



Volunteer Handbook

KSER Foundation
2623 Wetmore Ave.
Everett, WA. 98201

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Welcome to KSER

It is a pleasure to welcome you as a volunteer of the KSER Foundation ("KSER"). We hope that you will enjoy a productive and rewarding association with us. KSER relies heavily upon volunteers to operate. Without the support and commitment of volunteers, such as you, there could be no KSER.

The policies outlined below provide an overview of some important duties and expectations of a KSER volunteer. We welcome constructive ideas and suggestions that are presented in a professional and positive manner for ways to improve our operation and/or services or to save unnecessary costs.

Again, welcome to our volunteer team.

A handwritten signature in black ink, appearing to read "Bina Miu", with a long horizontal flourish extending to the right.

General Manager

About this Handbook

This handbook is a guide to help you understand the expectations and requirements of volunteers at KSER. The handbook applies to all volunteers of KSER. This handbook supersedes all prior statements of policy, handbooks, procedure manuals or internal memoranda addressing volunteer matters. It is each volunteer's responsibility to read and understand this handbook.

There is one critical factor that overrides all others: as a volunteer, you hold the future of KSER in your hands. What you do, how you act on the radio and off the radio at KSER functions and events, your behavior in public forums and online, what attitude you take toward these policies and their implementation and enforcement will determine the success of this radio station. Central to KSER's on-going operation is the concept of your "stewardship" of the radio station and its license. You hold this radio station in trust for future hosts, programmers and listeners. You have to accept these policies and operate according to them, if they are going to be effective.

The information contained in this handbook is not designed to inhibit anyone's creativity. This handbook, by necessity, contains only general information and guidelines and cannot address all the possible applications or exceptions to the general policies and procedures described. The information is not designed to keep power from the many, or invest it in the one, or the few. The policies outlined in this handbook are based on the belief that common sense, good judgment, and consideration for the rights of others are paramount to our ability to maintain a smooth-running volunteer network that gives everyone the maximum flexibility to create radio while, at the same time, maintain the consistency, order and predictability that is required to produce a viable radio product that will be listened to and supported by thousands of people.

KSER management reserves the right to interpret the terms of this handbook in its sole and absolute discretion. The procedures, practices and policies described in the handbook may be modified or discontinued from time to time at the sole discretion of KSER. As the handbook is revised, KSER will try to provide replacement pages to you. However, it is your responsibility to confirm the status of policies or other information and you should check with the KSER General Manager to be sure that you have the current information before taking action based on specific information contained in this handbook.

Neither this handbook, nor any other KSER document, confers any contractual right; either expressed or implied, to remain a volunteer for KSER. Nor does it create any contract of employment between you and KSER or create any fixed terms and conditions of employment with KSER. Your participation as a volunteer with KSER is not for any specific time and may be terminated for any reason by KSER or you at any time either considers appropriate.

Our Mission

To advance the common good in our community through Public Radio and other services dedicated to arts, ideas and civic engagement.

Our Values

In our dealings and relationships with listeners, community members, donors, supporters, staff, volunteers, and partners we will uphold the following values:

Service

We have a positive impact on our community.

We promote understanding, tolerance, and civil dialog.

We are courageous, creative, and practice editorial independence.

We take care to represent the needs, voices and opinions of marginalized people.

Localism

Our primary focus is on serving residents of Snohomish and Island Counties.

We are accountable to our community.

We represent and reflect the diversity in our community.

Integrity

We will act from an ethical base, rooted in transparency and honesty.

We are compassionate and respectful in all our actions.

We follow through with our commitments.

We maintain the trust that people place in us.

We are fair and inclusive of diverse people and perspectives.

We strive for equity and fairness in our dealings with one another.

We treat people as ends in themselves and not means to an end.

Effectiveness

Our service is timely and relevant.

Our service is accurate and reliable.

We are accessible to the communities we serve.

We provide a service that entertains, informs and inspires.

Excellence

We provide a high-quality professional service, and maintain and develop skills in others and ourselves.

We maintain a positive, supportive and enjoyable environment for staff, volunteers, Board members, and visitors.

We promote diversity in our staff and volunteer base.

We are willing to take risks and innovate to achieve excellence.

Our organization is fiscally responsible and economical sustainable.

Unique

We create programming that uniquely represents the communities we serve.

We search out programming that is not easily available elsewhere.

