

Florida Regional Service Office Guidelines, Policies & By-Laws

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FLORIDA REGIONAL SERVICE OFFICE, INC.

GUIDELINES JUNE 1986

REVISED MARCH 2001

PURPOSE

The Florida Regional Service Office (FRSO) serves as the distribution center of NA literature and other material as deemed appropriate by the FRSO Board of Directors. The FRSO also offers general administrative services.

This Corporation shall be responsible to the Florida Regional Service Committee. It will comply with the Articles of Incorporation of the State of Florida and the By-Laws of the Florida Regional Service Office, Inc. (FRSO, Inc.) The Board of Directors shall exercise the powers of the corporation; control its property and conduct its affairs, except as otherwise provided by law and subject to the limitations contained in the Articles of Incorporation.

PRINCIPAL OFFICE

The principal office of the corporation shall be located at;
706 N. Ingraham Avenue
Lakeland, FL 33801

DIRECTORS

The FRSO Board shall have eleven (11) Directors. The Florida Regional Service Committee, along with amendment of the By-Laws can only change the number of Directors.

Qualifications

The qualifications for board members are;

- 1) Three (3) years abstinence from all drugs.
- 2) At least one (1) year prior experience in business, management, or prior Board involvement.
- 3) At least one (1) year prior experience in Narcotics Anonymous Regional Service Work.
- 4) Present membership, in good standing, in the Florida Region of N.A.

Elections

The Florida Regional Service Committee at the July meeting shall elect six (6) of eleven Directors. These Directors shall serve for a one (1) year term.

Five (5) of the Eleven Directors shall be elected by a majority vote of the FRSO Board members. These Directors shall serve for a two (2) year term. *Two (2) of the Board elect members to be elected in the even years and two (2) of the Board elect members to be elected in the odd years. (Note: Clarification required after adoption of Motion 2-P 1-16-05 Motion does not state whether the additional BOD elect member is elected in even or odd years)*

****Board membership shall not exceed ~~two (2)~~ three (3) members from any one (1) area; except when a Board member moves or changes Areas then they should serve out the duration of their time on the Board. (Motion #52 11-19-06)**

****Any Director can be reelected by the FRSC or by the Board for additional terms provided they continue to meet the qualifications.**

Vacancies

Vacancies may occur by:

1. Board members resigning in written notice to the Board President.
2. Relapse constitutes automatic impeachment.
3. Missing two (2) consecutive board meetings constitutes automatic removal.
4. A Director may also be impeached by a majority of the Board in compliance with sections 2.13 and 2.14 of the corporation By-Laws.
5. Vacancies shall be filled by election at the RSC provided they follow the election procedures as stated in these guidelines. Board elect members can be filled immediately by a majority vote of current Board members.
6. By missing three (3) regularly scheduled Board meetings in a twelve (12) month period a member can be removed.

DIRECTORS MEETINGS

Place of Meetings - Regular meetings of the FRSO Board of Directors shall be held at the Florida Regional Service Committee's Bimonthly meeting.

Annual Meeting - The Board shall meet each September for the purpose of organization, election of officers and transaction of other business.

Special meetings may be called whenever and as often as deemed necessary by the President, Secretary or any two (2) Directors. Notice of special meeting time and place must be given to each Director by one of the following methods:

- A) First Class Mail
- B) Telephone or Personally
- C) Telegram or Fax
- D) E Mail

****Notice must be given seven (7) days in advance.****

Travel Expenses - Travel expenses per Board members to attend scheduled meetings will be established from time to time and will not exceed the RSC Travel Expense for their Sub Committee Chairs and Officers. This can be done at the prevailing IRS rate established for Non Profit Organizations (Motion #60 11-19-06) per mile, lodging or other forms of transportation. "The Office Manager shall be reimbursed in a like manner for his / her travel to / from the RSO at least once per month."

Quorum - a quorum shall consist of fifty-one percent (51%) of the voting members of the Board, but never lower than four voting members. Decisions shall be made by a majority of the quorum. Proxy votes will be accepted after a quorum of voting members is established.

Officers - The Officers of the Corporation shall be President, Vice President, Secretary and Treasurer. There may also be, at the discretion of the board, one or more additional vice presidents. No persons may hold multiple offices.

