

EMPLOYEE RELATIONS & FAIR TREATMENT POLICY 102*Effective Date: 02/01/2016*

At Cass County we recognize that employees are the backbone of our success. Our achievements are due to the spirit and cooperation of our people who contribute. It is our goal to promote a work environment that encourages both teamwork and individual initiative.

Cass County will do its best to:

- provide a safe working environment;
- select and promote people on the basis of skill, training, ability, merit, attitude, and character without prejudice or discrimination;
- maintain competitive wages and benefits, appropriate with our philosophies;
- welcome employee input, ideas and constructive criticisms at all times;
- develop competent people who understand and meet our objectives, and who accept with open minds the ideas, suggestions, and constructive criticisms of fellow workers;
- dedicate ourselves to being the best and getting better;
- respect individual rights, and treat all employees with courtesy and consideration;
- maintain mutual respect in our working relationship; and
- do all these things in a spirit of friendliness and cooperation.

Each of us, as employees, is responsible for:

- regular and punctual attendance;
- reporting to work, ready to work with proper attire;
- good housekeeping skills (keeping self, work station, and surrounding areas as clean as possible);
- safe working practices and good work performance;
- cooperating with fellow employees to achieve the best results;
- mutual respect for those we work with;
- constructive participation in the operations and functions of the county by contributing your individual ideas and by becoming personally involved in opportunities as they may arise; and
- portraying a positive image of the county, both at work and while in the community.

We believe that the work conditions, wages, and benefits we offer to our employees are competitive with those offered by other employers in this area and in this industry. If employees have concerns about work conditions or compensation, they are strongly encouraged to voice these concerns openly and directly to their supervisors.

Our experience has shown that when employees deal openly and directly with supervisors, the work environment can be excellent, communications can be clear, and attitudes can be positive. We believe that Cass County amply demonstrates its commitment to employees by responding promptly and effectively to employee concerns.

Fair Treatment Policy

It is the policy of the County to provide employees with a method by which they can voice their concerns when they feel they have been treated unfairly and their disputes have not been resolved, from the employee's perspective, through normal problem solving channels. Employees are encouraged to resolve informal complaints with the appropriate member of management. The County will attempt to resolve an informal complaint within seventy-two (72) working hours.

STEP I Employee - An employee who has a complaint should make every effort to discuss the problem orally with his/her immediate supervisor. This initial contact should be made within a reasonable period from the time the incident occurs, usually five (5) working days.

Supervisor - It is the responsibility of the supervisor to address the problem. Supervisors should generally respond to the employee orally within five (5) working days from receipt of the complaint.

STEP II Employee - If the employee is not satisfied with the results of Step I, he/she may state the complaint in writing and present the written complaint to his/her department head. This must be done within five (5) working days after Step I has concluded. One copy of the form should be given to the department head, one to the Personnel Department, and the employee should keep one copy.

Department Head - It is the responsibility of the department head to address the problem. Department heads should generally respond to the employee within five (5) working days from receipt of the written complaint.