Station Policies

- Station Shows** Volunteers may, from time to time, be asked to host a show that is aired by KSER. All such volunteers must be aware, however, that the airtime of KSER belongs to the KSER Foundation and, by extension, to the people of the community. The General Manager, representing KSER reserves the right to pre-empt and/or move a program to another time slot when it is deemed to be in the best interests of the station. This decision will be made in consultation with the volunteer who is acting as the host of the show and a good-faith effort will be made to determine a mutually agreeable alternative.
- The General Manager reserves the right to cancel a program, subject to review by the KSER Foundation Board of Directors.
- All programs on KSER are scheduled for a maximum period of one year from the date of inception of the program. Continued presence on the schedule is subject to annual review of program performance with respect to station mission and programming goals, and renewal is subject to approval of the General Manager.
- All programs on KSER exist while the founding host remains with the program. The program or time slot cannot be transferred to someone else, without the express permission of the General Manager and/or Program Director. When a host leaves, the program ends, unless all parties have agreed to other provisions.
- Programming and Special Shows** KSER's policy is to strive to present thoughtful, accurate programs about any issue or subject. KSER's regular programming is intended to be for a general audience and reflect KSER's mission, ethic, values and image.
- KSER is always interested in special one-time only or occasional special feature shows. Volunteers with ideas for such programs must get permission from staff in advance of the broadcast. Decisions about broadcast schedule, production, air dates and promotion must be finalized before the program can be aired. If the idea is for a special edition of a regularly scheduled show, then plans for promotion need to be discussed and implemented. If the idea is for a special one-time only program, then preemptions, scheduling, airdates, production, etc. must be finalized. (SEE ATTACHMENT # 3)
- Play Lists** Playlists are the documentation of the elements of a program. A complete playlist of music played on a music program is required by the terms of the Sound Exchange agreement on webcasting royalties and by the terms of the Digital Millennium Copyright Act. Playlists are also valuable tool for tracking frequency of play for artists, for answering questions from the public about the music we play, and for protecting yourself and the station in the event of content complaints. Therefore, all program hosts need to create a playlist (paper or computer) for every program they host.

Host Substitutes For Routine Absences	<p>Every volunteer is responsible for finding his/her own, qualified substitute. If a volunteer is unavailable to host a program in person, pre-recorded shows may be substituted for a maximum of two weeks. The volunteer is responsible for the programs and finding a properly trained volunteer to run those recordings.</p> <p>The volunteer must make a good faith effort to find a substitute. If, after all other avenues have been exhausted, the host may contact the General Manager, Program Director or Music Director to help find the substitute. The General Manager, Program Director or Music Director must be informed at least one (1) week before the absence that the host has not been able to locate a substitute.</p> <p>All program hosts must obtain the prior permission of the General Manager, Program Director and/or Music Director if they would like to have another volunteer substitute for them. The request should describe what other arrangements have been made, or whom they would like to substitute. This information must be relayed to the individual(s) verbally and in writing or email at least one (1) week before the absence.</p> <p>In the event of illness or unexpected emergencies, other arrangements can be made, but volunteers are encouraged to find their own substitutes first.</p> <p>Failure to show up for an assigned program, without notification or acceptable cause, may, at the discretion of the General Manager, result in the suspension or dismissal as a volunteer.</p>
Leave Of Absence	<p>The volunteer, in consultation with the General Manager, may request an extended leave of absence.</p>
Board Membership And Programs	<p>Board membership is open to any KSER volunteer. However, in an effort to anticipate and avoid conflicts of interest, volunteer hosts of a regular, on-going program must abide by the terms of the KSER Foundation Bylaws with respect to their service on the Foundation Board of Directors.</p>
Training	<p>A volunteer is not assigned as a host for a show on KSER until they have completed the KSER training process and been approved by staff or other volunteers designated by staff as responsible for training. On-air appearances of guests must be supervised at all times by the responsible volunteer and the program host will be held completely accountable for the guest's behavior and violations of station policy by guests will be considered as violations of KSER policy by the host.</p>

Music and acquisition of music for the station

The Music Director is the person at the station primarily responsible for obtaining music for the radio station. If you know of a music label that has music we should play, you may give the Music Director a name and/or address and the Music Director will contact the company on our letterhead and get the station on their mailing list.

If a volunteer wishes to help the station acquire music for the library, there is a procedure for this and a special "Volunteer Contract" explaining the requirements and responsibilities for this volunteer job. (See Attachment # 2)

Volunteers wishing to participate in this process should see the Music Director.

If you go to a concert or performance and talk to the artist, tell them about KSER and ask them for a copy of their CD for our music library and then give it to the Music Director for inclusion in our library.

No one may remove any music from the radio station without permission of paid staff or authorized volunteer. A complete written record or electronic record of the music that is removed must be submitted before the music can leave the radio station. Violation of this procedure can result in your suspension or dismissal from the radio station.

Hosts of variety music programs (Floating World, Sunlit Room, for example) cannot bring music from their private collection to play on the air until the individual has been properly trained and specifically authorized to bring such music into the station by the Music Director or designated representative. All music brought from home and aired must be documented on the program's music play list.

Unless authorized for a specific need, no host can take music from general circulation. Music is to be shelved in the library until it is pulled for airplay on the day of broadcast, whereupon it should promptly returned to the correction location in the library upon completion of that day's show.

Volunteers are responsible for returning and refilling the music they use to the music library.

Visitors to the radio station

Visitors to the station during normal business hours (Mon. – Fri. 8 a.m. to 4 p.m.) are to be encouraged and welcomed at any time. Visitors to the radio station after normal business hours, for normal program operations, are to be limited to two (2) guests in the on-air booth at any one time. Each guest is expected to comply with all KSER policies regarding language, behavior, food, liquid, smoking, drugs and alcohol. The volunteer is responsible for the guests' behavior and violations of KSER policy by guests will be considered as violations of KSER policy by the host.

Leaving KSER unattended

KSER offices may never be left unattended and unlocked for any length of time, except for dire emergencies.