DUTIES OF BOARD OFFICERS

President - The President shall be the chief executive of the Corporation and shall, in general, be subject to the control of the Board, supervise and control the affairs of the Corporation. They shall perform all duties incident to their office and such other duties as may be required by law, the Articles, the By-Laws, these guidelines or which from time to time shall be prescribed by the Board. They shall preside at all meetings of the Board, except as otherwise expressly provide by law, by the Articles, by the Bylaws, or these guidelines. They shall, in the name of the Corporation, execute such deeds, mortgages, bonds, contracts, checks and other instruments, which may from time to time be authorized by the Board. Co-signer on FRSO bank accounts serves as liaison for the Regional Service Committee and the source of contact with attorney.

Vice President - In the absence of the President or in the event of their inability or refusal to act, the Vice President shall perform all the duties of the President and when so acting shall have all the powers of, and be subject to all the restrictions on, the President. The Vice President shall have other powers and perform such other duties as may be prescribed by law, by the Articles of Incorporation, or by the By-Laws, these guidelines or as may be prescribed by the Board of Directors. The Vice President shall oversee any necessary Ad-Hoc committees and shall act as parliamentarian at all Board meetings. In the President's absence, the Vice-President shall represent the FRSO, Inc. at the RSC meeting. Co-signer FRSO bank accounts.

Secretary The Secretary shall certify and keep at the principal office of the Corporation, or at such other place as the Board may authorize, a book of minutes of all the meetings of the Directors recording therein the time and place of holdings; whether regular or special, and, if special, how authorized; notice thereof given; the names of those present at the meetings of the Directors; and the proceedings thereof. They shall see that all notices are duly given in accordance with the provisions of the By-Laws or as required by law or by the Articles. They shall be custodian of the records of the Corporation, which be kept as herein above provided, along with a membership book containing the names and addresses of each Director, and in any case where a position was terminated, they shall record such fact in the book together with the date on which such termination occurred. They shall exhibit at all reasonable times to any Director, to his agent or attorney, on written demand thereof for a purpose reasonably related to the interest of such Director, the By-Laws and the minutes of the meetings of Directors and shall exhibit such records at any time when required by demand by thirty percent (30%) of the Directors. In general, the Secretary shall perform all the duties incident to the office and such other duties as may be required by law, by the Articles of Incorporation, or by the By-Laws, these guidelines or as may be designated to them from time to time by the Board of Directors. Shall be the holder of the Corporate Seal. Shall take minutes of all BOD meetings, a copy to be sent to the FRSO, where copies are made and sent to all BOD members within two days.

Treasurer

- 1) Five (5) years clean from all drugs
- 2) At least two (2) years prior experience in business, management, or Board involvement.
- 3) At least two (2) year's prior experience in Narcotics Anonymous Regional Service Work
- 4) Present membership, in good standing, in the Florida Region of Narcotics Anonymous.

Treasurers Duties;

Have charge and custody of, and be responsible for, all funds and securities of the Corporation in such banks, trusts companies, or other depositories as shall be selected by the Board of directors;

Keep and maintain adequate and correct accounts of the Corporations properties and business transactions, including accounts of its assets, liabilities, receipts, disbursements, gains, and losses;

Exhibit at all reasonable times the books of accounts and financial records to a Director of the Corporation, or to his agent or attorney, or to any FRSC Admit. Committee member, on request thereof;

Render to the President and Directors, whenever they request it, an account of any or all of the transactions as Treasurer and of the financial condition of the Corporation;

Prepare, or cause to be prepared, and certify the financial statements to be included in the annual report;

If required by the Board of Directors, give a bond for the faithful discharge of their duties in such sum and with such sureties, as the Board of Directors shall determine;

In general, perform all of the duties incident to the office of Treasurer and any other duties as may be required by law, the Articles of Incorporation, the By-Laws, these guidelines or which may be assigned to them by the Board of Directors. Co-signer on FRSO bank accounts.

Works with the CPA firm that is employed by the FRSO.

****The Board of Directors selects an Office Manager in whom they vest certain duties, responsibilities and authorities. Generally the overall personnel management is entrusted to the Office Manager. The Office Manager is selected from one of the current Board members.****

Office Manager

- 1) Five (5) years clean from all drugs
- 2) At least two (2) years prior experience in business, management, or Board involvement.
- 3) At least two (2) year's prior experience in Narcotics Anonymous Regional Service Work
- 4) Present membership, in good standing, in the Florida Region of Narcotics Anonymous.

