time
5. repeated tardiness or absenteeism
6. excessive personal use of the telephone, cell phone or computer
7. non-exempt / hourly employees are responsible for accurate and timely completion / submission of all time worked. The employee is the only person allowed to record his or her time worked or make any changes
8. removing Zoo equipment from Zoo property or work-site without written permission
9. solicitation or disrupting other employees during working hours
10. involving a Zoo vehicle in a minor traffic violation or accident where the employee is found to be at fault
11. gambling, in any form, on Zoo premises
12. frequent or excessive time away from your work area or work assignment

13. violations of other Zoo policy or procedures listed in the departmental operating guidelines and / or this handbook

Certain types of performance or behavior may result in an employee being terminated without being issued a disciplinary warning. This list provides examples but does not limit the types of performance or behavior that is unacceptable:

1. falsifying time sheets, Zoo records, or responses to requests for information from The Zoo or a customer
2. deliberately defacing or abusing Zoo or customer property
3. starting or instigating a fight
4. insubordination or refusing to follow instructions issued by management
5. dishonest acts that involve The Zoo, co-workers, or customers
6. committing acts which may jeopardize The Zoo's reputation
7. repeated or major violation of safety policy and/or procedure
8. involving a Zoo vehicle in a major traffic violation or accident where the employee is found to be at fault
9. violating The Zoo's Drug and Alcohol Policy
10. harassing, threatening or intimidating behavior
11. violations of other Zoo policy or procedures listed in this handbook

Voluntary Resignation

Any employee voluntarily resigning their position with the Zoo is requested to submit a written resignation and give a minimum of two (2) weeks' notice. An absence of three or more consecutive working days without notice to the Zoo or failure to return from a leave of absence will be considered a voluntary termination.

Involuntary Termination

No advance notice of the intent to terminate an employee is necessary. Accrued and unused vacation time will not be paid out on the final check. A final paycheck will be issued as applicable by federal and state regulations.

Exit Interview

An employee planning to leave The Zoo will be asked to participate in an exit interview to discuss their decision to leave with their department manager or the HR representative. Discussions concerning the reasons for leaving will assist The Zoo in evaluating the effectiveness of its policies and practices. At the time of the exit interview, matters relating to final pay and any other applicable considerations will be arranged.

Pay at Time of Separation from Employment

The Zoo will determine if the terminating employee has any outstanding debt owed to The Zoo and whether the individual has in their possession any Zoo purchasing cards, uniforms, tools, keys, safety equipment, manuals, vehicles, ID

cards/badges, parking passes, cell phones, computers or any other Zoo property that needs to be returned.

After a full accounting (as determined by The Zoo) is completed, a final paycheck will be issued to the employee within the time limits set by state law. This paycheck normally includes payment for all work performed in the applicable pay period. Accrued and unused vacation may be paid out if a two (2) weeks' notice is provided. Unused sick leave has no accrued value and is not paid out at time of separation. Commissions and bonuses, if applicable, may be paid on this same paycheck, or on a separate paycheck, dependent on the payout provisions associated with the commission or bonus plan; and / or on state law regarding those forms of compensation being paid at or after the time of termination.

Terminating employees will be contacted by Human Resources for possible conversion of group insurance and to address any associated financial issues. Any employee terminating employment is expected to return any Zoo property in their possession. Terminating employees are responsible for any lost or damaged items. The value of any property issued and not returned may be deducted from final pay. Upon commencing employment, employees may be required to sign a wage deduction authorization form for this purpose.

SECTION 6 – SAFETY

The Zoo is committed to the safety of its employees, its property, equipment, its customers and the environment. To this end, we will utilize a safety program in our daily activities. Any employee who disregards any Zoo safety rule and/or regulation is subject to disciplinary action including termination of employment.

It is each employee's responsibility to see that their area is safe at all times. They also have the responsibility to comply with the safety rules and communicate those rules to outside contractors and visitors. Supervisors and managers must constantly be alert for incidents of human error and mechanical failure.

All employees should actively seek opportunities to identify, communicate, and correct any unsafe acts, conditions or concerns identified in the work place. All employees have the right to refuse any work they feel is unsafe. In addition it is the responsibility and expectation that all employees report any unsafe acts or conditions to management and stop any work they feel is inherently dangerous.