No volunteer may leave the radio station unattended, except during regular over-night operations, without permission. If a volunteer fails to show up for the next scheduled program, the current "on-duty" host is requested to stay at the station for the duration of the next shift, follow the program log, and continue scheduled programming until the next volunteer arrives or other arrangements can be made: getting a substitute host into the station or getting a staff member into the station.

If, after a reasonable and good faith effort to get another person into the station to continue regular programming has been made, the "on-duty" host may put the station into over-night, "unattended operations" mode, lock the station and leave. (Place the lock-only key on the ledge above the door.)

The transition to overnight programming must be done at the top of the hour. Before leaving, the exiting volunteer must attempt to contact the next scheduled volunteer and alert them to the fact that the station will not be open when they arrive and their show(s) have been cancelled.

Answering the telephones

We are a community-supported radio station and the people who call this radio station are our customers.

Assist the person on the telephone as much as you can without endangering your on-air product. Your first priority is to your listeners, not to the person on the phone.

If their request requires too much time or effort, politely ask them to call back at another time, during business hours, when someone else would be available. If they want to leave a message for someone, politely take the message, write clearly or print the message on the telephone pads or message papers provided and put the message in the proper mailbox.

There is a notebook in Master Control for logging caller comments about our programming. Please briefly note any caller's comments (good and bad) about KSER programming. This assists us in on-going assessments of our product.

Installation of temporary equipment in a control room

The electronic balance of a radio station is very delicate and can be impacted a great deal by very little. No one is allowed to install any electronic equipment in Master Control or the Production Room without prior approval.

- Equipment usage** KSER equipment is for KSER-approved projects only and cannot be used by anyone for non-station related projects without prior written approval from a staff member. (Some of our equipment was purchased with federal funds and there are restrictions on how it can be used.)
- The Production Room contains several microphones and microphone cords for use in other locations in the radio station. Additional equipment is available for complex mixes with advance notice.
- If you take something from the Production Room for use elsewhere in the station, you must return it, neatly, to the production room for use by the next person. Please, take care of the equipment; treat it carefully and with dignity. We cannot replace broken equipment easily.
- Promoting the station** On-air -- people listen to radio out of habit and they have habitual times for that listening. They may only know about the radio station based on what they hear at the time they habitually listen. Your job, while hosting a radio program, is to always tell the audience what else KSER offers. Unlike mono-format commercial stations, which have the same type of music every day at every hour, KSER offers a much wider variety of music and public affairs and news, and no two hours or two days are the same. Therefore, you should tell people who are regular listeners to your segment of the KSER "program pie" what else is available in the schedule. Cross promote programs that happen at the same time as your show on another day. Forward promote the shows that are coming up later or tomorrow. Talk about specials that the station is broadcasting. If you don't tell your listeners about the other programs on KSER, they may never find out about them.
- Off-air -- Tell everyone you meet about KSER and your show. Word of mouth is the best advertising we have and it is the least expensive, most effective advertising method at our disposal. Take our program guides to your favorite coffee shop, bistro or café and check back regularly. If they've run out of program guides replace them. Promote KSER online and in other electronic forums. Please, always include a link back to the KSER website, and remember to promote our frequency on the FM dial.
- Promotion for KSER is a never-ending challenge and the responsibility of everyone. We regularly attend community events, co-sponsor concerts, and engage in other public activities that will introduce KSER to potential listeners. Volunteers are expected to help with these projects. Volunteers are also encouraged to suggest ideas for such public appearances and help implement them. Every volunteer should plan to participate in at least two such events per year.

- Calendar Events** Calendar events are free announcements read on the air by program hosts and should be informational only about for-profit concerts, musical events, lectures and community-based activities. They may be submitted at least 2-weeks in advance by FAX (425) 303-9075, e-mail (psa@kser.org) or by mail. (KSER, 2623 Wetmore Ave., Everett, WA. 98201). Calendar events should reference events and activities that reflect KSER's mission, ethic, values and image. Calendar events should predominantly reflect activities that are over-looked or under recognized by commercial, mainstream media. Calendar events should not use calls to action, qualitative language or mention price of admission (including FREE.) Calendar events should be accepted for broadcast based on the following geographical areas (most important to least): Everett, Snohomish County, Island County, Jefferson County, North King County, Seattle.
- Public Service Announcements** Public Service Announcements are free announcements read on the air about non-profit, community-based activities, events, lectures, etc. They may be submitted by the public at least 2-weeks in advance by e-mail (psa@kser.org) or by mail. (KSER, 2623 Wetmore Ave., Everett, WA. 98201). Public service announcements should reference events and activities that reflect KSER's mission, ethic, values and image. Public service announcements should be accepted for broadcast based on the following geographical areas (from most important to least): Everett, Snohomish County, Island County, Jefferson County, North King County, Seattle.
- Everyone is encouraged to bring appropriate calendar and public service announcements to the News Director for inclusion in our PSA schedule. No PSA's may be aired unless approved in advance by the News Director.
- KSER Logo** The KSER logo and "identifier" (Independent Public Radio) are the exclusive property of KSER and may not be reproduced without the express permission of KSER.