Duties of Office Manager:

- a) Manage all FRSO employees and oversee the day-to-day operations of the office.
- b) Act as liaison between the office and the FRSO Board of Directors.
- c) Familiar and knowledgeable with day-to-day operations, especially the software programs and the computer functions.
- d) Develop and provide training for employees.
- e) Perform inspections of the facility for organization and cleanliness.
- f) Perform inspections of inventory items for appropriate stock levels and to ensure theft and loss control.

- g) Check financial and bank statements to ensure proper bookkeeping procedures and that bills are being paid properly.
- h) Complete employee evaluations when due, per employee handbook.
- i) Conduct self in a professional manner in all dealings with employees, customers, office contacts and Board members.
- j) Maintain the fiduciary responsibility to the BOD and the fellowship as a whole.
- k) Co-signer on all bank accounts.
- l) Provide accurate and truthful reports to the Board of Directors.

BOARD MEETING PROCEDURES:

Format

- 1) Opening Prayer
- 2) Read 12 Traditions
- 3) Read 12 Concepts
- 4) Open Floor to any NA member
- 5) Roll Call
- 6) Secretary Report
- 7) Treasurer Report
- 8) Office Manager Report
- 9) President Report, if any
- 10) Vice President Report, if any
- 11) Other Reports, if any
- 12) Recess (Optional)
- 13) Old Business
- 14) Elections, if needed
- 15) New Business (pre-arranged agenda has priority)
- 16) Review of the Business of the Day
- 17) Plans for Next Meeting
- 18) Closing Prayer (Serenity Prayer)

Agenda

- 1. The President will arrange the agenda prior to each meeting.
- 2. All input, ideas and motions should include a written intent and should be submitted in writing.

Discussion Limits

- 1) The following have a voice on the floor;
 - a. All current Board members
 - b. Past Board members (at the discretion of the President)
 - c. NA members in attendance (at the discretion of the President)
- 2) Only the current Board members can make or second motions and only Board members can vote.
- 3) Participation on motions;
 - a. Main motion: 2-pro/2 con (3 minute limit)
 - b. Amendment: 2-pro/2 con (3 minute limit)

c. Reconsider a previous motion: 2 con (3 minute limit)

ADDITIONAL GUIDELINES

1. Yearly reports to the Regional Service Committee (Due at the January RSC) consisting of the past years activity, accomplishments, specific problems, financial records and plans for the coming year. Last year's budget, last year's actual and this year's proposed budget.
2. RCM's Regional Admin. Committees and Sub-Committees Chairs would be a conflict of interest to be a Board member.
3. FRSO Board of Directors has final word on distribution of materials by the FRSO, with input from the Florida Regional Service Committee.
4. All Board meetings are non-smoking with a five-minute break every hour.
5. The Fiscal year of the Corporation shall be from June 1st to May 31st.
6. FRSO is to carry Workman's Compensation Insurance for its special workers.
7. The name of the office shall remain the Florida Regional Service Office (FRSO).
8. The FRSO to retain a lawyer for review of by-law changes, maintenance of nonprofit status and any other questions that the board may encounter.
9. A 2/3 majority vote of the total membership of the board is required to terminate any special worker, unless unusual circumstances that would affect the operation of the office, then the office manager has the authority to terminate an employee.
10. The Office Manager has the authority to hire a temporary worker to keep the office open, if a situation happens where there is no special worker.
11. The RSO is to formulate and implement an annual budget. This budget should include projected revenue and expenses. This budget should be submitted to the Regional Service Committee in January for approval, and include actual expenses for the previous 12 months (Motion #19, 5-18-04).
12. All RSO customers, not including areas within Florida and South Florida Regions, will pay shipping and handling charges for literature orders (Motion #35-P 9-17-06)
13. Literature orders received within 3 weeks of area will be delivered by the following area. After 3 weeks they may or may not be filled on time.
14. Access to RSO, FRC, Inc., FRSC, Area & Group materials archives may be obtained by the following procedure; Access to area archives are available to any NA member with the prior authorization by the appropriate area chair. Regional archives will require Regional chair approval. RSO archives will require the RSO Board President. FRC, Inc. archives require the authorization of the FRC, Inc BOD President. Authorization must be in writing.
15. The RSO BOD is responsible to maintain Policies on "Conflict of Interest and Non Competition" that will apply to Special Workers, Contractors, Members of the Board of Directors and Volunteers that protects the interest of the FRSC and the Corporation. These policies will be made available to the FRSC on request.
16. RSO to scan Regional minutes and deliver to the Web Page Coordinator for posting on the web at the RSO billable rate. (Motion #31 7-21-02)