If after reporting an unsafe condition or act, corrective action is still unsatisfactory to that employee, the employee should report the situation to the next higher level of management. The Zoo has an open door commitment for the reporting of any unsafe condition or behavior.

It is management's responsibility to see that every employee at The Zoo is provided with safe working conditions, all safety regulations are observed and employees use good common sense to protect themselves as well as others.

The most important part of safety is YOU. It is your responsibility to abide by the safety rules - these rules are made for your protection. Report any personal injury IMMEDIATELY, however minor. Employees must report all dangerous conditions and practices to your supervisor.

Employee Responsibilities

Every Zoo employee has a duty to assure a safe working environment for themselves, fellow employees and customers of The Zoo. Employee safety responsibilities include:

- perform duties according to established safe operating procedures
- stop any work they feel is inherently dangerous
- mentor new employees to ensure they develop the correct safe work habits in the field
- encourage co-workers to work safely
- recognize the hazards of the job and take steps to ensure safety, as well as the safety of others
- evaluate work areas and procedures for safety concerns
- report any near miss, injury, or incident immediately to supervision so proper preventative actions can be identified and addressed in a timely manner
- become familiar and abide by the safety rules and local work rules

- follow the instructions of their managers and/or work guidelines to ensure the safe performance of a given task
- report all injuries, regardless of severity, to the immediate supervisor and/or manager as soon as possible and cooperate with any investigation made to determine cause and future preventive measures
- use all required personal protective equipment provided and maintain this equipment in a satisfactory manner
- keep all tools and equipment in good working order
- help maintain good housekeeping standards
- active participation and cooperation with the overall safety program
- support safety meetings and discussions by actively offering suggestions and ideas with safety topics or concerns being addressed

Zoo Responsibility

It is The Zoo's responsibility to:

- discuss hazards of the job and required accident prevention measures each time they assign an employee to a task new to him/her, or to one at which the employee has not worked for some time
- ensure that appropriate safety supplies and equipment are available to staff
- make a practice of discussing safety with individuals as opportunities arise, including commending employees whose work practices indicate they are consciously thinking of safety as they work
- discussion of unsafe practices observed which should be brought to attention of all employee.
- make continuing inspection of equipment, facilities and employee work practices
- make prompt investigations of all accidents in their area of responsibility, and prepare reports and take or recommend corrective action to prevent recurrence
- develop and administer an effective program of good housekeeping and maintain high standards of personal and operational cleanliness
- enforce all safety rules/regulations and insist on safe work practices by all employees at all times. Take disciplinary action when necessary to ensure compliance
- promptly address safety concerns and issues

Reporting Injuries and Accidents

Employees must immediately advise their supervisors of all accidents, injuries or illnesses that occur while at work, no matter how slight they may appear.

The Zoo will provide the proper forms for reporting job-related accidents, injuries and illnesses. Any employee failing to report these occurrences in a timely manner is subject to disciplinary action.

In the event of a vehicular accident involving a Zoo-owned vehicle or while on Zoo business, report all information immediately to your supervisor and/or

Human Resources. In no instance should responsibility for an accident be expressed to anyone until the proper person in The Zoo has been notified and permission has been obtained to make statements.

When a non-employee suffers any injury while on Zoo premises, the injury must be reported immediately to Dispatch who will notify a member of staff or a Zoo ranger. Zoo Rangers will summon medical help and prepare an incident report.

Emergency Action Plan

The Zoo maintains comprehensive policies and procedures for emergency situations such as animal escapes, severe weather, fire, guest or staff injuries, active shooters, and other situations. These policies and procedures are available on the Zoo's intranet. They are revised and updated at regular intervals. Staff training is provided on all emergency procedures.

For a complete overview of emergency guidelines, please refer to The Zoo's Safety and Security Procedures located on the Zoo's intranet.

SECTION 7 – BUSINESS EXPENSES

General Guidelines

The Zoo will pay, either directly or through reimbursement, for reasonable business expenses incurred by employees working for the benefit of The Zoo. Employees are expected to use good judgment and prudence with respect to the use of Zoo funds for business expenses and should ensure that these expenses are appropriate to the occasion, directly related to current The Zoo business, and approved in advance.

While the types of expenses incurred will vary according to the nature of the assignment, these expenses are considered as business related only if they are those that are usual or customary within the experience of a particular business community or made with the intention of securing a business benefit. All business expenses and requests for reimbursement therefore must meet reporting and documentation requirements discussed in this handbook regardless of how expense was paid (by the employee with cash, on a personal credit card, billed to The Zoo or an employee on a Zoo issued purchasing card, or items invoiced directly to The Zoo).