FCC Policies

EAS procedures (Tests and “the real thing”)

The Federal Communications Commission (“FCC”) has issued regulations that require KSER, along with other FM, AM and television broadcast stations, to participate in the Emergency Alert System (“EAS”), which allows the President to communicate information to the public at the federal, state, and local level during national emergencies. All volunteers who become “on-air hosts” are responsible for knowing how to conduct the “Required Weekly EAS” test and the “Required Monthly EAS” test, and are also required to know what to do in the event of a real EAS announcement. If you do not know, you are responsible for asking for instructions and help. (SEE EAS handout in Control Room and the FCC rules in Part 11 of Title 47 of the Code of Federal Regulations) More information on the Washington state EAS system can be found at <http://www.wsab.org>

Telephone calls and/or recorded interviews

It is illegal in the State of Washington to tape record a telephone conversation without the permission of the party on the other end of the telephone. It is also illegal in the State of Washington and a violation of FCC policy to broadcast a telephone conversation live or recorded without permission of the person on the telephone. You are expected to strictly comply with these laws. Before broadcasting or recording for broadcast, any telephone conversation, you must expressly tell the other party they are being recorded or broadcast or both.

The Public File

The public file is located in a red box in the cupboard on the right-hand side beneath the volunteer mailboxes. Everything in that right-hand cupboard is part of the public file. The public file is the official documentation of the radio station and contains specific information demanded by the FCC to be available to the public. Anyone who comes into the radio station and asks to see the public file may do so, including the FCC Inspector. However, there are certain restrictions that apply to accessing the public file:

1. The public file cannot leave the KSER building; and
2. The viewer cannot make copies of anything, but may request copies of anything in the public file. Ask the viewer to list what they would like copies of and a staff member will send it to them at the address they supply.
3. You may not leave a member of the public alone with the public file. If they insist on viewing it and you are the only one available to help them, you may direct them to make an appointment with a staff member at another time.

Program and Transmitter Logs

The program and transmitter logs are legal documents that we are required to maintain by the FCC.

The transmitter log is a printed record of our transmitter's performance. It proves to the FCC inspectors that our transmitter is operating properly and within assigned parameters. This log must be completely filled out and done so in blue or black ink only. (Marks of other colors – including pencil – can result in a \$1000 fine per occurrence.)

The program log is a printed record of our daily broadcast schedule, and we are required to maintain this record and keep it for a minimum of 5 years. The log presents to the FCC an hour-by-hour record of our broadcast day, including underwriting announcements, public affairs programs, legal station IDs, program source, etc. This log must be filled out in blue or black ink only. (Marks of other colors – including pencil – can result in a \$1000 fine per occurrence.)

FCC inspections

The FCC inspects every radio station on a rotating schedule.

The FCC can inspect KSER, unannounced, any Monday through Friday during normal business hours. The FCC inspector will have a badge and proper identification. You must let the inspector into the radio station. However, the inspector cannot perform complete inspection without a paid staff member present. The operator on duty (the person assigned to sign the transmitter log) must attempt to reach a paid staff member and alert them to the inspection. If a staff member cannot be reached, the FCC can perform the following inspections:

1. The inspector may ask the operator on duty to turn the transmitter off (and back on.) Each on-air host must know how to do this (instructions are printed on the Transmitter log) and he/she must comply with the FCC request at the earliest convenient moment. Before turning off the transmitter, announce to the audience that this is an FCC requested test of our procedures. Remember, as soon as you turn the transmitter back on, you MUST give a legal station ID ("This is KSER, Everett!") before you resume music or other programming.
2. The inspector may ask the operator on duty to conduct an EAS test. You must comply at the earliest convenient time. It is acceptable to use the EAS Guide book as a reference, but you MUST know how to conduct an EAS test. (The FCC is very strict on this issue.) Failure to know how to run the test could result in a \$10,000 fine against the station.
3. The inspector may look at the Public File (described below). Each volunteer must know where it is and let the inspector examine it.

On-Air Policies

Promotion vs. Commercial	Remember that KSER is licensed as a non-commercial radio station and violations of FCC policy regarding commercial language on a non-commercial radio station could mean a serious monetary fine to the station. (SEE ATTACHMENT # 7)
Editorials, Commentary & Political Activism	<p>KSER does not take any editorial positions and program hosts are not allowed to make editorial statements regarding controversial issues during their music programs. Regularly scheduled music programs are designated as "entertainment" and should not be used as a platform to advocate the political point of view of the host.</p> <p>A volunteer who wishes to air an editorial or commentary about a controversial issue is encouraged to do so and it will be aired at the appropriate time and labeled as a "commentary."</p> <p>A volunteer who wishes to produce a special program of music that focuses on a single topic or issue is welcome to do so, with permission from staff. (See "Special Shows" above)</p> <p>KSER broadcasts a wide-range of programs of a political and advocacy nature during the times set aside for public affairs. If you wish to explore an issue and produce a program about it, you are welcome to do so, with appropriate training. The program will air on KSER during times set aside for public affairs. (SEE ATTACHMENT #3)</p>
Inappropriate Language and music	The FCC has very specific guidelines about what words and language is appropriate for radio. KSER adheres to those policies and goes further in its expectations regarding language broadcast on the radio. KSER is a community-supported radio station and, as such, must respect the diversity of the audience to which we broadcast. KSER will not broadcast language, words, or music lyrics that are deliberately offensive to any minority, sexual orientation, gender or ethnic group. KSER will not play music or public affairs programs that advocate violence against any minority, sexual orientation, gender or ethnic group. (Contextual exceptions can be made on a case-by-case basis with advanced permission of staff and/or "best judgment" of a host who may be called to "show cause" why the decision to permit the music was not in violation of FCC or station policy.) On-air behavior by a volunteer that violates this policy may result in a suspension OR permanent loss of the show. (SEE ATTACHMENT #8)
On-air Behavior	KSER is a broadcast medium and, as such, can potentially be heard in every home and car within range of our transmitter. Therefore, on-air deportment should be of the highest professional standards and reflect a mature individual at all times. Volunteers should respect the station, all our programming, the other volunteers, the music, and the communities we serve and avoid behavior or language that reflects badly on them or the station. On-air behavior by a volunteer that violates this policy may result in a suspension or dismissal as a volunteer for KSER.