FINANCIAL GUIDELINES

1. The RSO has adopted WSO Bulletin #30 (see attached bulletin) regarding theft of NA funds.
2. All payments to RSO must be with check, money order or credit card. RSO will not accept cash.
3. Special Functions
 - a. Pre function inventory of items to be sold
 - b. Collection of payment - Payments may be made in cash
 - c. Post function inventory of items
 - d. Post function payment verification. Reconciliation of payment and inventory.
 - e. Financial reconciliation will be prepared & verified by 2 Board Appointees.
 - f. Physical inventory of all merchandise, literature and office equipment to be performed semi-annually by at least 2 board Members appointed by the President. FRSO attendance at any convention must be approved by majority vote of RSO Board of Directors.
 - g. Staffing at RSO merchandise table will require an RSO board member or special worker be present & accountable for funds during all hours of operation.
 - h. All persons handling funds must have at least 3 years clean.
 - i. A reconciliation of the cash register will be made daily.
 - j. Start up funds in cash register will be \$200.00 daily.
4. Office Manager to perform unscheduled inspections of inventory items for appropriate stock levels and to ensure theft and loss control.
5. Office Manager to check financial and bank statements to ensure proper book keeping procedures, and that all the bills are paid properly.
6. Office Manager to become and remain familiar and knowledgeable with office computer software and perform unscheduled inspections of same.
7. Any Financial commitments in excess of \$200 must have prior approval by the RSO BOD
8. The FRSO will maintain disbursement controls that require approval of at least 2 authorized signers before checks are executed. This may take the form of a check request from being approved and the holder of the checkbook (a non-signer on the account) issuing a check, which may then be signed with one or more signatures on the check itself. (Motion #2, 1-18-04)

NOTE: ITEMS 4,5,6 ARE ALSO INCLUDED UNDER OFFICE MANAGER DUTIES.

WORLD SERVICE BOARD OF TRUSTEES BULLETIN #30

Theft of NA funds

Safeguarding funds

Selecting trusted servants

Responsible management

When safeguards fail

Resolution and recovery

The following paper was written by the Board of Trustees in response to a number of letters indicating that theft of NA funds is a recurring issue in our fellowship. In preparing this paper, we have relied on the experience of many groups, area and regional service committees, convention corporations, and service offices as shared with us in correspondence and at workshops on the issue. We encourage you to make use of this valuable and often painfully learned experience in your management of NA funds.

Substantial donations are contributed by the NA Fellowship every year. These funds are given by NA members who trust that it will somehow help other addicts get clean. While this money is precious, the member's trust is even more so. We need to keep the image of that one member and that one donation in mind whenever we make decisions about handling NA's money.

Most of NA's money gets where it is supposed to go. NA members serving in positions of financial responsibility for the fellowship volunteer countless hours to make sure everything adds up. Services such as local phone lines are paid for, literature is purchased and available to members at meetings; tens of thousands of meetings take place every week in rooms that NA pays rent for. Many individual trusted servants follow guidelines and pass on funds that are used to further our primary purpose. All of these things happen because NA communities utilize responsible accounting practices.

Safeguarding funds

Theft can be avoided by consistently and diligently following responsible financial principles and practices. The pain and conflict caused when one of our members steals from us, as well as the loss of funds that might have gone to help the still-suffering addict, points to our responsibility to prevent theft from happening in the first place. Most theft of fellowship funds occurs when precautionary measures are not in place, or are in place, but not used. Some of us have hesitated to either institute or use these measures because it makes us uncomfortable—we believe that they are somehow insulting to the people we ask to serve or they seem too troublesome to follow. However, the very best safeguard against theft is to remove the opportunity to steal. It is far more

uncomfortable and troublesome to deal with a theft after it has taken place than to take measures to prevent it from happening in the first place.