Expense Reporting

All business expenses must be reported correctly and on a timely basis regardless of the method used by the employee to make payment for the expense. Employees must keep a detailed record of expenses and submit original receipts of all expenses along with the appropriate expense report forms The Zoo uses for these purposes.

All types of expense reporting must be done on the appropriate form, signed by both the employee and the employee's supervisor, and be submitted along with receipts or invoices on a timely basis, according to that expense report or form's reporting deadline. It is each employee's responsibility to check with their supervisor or department manager to make sure they understand and follow The Zoo's expense reporting requirements.

Employees are discouraged from using cash and / or personal credit cards to pay for Zoo expenses; however, in such instances where a Zoo-issued credit or gas card could not be used, employees using their own funds will be reimbursed so long as they turn in receipts and submit properly completed expense reports.

In the case of personal vehicle mileage use for business purposes, employees will be reimbursed, at a minimum, the current IRS rate, following receipt of the accurate and timely mileage expense report. Mileage amounts should be accumulated in accordance with IRS guidelines. Mileage for reimbursement excludes the employee's personal commute to and from work.

Expense reports that are not signed by an authorized approver, are incorrect, incomplete, or include disorganized or incomplete receipts will be returned to the

approver and/or employee for completion and may result in delay in reimbursement or non-reimbursement of specific items.

Expense Documentation Requirements

In addition to receipts or invoices, employees must provide detailed information when completing expense / mileage reports, based on the nature of the expense and the type of report. Employees should include all required specific information and include any applicable narrative or comments.

The Zoo will reimburse employees for reasonable, necessary expenses incurred on the Zoo's behalf while on authorized Zoo business. To receive reimbursement, you must submit an expense report and required documentation to your supervisor for review.

Meals and Entertainment

- Individuals present, their titles and Zoo name
- Name, date and location of where the meal or event took place
- Nature of or reason for the expense (lunch with xyz client to discuss contract #1234)
- Receipts that reflect all expenditures, including tip amount.

Business Travel

- Air – passenger receipt verifying airfare was utilized by the employee and credit card receipt or other detailed proof of payment
- Hotel – hotel folio including a detailed breakdown of charges plus credit card receipt or other detailed proof of payment
- Car Rental – rental agency invoice and credit card receipt or other detailed proof of payment
- Fuel - credit / fuel card receipt or other detailed proof of payment
- Mileage – date, reason for travel and exact mileage rounded to the next whole number (7 not 6.5 miles)
- Business travel must be submitted on the Travel Authorization Form and signed by the relevant Vice President
- Business travel involving airfare, hotel stay and car rental must be approved in advance by the employee's supervisor and relevant Vice President.

Supplies & Services

- Nature of transaction or purpose of supplies or services (listing ad, blog, fuel filter, printer cartridge, etc.) purchased
- Name of merchant / vendor, date of purchase, amount of purchase
- Credit card receipt or other detailed proof of payment
- The Zoo Item # or Work Order # if purchased by sales or service employee

Receipts should be affixed to a piece of paper or expense report with like items (e.g. cabs) together or attached as images in The Zoo expense reporting system. Please note - hand written receipts are normally not acceptable unless 1) the

amount of expense is less than \$5 and, 2) the merchant or vendor normally uses such receipts (cab drivers, etc.). Handwritten receipts must include the name of the vendor, location, date, and dollar amount. When a receipt is not available, a full explanation of the expense and the reason for the missing receipt is required. Actual bills/receipts must be submitted whenever possible; photocopies will be acceptable only with a detailed explanation as to why the original is unavailable.

Purchasing Cards

Employees who are issued purchasing cards for business purposes have specific responsibilities for their use and safeguard. Employees must safeguard their cards against loss or theft. Employees should never give their card or card number to another person since the employee will be held accountable for the actions of the person using the card or number.

Employees who allow others to use their card may have their card privileges revoked. Employees who make personal purchases or do not demonstrate responsible behavior with the use of their card may subject themselves to disciplinary action up to and including termination.

Once you are issued a purchasing card you will be given a copy of the Purchasing Card Policy that will outline your specific responsibilities and use of this card. You will be required to sign an acknowledgement of this Policy.