On-Air Giveaways

Products, CDs, tickets and other “giveaway” items have a recognized monetary value and are important to the computation of our annual Non-Federal Financial Support (NFFS) figure. No volunteer may give away anything on the air without the prior permission of a staff member. Products, tickets and other “give-away” items must be approved in advance by a staff member and should reflect the values, mission and image of the radio station. No volunteer may solicit “giveaway” items exclusively for his/her show. All giveaways will be equally shared among all programs and times of the broadcast day, determined by staff to be the most beneficial to the radio station. Giveaways fall under the same regulations as any “profit” vs. “non-profit” event or announcement and hosts should be circumspect in their language when talking about the product or event regarding calls to action, qualitative language and price. Giveaway language regarding the product provider, event, concert etc. should be informational only and avoid calls to action, qualitative language and price.

On-air guests/performances

On-air guests and/or performances must be approved and scheduled in advance by the General Manager. Selection of guests must be made to ensure that they are consistent with KSER’s music policy, image and mission. The preferred procedure for a music guest is a live, in-studio performance and interview. Other arrangements, including an in-studio interview with music on CD or a telephone interview, etc., are to be done sparingly and when circumstances make the alternative impossible. Such interviews should be to the benefit of KSER (i.e. an artist doing a benefit for KSER or similar reason.) Telephone interviews should be approved in advance and only conducted by the host after he/she has been properly trained on the equipment.

Volunteers must remember that unless the artist is giving a benefit performance, language regarding the event or concert should be informational only and avoid calls to action, qualitative language and price.

On-air guests should be scheduled at least one-week in advance and a pre-recorded promotional announcement should be made for inclusion in the log and details supplied for posting on the web.

The volunteer who schedules the guest is expected, if possible, to do the interview and engineering.

When on-air performances involve more than two microphones, more advanced notice is needed, the production room and studio need to be reserved and a sound engineer enlisted to help. These tasks are the responsibility of the individual who “booked” the guest.

Underwriting

Underwriting on KSER shall be for the support of the station and not program driven. Underwriting support will be sought for existing programs on KSER and programs will not be produced or aired for the sole purpose of attracting underwriting support.

Underwriting credits are announcements paid for by individuals and/or companies that wish to support KSER and/or a particular program. The wording for underwriting credits is strictly controlled by FCC regulations and wording violations can result in a severe monetary penalty to the station. The General Manager or authorized representative will approve underwriting language before it is broadcast.

Underwriters should be companies or products that are compatible with KSER's mission, ethic, values and image.

Underwriting sales is the exclusive responsibility of KSER staff, Foundation board or specific individuals named by the Board or staff. Volunteers are encouraged to offer suggestions for potential underwriters, but the actual contact with the underwriter must be made by a KSER underwriting representative.

Underwriting credits are paid for and the client is told when the announcements are scheduled for broadcast. They listen for those announcements. Underwriting credits must be aired and must air when they appear on the log or within 3 minutes of the scheduled time.

A volunteer may not make any comment, positive or negative, about an underwriter or a product.

Business Believers

Business Believers are small businesses that support KSER and pay a fee to have their name mentioned on KSER. Volunteers are encouraged to offer suggestions for potential Business Believers, but a KSER staff member will conclude the actual arrangement between KSER and the business.

Business Believer announcements contain specific language and must be read at or close to their scheduled time without embellishment, comment or enhancements from the volunteer hosting the show. (SEE ATTACHMENT #7)

General Policies

Being a Volunteer A volunteer is anyone who without compensation or the expectation of compensation performs a task at the direction of and on behalf of KSER. Volunteers are individuals who reach out beyond the confines of paid employment and normal responsibilities to contribute time and services to KSER in the belief that their activity is beneficial to the station and the community, as well as satisfying to themselves.

The guidelines described in these policies do not create an employment contract between you and KSER. Your status at KSER is as an unpaid volunteer and is based on mutual consent, and either KSER or you may end this relationship at any time with or without cause or advance notice. You acknowledge that you are volunteering to provide services to KSER and that as a volunteer, you will not be eligible to be paid wages or any other type of remuneration (e.g., food, lodging). No manager or other employee of KSER is authorized to make any representation to the contrary.

Insurance Volunteer understands and agrees that as a volunteer, he or she is not eligible for benefits of any kind from KSER. Volunteer agrees to maintain at volunteer's cost and expense, all insurance coverage volunteer deems necessary (such as medical and comprehensive liability) while performing services on behalf of KSER under this Agreement, and in amounts reasonably sufficient to cover any liabilities assumed by volunteer or imposed on volunteer under this handbook.