Selecting trusted servants Our Fourth Concept tells us how to select our trusted servants. ***Effective leadership is highly valued in Narcotics Anonymous. Leadership qualities should be carefully considered when selecting trusted servants.***

So what exactly are these "leadership qualities" the Fourth Concept tells us to look for? Honesty, integrity, maturity, and stability, both in recovery and in personal finances, are but a few. We often avoid asking questions regarding the financial stability of those we are considering for these types of positions, because those questions may be uncomfortable for us, or we somehow feel they are inappropriate, given the spiritual nature of our program. We sometimes ignore evidence that a person is having a difficult time with his or her personal finances and should not have the additional burden of responsibility for NA's money. Not only is it okay to ask members standing for election about their qualifications in these areas, it is irresponsible not to.

Substantial clean time and financial stability should be required for positions where money is handled. Many NA communities have found it helpful to develop a list of questions regarding employment, service experience, experience with handling funds, and financial stability. These questions are then asked of all nominees as a matter of course, so that people do not feel singled out based on personalities.

Responsible management

"NA funds are to be used to further our primary purpose, and must be managed responsibly.' Our Eleventh Concept points out how very important NA funds are. In keeping with the spiritual principles of this concept, guidelines regarding the handling of funds should be developed and adhered to. The guidelines should include both recognized accounting practices and procedures that ensure the accountability of our trusted servants.

The Treasurers Handbook is an excellent resource for groups and service committees to use in instituting accounting procedures. All guidelines should include such safeguards as monthly reporting, regular audits, two-signature checking accounts, and monthly reconciliation of original bank statements. To paraphrase one of our sayings, an addict alone with NA money is in bad company. It is critically important that all processes are monitored by another person: two people count receipts; two people make the bank deposit (and this should be done immediately, not the following day); two people reconcile the original bank statements; and most importantly, two people are always present when any funds are disbursed. Financial records should be readily available to

other trusted servants. It is important to note that other assets, such as convention merchandise, literature, and office equipment, should be treated as carefully as money.

Financial procedures need to be written into guidelines that require a review and signature of those responsible for handling funds before they are put into positions of responsibility. Members who know they will be held to standardized accounting and auditing procedures will most likely behave in a responsible manner. Include a statement that theft will not be tolerated, and outline the process that will be followed if a theft occurs. If you are unsure about how to write adequate financial guidelines, please contact the World Service Office for assistance.

When safeguards fail

If we develop and follow these procedures, we will make it almost impossible for anyone to misappropriate or steal NA funds. If someone does steal from us, the first question we should ask is one of ourselves: Did we adhere to all of our accounting procedures and safeguards? If the answer is no, we as a service committee also bear substantial responsibility for the theft. We will want to review our procedures to ensure that they are complete and resolve to adhere to them in the future.

But suppose the answer is yes, we followed our guidelines to the letter. We did everything in our power to prevent a theft, and someone stole from us anyway. When this happens, there is often a mixture of reactions, ranging from, "Let's forgive and forget; after all, we're addicts who are prone to acting out on our disease. We don't want to run the individual out of meetings and into a possible relapse," to "Let's throw the thief in jail!" But whatever it is, we don't want our initial emotional reaction to dictate the outcome of the situation.

Our program of recovery provides every member with an opportunity to behave responsibly in difficult situations and make amends. We are closest to the spiritual principles of our program when we begin to deal with a theft by encouraging the member who has stolen funds to make amends, which can then provide healing for all involved. This is not to say that the disappearance of NA funds should be taken lightly or that a service committee should sit and passively wait for a member who has stolen funds to be moved to make amends. We instead encourage a process that is both responsible and spiritual, taking steps of increasing severity should they prove necessary. First of all, a thorough review of all books and financial records should be conducted to make sure the funds were actually misappropriated. How much? By whom? What failing in the accounting procedures and safeguards allowed this to happen?

If it becomes clear that money has indeed been taken, the group or service committee should then schedule a meeting, making absolutely sure the

individual(s) who took the money is informed of the meeting and given the opportunity to present his or her point of view. At this meeting, there should be a format that allows time for everyone involved to express their feelings and concerns. This allows everyone to give their input and may also allow a "defusing process" to occur. After all sides have been heard, a break in the meeting format is encouraged to allow all present time to get in touch with their own Higher Power and focus on spiritual principles, before coming back to decide the best course of action.

If the individual admits to the theft and agrees to pay back the missing funds, a restitution agreement can be developed. Such an agreement can include regular payments at any interval acceptable to all involved, though it is best to not drag out the process unnecessarily. Most agreements specify regular weekly or monthly payments until the full amount is repaid. We strongly suggest drafting a legally binding document, utilizing legal advice if possible, and having it signed and witnessed. Let the individual know that if the restitution agreement is not adhered to, you intend to take legal action based on the signed and witnessed restitution agreement.

A report about the situation should be published, and regular reports on the status of the restitution agreement should be published until the agreement is satisfied. Protecting the identity of the person involved is secondary to being accountable to the fellowship for its funds and ensuring that the person is not put in a position where he or she may do further harm.

Again balancing spirituality with responsibility, we have found that it is best to remove the individual from his or her service position, and not consider the person for another position until he or she has dealt with the issue through the process of the steps.

If the individual does not appear at the special meeting, you will need to ensure that every effort to contact the person has been made. Use registered mail and send a letter explaining that an audit of financial records has been performed, that facts show the individual is responsible for missing money, that repayment is expected, and what the consequences will be if the individual does not respond to the letter. Copies of the letter should be put in a safe place for further reference. This may seem severe, but if the previous steps have been taken without result, sometimes something this harsh is the impetus that encourages the individual to make restitution.

If the individual refuses to repay the money, or agrees to a plan but does not follow through with the agreement, or if the person has disappeared, it may be appropriate to take legal action. The decision to take legal action is an option that does not compromise traditions or spiritual principles, but it should be our last resort, opted for only when everything else has been tried. We strongly suggest

that the decision to prosecute be thoroughly explored before going ahead, using area and regional service committees, the WSO, and the WSO as resources.

Resolution and recovery

Even if a successful resolution is reached, many of us will still be angry and hurt, and may want to shun the person involved. Although this is understandable, we have to remind ourselves that NA's primary purpose is to carry the message to the addict who still suffers. We also need to remember that our disease will surface if we are not diligently working a program of recovery. As NA members practicing spiritual principles, we should all support the individual in continuing his or her recovery, utilizing meetings, a sponsor, and the Twelve Steps. We should offer the same love and support we would to someone who has relapsed by using drugs.

The misappropriation of NA funds affects groups, service committees, and world services in their efforts to carry the message to the still suffering addict. The process necessary to deal with such incidents typically has long-term effects---conflict between members, disunity, disillusioned members-on any NA community, directly affecting the newcomer. The safeguards recommended in this bulletin not only protect our funds, but also protect us from our disease. We implore NA communities worldwide to develop and follow procedures that protect NA funds; doing so will keep our future secure.

BY-LAWS, FLORIDA REGIONAL SERVICE OFFICE, INC.

The By-Laws of the Florida Regional Service Office, Inc. are in the process of being updated (January 2007) and have been omitted from this printing of the Policy Pack. For any reference needed, see Policy Pack, Florida RSC, January 2006

GENERAL EMPLOYMENT PHILOSOPHY AND PERSONNEL GUIDELINES

Purpose;

The Florida Regional Service Office (hereafter referred to as the FRSO) serves as the distribution center for Narcotics Anonymous literature and other material along with general administrative services. This task is accomplished with "special workers" as defined in Tradition 8. The Board of Directors for the FRSO supervises these special workers, through the Office Manager.

The FRSO BOD selects a special worker in whom they vest certain duties, responsibilities and authority. This personnel policy package outlines some of those duties, responsibilities and authorities as they pertain to the management of these special workers. Final authority in all personnel matters resides with the Board of Directors when acting as a Board- When the Board is not meeting, generally the overall personnel management is entrusted to the FRSO Office Manager.

There are important attitudes and values that special workers are to understand. These pertain to the philosophy of the BOD on matters of personnel policy. Some of these pertain to the relationship of the staff to the fellowship. Special workers are selected because of their abilities, capabilities, skills, knowledge and ability to work in a spiritual fellowship. It is the expressed desire of the BOD that all employees have or acquire an understanding and knowledge of the Twelve Steps, Twelve Traditions and Twelve Concepts of Narcotics Anonymous.