Performance Reviews KSER believes that goal setting and frequent feedback helps each of us to do our best work. The General Manager is the primary source person for the performance standards for the duties you will be providing. Volunteer reviews are generally conducted once a year, although you may receive feedback informally on an ongoing basis. These discussions are intended to improve communication and performance. Your written performance review will become a part of your volunteer file. You will receive a copy for your records.

Safety Program KSER is concerned with protecting your safety and health. Volunteers are one of the main contributors to this safety effort. If you notice any hazards or unsafe conditions, please report them to a paid staff member or Board member immediately so that potential accidents can be prevented. Should any accident or injury occur on the job you must notify the General Manager immediately. Any on-the-job injury, accident or incident requiring first aid or medical attention (either immediate or at some later date) must be reported to the General Manager as soon as possible.

Smoking Policy Smoking will be permitted only outside of the office buildings or in other designated areas where receptacles for smoking materials are located.

In keeping with KSER's ongoing concern in promoting the health and safety of its volunteers and employees, the KSER building is a smoke-free environment.

Substance Abuse The use of controlled substances presents a significant safety risk to KSER's volunteers, staff members, and others. It also threatens the reputation of KSER, the quality of our operations and can pose a safety risk and a business liability.

KSER prohibits all volunteers from engaging in the following behavior:

Transfer: No volunteer shall engage at any time in the sale or attempted sale, purchase, transfer, or possession with intent to deliver illegal drugs or unauthorized substances. No volunteer shall engage in the sale or attempted sale, purchase, transfer, or possession with intent to deliver alcohol on KSER property, or while on KSER business.

Possession: No volunteer shall possess any amount of illegal drugs, unauthorized substances or alcohol on KSER premises, or while on KSER business.

On-duty Use: No volunteer shall use or consume while on-duty any alcohol or controlled substances.

Under the Influence: No volunteer shall use or be under the influence of an illegal drug, alcohol or unauthorized substance at work or when reporting to the station. If a volunteer is taking medication that impairs his or her ability to perform properly or safely his or her job, he or she should notify the General Manager of the limitations. While this policy is not intended to prohibit the prudent consumption of alcoholic beverages at KSER-sponsored events, volunteers are otherwise prohibited from being under the influence of alcohol or controlled substances during working hours or on KSER property.

A volunteer's illegal activities off-duty, including those related to drugs and alcohol, may affect the image of KSER in the community. Such conduct may result in discipline up to and including dismissal. The company reserves the right to deal with each case in its discretion in accordance with the specific circumstances involved.

Violations of this policy will be grounds for disciplinary action, up to and including suspension or dismissal for first offenses.

KSER reserves the right to search any work areas and conduct drug tests where we have reasonable suspicion that a volunteer is under the influence of controlled substances or alcohol at the station.

Volunteer Assignments

KSER needs the combined efforts of all volunteers to ensure uninterrupted and efficient operations. Absenteeism and lateness place added burdens on fellow volunteers and the station.

If, for any reason, a volunteer is unable to report for his or her volunteer assignment on time on any given day, the volunteer should notify staff as soon as possible. If conditions make such notification impossible, the volunteer should notify staff at the earliest possible opportunity.

Attendance will be considered an important part of the volunteer's assignment. Chronic absenteeism or tardiness, unreported or unexcused absences, whether reported or not, may lead to discipline, up to and including dismissal.

In applying this policy, KSER will make reasonable accommodation for employees with disabilities as appropriate.

Open Door Policy

In any organization, problems or differences of opinion over station matters may occasionally arise among fellow volunteers or KSER in general. We encourage you to bring any problem you might have to a staff member first. If the staff member is unable to resolve the problem to your satisfaction or if you are not comfortable speaking with a staff member, you may speak with the Volunteer Liaison Representative, a member of KSER's Board of Directors ("Volunteer Liaison Representative"). This problem-resolution procedure is designed to resolve problems quickly and fairly. There will be no retaliation against you for exploring any questions or problems you might have.

In certain situations it may be more appropriate to contact the Board/Volunteer Liaison Representative as a first step in this process. A complaint or concern of a serious nature such as one concerning criminal activity, harassment, discrimination or workplace violence should be reported directly and promptly to a staff member, the General Manager, or to the Board/Volunteer Liaison Representative.

Harassment

KSER believes that all volunteers, guests and employees should work in an environment that is free of harassment and discrimination. Each of us has the duty to prevent harassment at the station. Additionally, each of us is expected to conduct ourselves in a way that fosters a comfortable, professional and respectful working atmosphere for all employees.