The actions by an employee in the discharge of their work duties, tasks and responsibilities must be separated entirely from that member's participation in the fellowship. Conversely the activities, tasks and responsibilities a person takes on as a member of the fellowship should not interfere with the work assigned as a part of their employment and participation in the fellowship in such as to avoid using one avenue to influence the other. It is the expressed desire of the BOD that no employee seeks or accepts any elected or appointed position in the N.A service structure. As stated in Conditions of Employment, Item #G.

Requirements for Applicants;

All prospective applicants seeking employment with the FRSO must pass a drug test.

All prospective applicants must be free from felony convictions for the four (4) years prior to employment.

All applicants must be bondable

All applicants must be computer literate.

Application and interview process;

All applicants must submit a resume/application to the FRSO BOD. Applicants shall be required to attend at least one formal interview with the Administrative Committee of the FRSO BOD or the Office Manager. The Office Manager will submit recommendations to the BOD, for their approval, in hiring an employee.

Job description and duties:

The duties of an employee include, but-are not limited to the following;

- A) Answering the telephone
- B) Shipping and receiving orders (packing orders, filling out shipping logs and labels, checking in orders and maintaining accurate, adequate and rotation of inventory).
- C) Updating records and filing (maintain records as requested by regions, areas, groups and customers)
- D) Customer service
- E) Accounts payable
- F) Accounts receivable
- G) Copying
- H) Typing
- I) Maintaining a clean office environment
- J) Other duties as deemed necessary by the Office Manager or the BOD.

Conditions of employment;

The following are conditions of employment with FRSO. While some may seem obvious, we feel it is important that all employees fully understand them.

- a) All employees must be free of any chemical substances during the hours of employment, with the exception of medication that is prescribed by a physician
- b) An employee shall not release or discuss any information concerning any N.A- Member or potential N.A. member in accordance with the 12 Traditions of N.A
- c) All employees have a right to be free of undue harassment and abuse from other employees, supervisors and the BOD.
- d) All employees shall report to work in neat, clean and appropriate apparel.
- e) All employees should have or acquire an understanding of the 12 Steps, 12 Traditions and 12 Concepts of Narcotics Anonymous.
- f) No relative and/or roommate of an employee, supervisor or BOD member may be employed by the FRSO.
- g) No employee shall serve in any service position where a direct conflict of interest exists; (Example; Any FRSO BOD position, RD/Alt.RD, RCM, Regional Sub-committee chair/vice chair, Regional administrative committee position, any position in service that includes responsibilities of inventory, purchasing, distribution of merchandise or moneys.
- h) Employees may not be employed with any outside enterprise that engages in business with the FRSO. This includes being a consultant for any enterprise that engages in business with the FRSO.

Wages, compensation and evaluations;

- A. Employees shall be paid weekly at an hourly or salary rate determined by the FRSO Board of Directors. Payroll shall run from Monday-Sunday.
- B. All new employees will serve a ninety- (90) day probationary period. Raises may be given and shall be based upon an employee's performance evaluation after the first ninety- (90) days and annually thereafter. In no case shall an employee be paid less than the Federal minimum wage. **There will be**

no overtime pay unless this time is pre-approved by the Office Manager

Holiday pay;

The following holidays are observed by the FRSO, for which employees shall be paid;

New Years Day

Martin Luther King Day

Memorial Day

Independence Day

Labor Day

Thanksgiving Day

Christmas Day

Personal leave;

After completing the ninety- (90) day probationary period employees will be granted two (2) days of leave with pay, per year from date of hire.

Leave of absence/absences/vacation;

Leave of absence without pay will be granted at the discretion of the Office Manager for special purposes or unusual circumstances. Absences and leave shall be charged against the employees' sick time and/or vacation time. Employees must notify the Office Manager at least one hour before their regular starting time in case of absence. Vacation will be granted to an employee after completing one (1) year of employment. After one year an employee is eligible for one week of vacation, after two years an employee is eligible for two weeks of vacation. The maximum allotted vacation time will be two weeks. This time must be taken in the year that it is due and is non-accruable. A vacation request must be filled out and approved by the Office Manager.

Sick leave;

Employees are allotted six (6) paid, non-accruable sick days per year after the first ninety days of employment. The FRSO follows the Family Leave Act guidelines set forth by the Federal Government regarding this issue.

Job related injuries

Upon injury on the job, immediate verbal notification to the Office Manager is required along with written documentation of the incident, which shall be investigated (to include a drug test), verified and signed by the Office Manager. When an employee is injured on the job, there shall be no loss in pay for the remainder of that day. Additional time off will be charged against the employees' sick leave time. A medical release shall be required to return to work.

Probationary period;

A ninety (90) day probationary period is mandatory. This time will permit an employee to become acquainted with the position. It will also allow the Office Manager to determine the employee's ability to accomplish the assigned work. During this time an employee can be terminated without cause or the Office Manager/BOD can extend this probationary period if they deem this necessary.

Disciplinary measures;

After the completion of the ninety-day probationary period there are certain procedures that must be followed before an employee can be disciplined and/or terminated. The FRSO views disciplinary action as an opportunity to correct a performance deficiency. For all disciplinary problems that do not warrant immediate termination, the following process shall be followed;

First occurrence, verbal warning with a written statement to be placed in the employees personnel file.

Second occurrence, formal written warning, stating the corrective action that must be taken and placed in the employees' personnel file.

Third occurrence, suspension without pay or termination. However, certain cases could warrant immediate termination such cases include, but are not limited to:

Gross insubordination (includes, but is not limited to, refusal to perform work assignments).

Breach of confidence

Falsification of records

Theft (regardless of value)

Intoxication or illegal substance use on the job

Failure of a drug test

Conviction of a felony while employed by the FRSO

Abusive treatment of co-workers, staff, FRSO BOD or customers

Repeated unexcused absences

Gross incompetence

Abuse of sick time

The above list is not all-inclusive and an employee may be terminated for any conduct not listed, if in the opinion of the Office Manager or the BOD, such conduct warrants termination.

Grievance procedure;

The FRSO/BOD encourages mutual understanding and amicable cooperation among all employees. Occasionally, however, differences and complaints may arise within a working environment. Day to day contacts should ordinarily provide many opportunities for discussion and resolution of such matters. When these normal contacts fall, an employee may seek relief under the grievance procedures. It is the right of each and every employee to receive full and serious consideration of a grievance, opportunity to take the grievance through all the steps of the procedure without prejudice, and a prompt reply to a grievance at each step. Preliminary step; The Office Manager or member of the FRSO Administrative Committee shall meet with the employee to discuss and resolve the complaint as soon as possible after the matter is brought to the Office Managers attention- The Office Manager shall make every effort to resolve the complaint at this stage. Formal grievance procedure step; if the reply to the complaint does not satisfy the employee, the employee may submit a written report to the Board of Directors. The BOD shall make the final decision in the case and shall deliver a final written reply to the employee as soon as possible.

Termination of employment;

It is expected that an employee who resigns, give a fifteen (15) days notice before leaving their position. It is expected that the FRSO give fifteen (15) days notice of intent to layoff.

Employee evaluations-

All employees will receive annual evaluations. These evaluations are to be used for improving the performance of the employee and not to be taken as criticism.

Personal items;

Items such as clocks, radios and other personal effects may be brought into the FRSO to make the environment more comfortable. However the FRSO, will not be held responsible for any items lost, stolen or damaged.

Dress code;

All employees while on the FRSO premises or on duty outside the FRSO must adhere to the following dress code;

Must be neat and clean

No clothing may be worn that would be a conflict with the Sixth Tradition of N.A. such as shirts, buttons, which affiliate the FRSO with treatment centers or other 12 Step programs or businesses engaged in the treatment of addiction or the recovery field.

No clothing which contains profanity, obscenities or endorsement of alcohol or other drugs. No flip-flops or sandals.

Telephone use;

We expect employees to limit the use of the telephone to official company business. If personal calls, (both incoming and outgoing) are necessary, they should be kept to a minimum. No personal long distance calls or to be made.

Discrimination;

The FRSO, Inc. is an equal opportunity employer. We adhere to Title VII of the Civil Rights Act of 1964, Section 504 of the Rehabilitation Act of 1973, The Age Discrimination Act of 1967, The American Disability Act and all regulations imposed pursuant thereto as well as religion, age, national origin or disability.

Statement of understanding and compliance;

I _____ the undersigned employee of the FRSO, INC. have read this employment policy package in full and I fully understand its implications. Furthermore, I agree to comply with these policies so long as the FRSO, Inc. gainfully employs me.

Employee signature _____

Date _____

Office Manager signature _____

Date _____