Harassment based on race, sex, religion, national origin, age, disability, marital or veteran status or any other protected status is a violation of KSER policy and is strictly prohibited. While the following types of specific behavior may not necessarily constitute harassment, they are prohibited at KSER to avoid any possible misunderstandings: slurs, jokes, graffiti, negative stereotyping, racial, ethnic or religious epithets, and written or graphic material that shows hostility to an individual or group. This is not an exclusive list of prohibited behaviors, but is intended as examples of conduct that violate this policy. (SEE ATTACHMENT #6)

One type of prohibited harassment is sexual harassment. It can consist of unwelcome sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature when:

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

Sexual harassment may be difficult to recognize in certain circumstances. Although the following examples of specific behaviors may not necessarily constitute sexual harassment, they are prohibited at KSER to avoid any possible misunderstandings: continuing to ask a person on a date when that person has indicated that he or she is not interested; touching or grabbing a sexual part of any individual's body; touching or grabbing any part of an individual's body after that person has indicated or it is known that contact is unwelcome; displaying or transmitting sexually suggesting pictures, objects, cartoons or posters; writing sexually suggestive written communications; referring to or calling a person a sexually suggestive name; and telling sexual jokes or using sexually vulgar or explicit language. This is not an exclusive list of prohibited behaviors, but is intended as examples of conduct that violate this policy.

If you believe that you or any fellow volunteer or any other individual has been subjected to harassment or discrimination or if you believe that the conduct of any individual at the station violates any aspect of this policy, you must promptly report such conduct or statements to a staff member or Volunteer Liaison Representative. This is your obligation as a volunteer at KSER.

Your report will be taken seriously and investigated promptly. KSER will protect the confidentiality of those involved to the extent that it is consistent with our need to investigate and resolve the problem. No employee will be retaliated against by KSER for good faith voicing of concerns or cooperating in an investigation under this policy. It is a serious violation of this policy for any employee to take any retaliatory action against any person who reports a violation of this policy at all times. Violations of this policy will result in discipline up to and including dismissal of employment.

Volunteer and Employee Information

All volunteers are required to keep station records current and correct regarding their personal address, phone number (work & home) and email address. Each volunteer must update this information, at the earliest opportunity, whenever it changes.

KSER recognizes our volunteers and staff member's rights to privacy. To achieve this goal, KSER has adopted these basic principles:

- The collection of an individual's information is normally limited to information the station needs for business and legal purposes.
- KSER attempts to retain the confidentiality of all personal information in its records, except where disclosure is required by law.

Access to employee and volunteer records is normally limited to KSER staff members and those individuals having an authorized business related need-to-know. Access is permitted to other parties only where required by law or when permission is granted by the volunteer.

Except as provided below, KSER normally refuses to release personal information to outside sources (for example, references) without your written approval. Verifications of the dates you volunteered at the station and the services you performed may be provided without written approval.

Individual employee and volunteer information is confidential. You may not disclose it to any other individual without their prior written consent. If someone needs to reach a staff member or a volunteer, tell the caller that you will pass the message on to the person in question, or tell them that they can call they person the next time they are in the station.

Disciplinary Actions

KSER may take disciplinary action when it believes that a volunteer has not adhered to its standards or that performance is unsatisfactory. Such action may include verbal warning, written warning, suspension, demotion, reassignment, or dismissal. It is frequently appropriate to apply less severe corrective action initially and more severe measures if the problem persists.

Nonetheless, KSER may apply the discipline it considers appropriate under all of the facts and circumstances, up to and including immediate dismissal without prior corrective action or notice.

In addition to violations of the various rules and policies stated throughout this handbook, the following types of behavior are prohibited at KSER and may result in discipline up to and including dismissal. Please note that this is not an exclusive list and other forms of conduct may also result in discipline or dismissal

- Refusing to follow instructions of a staff member or the General Manager.
- Failure, inability or refusal to perform your responsibilities in a diligent or careful manner.
- Discourteous behavior to any listener, performer, government representative, member of the public or person doing business with KSER.
- Discrimination or harassment.
- Unprofessional conduct, while on duty, or while on KSER property.
- Possession of explosives, firearms or weapons on KSER premises.
- Possession or use of drugs or alcohol.
- Tampering with KSER, equipment or facilities, including removing safety devices from equipment or facilities.
- Participation in illegal activities or violations of state, federal or local laws and regulations.
- Dishonesty.
- Any acts of violence, including, without limitation, committing or threatening violence or harm against a person or property, hitting or shoving, making harassing or threatening telephone calls, and engaging in harassing surveillance, also known as "stalking".

This policy does not alter or change in any manner the fact that volunteers at KSER may be dismissed at any time, with or without cause or advance notice, for any reason not prohibited by law.

E-Mail, Voicemail, Internet Use

All communications made with or through KSER electronic communications equipment are subject to this policy whether done by volunteers at or away from work or sent from or to or accessed by KSER equipment. Where determined appropriate by KSER, this policy also applies to the use of any other electronic communications equipment used for purposes related to KSER business. Use of KSER electronic communications equipment for personal purposes is not permitted without prior written permission of the General Manager.

E-mail, voicemail and Internet access and other use of KSER electronic communications equipment is not private or confidential and may be monitored and retrieved (even if "deleted") by KSER as needed to determine if employee use is consistent with legitimate business reasons and to protect KSER against fraud, copyright infringement, loss of trade secrets, sabotage or other business policy violations. KSER also may record and disclose to others all electronic communications at any time, with or without notice to volunteers. Volunteers have no personal privacy right in anything created, received or sent on or from KSER equipment.

Electronic communications by volunteers or about KSER, whether sent within KSER or to persons outside KSER, should be courteous and professional in all respects and should not contain any statements that would embarrass KSER, any of our volunteers or customers. KSER's discrimination and harassment policies are applicable to all use of electronic equipment and Internet access. KSER expressly prohibits the use of KSER electronic communications equipment or of any other electronic communications equipment for any purpose relating to KSER business in any way that may constitute intimidating, hostile or offensive material related to race, color, religion, national origin, sex, sexual orientation, age, disability, veteran's status, or any other status protected by applicable federal, state or local law.

Volunteers may access the Internet only for specific business purposes, limited to gathering and receiving business-related information, unless specific supervisory approval is given. Volunteers may not disseminate business information, disseminate information about or concerning KSER, or act as a representative of KSER on the Internet or on any other commercial online service. Volunteers may not create or modify the KSER web site without specific prior written permission from the General Manager.

Copyright laws strictly regulate the broadcast of material downloaded from the internet. Unless clearly designated by the source as "Authorized for Broadcast Use," no material, downloaded from the internet, may be broadcast on KSER without authorized permission from the owner of the material prior to the broadcast. This permission must be in writing and on file at the radio station.

Internet access on the KSER computers is for station and/or program-related activities only. The use of KSER computers for personal internet "surfing" or viewing is not allowed without permission.

Security /
Software Licenses

An employee must not use a code, access a file or retrieve any stored communications other than those to which the employee has specific authorized access. All electronic equipment pass codes must be provided to the employee's supervisor and are the property of KSER. Employees must not use pass codes that are unknown to KSER.

Volunteers must not copy any KSER-owned or licensed software without the express prior approval of the General Manager. This policy also prohibits copying software to install on other KSER-owned equipment or for the volunteer's personal use. Employees must not load any programs or software onto KSER-owned equipment without prior written permission from the General Manager.

Do not assume that just because something is on the Internet, you may copy it. As a general rule, assume that everything is copyrighted and do not copy it unless there is a notice on the site stating that you may do so. For example, if you see a clever cartoon or some programming code assume that you may NOT copy it. Governmental documents are an exception (you may copy them), but make sure it's the "government" and not a government-related entity such as the post office.

You can create liability for yourself and KSER. For example, if you "publish" (type or re-send) words that defame or disparage another individual or institution, if you upload or download or re-send copyrighted or pornographic material, if you use the Internet to harass or discriminate against someone, or if you provide private information or data about someone, you may violate applicable laws or KSER policy. Make sure none of your activities violate any law or policy.

Damage to
Property

You are responsible for any KSER property in your custody. In the event the property is lost, damaged or stolen while off company premises, you may be requested to file a claim against your own insurance policy in order to reimburse KSER for the property.

Damage to KSER property is to be reported to your manager immediately.

Food and Drink in
the Air Room or
Production Room

Food or liquid is not allowed in the Air Room or Production Room at any time. (If requested, water for a performance guest is the one exception and the water must be kept in a no-spill container, on the floor and away from the control board and other equipment.) No other exceptions will be permitted and disregard of this policy by a volunteer may result in dismissal from the radio station.

Personal
Appearance

KSER expects volunteers to be dressed and groomed in a way that is professional, appropriate and not offensive to clients and customers of KSER or its listeners.

Talk with a staff member or Volunteer Liaison Representative if you have any questions about appropriate standards for your position.

Station Security

KSER's facilities are in a location that may not always be secure and safe. It is the responsibility of all volunteers to insure the safety of the building, its contents and other volunteers at all times. This is particularly true of the final host of any broadcast day. (SEE ATTACHMENT #5) Therefore:

- The door to KSER should be locked when only 1 person is in the radio station
- The door must be locked after 6 p.m. nightly
- The door should NEVER be propped open after dark or when you are alone in the radio station
- Know who is at the door before you unlock it.

These guidelines are for your safety as well as protection of KSER property. Remember it will be very difficult to replace equipment or property that is stolen or damaged by a visitor.

Leaving KSER

Because volunteers are important to us at KSER, we ask that when you decide to stop volunteering your services, you give us as much advance notice as possible and at least 10 working days prior to the effective date.

Upon separation, volunteers must return all property owned by KSER, such as keys, equipment and documents, including electronically recorded documents.

Volunteer Handbook Receipt Acknowledgment Form

As a volunteer at KSER, I acknowledge the following things:

1. I have received a copy of the Volunteer Handbook. I understand that the handbook contains important information about KSER's policies and rules. I also understand that the handbook outlines my responsibilities as a volunteer of KSER. I also understand that I have the responsibility to read and understand the information in the handbook, and to ask the General Manager or other staff member for clarification of any information I do not understand.
2. I understand that this handbook is not a contract of employment or a guarantee of specific treatment in specific situations.
3. I understand that this handbook supersedes all prior handbooks, policies and practices of KSER.
4. I understand that KSER has the right to change, modify, add to, substitute or eliminate, interpret and apply, in its sole judgment, the policies and rules described in this handbook. I understand that should the content be changed in any way, KSER may require an additional signed acknowledgement from me to indicate that I am aware of the changes.
5. I understand that I am not an employee of KSER and that I am not eligible for benefits or wages or compensation of any kind from KSER. I further understand that either KSER or I can terminate my volunteer status with KSER at any time, and for any reason either considers appropriate.

Volunteer Signature

Date

Print Volunteer's Name

ATTACHMENT #1

Board Of Directors Conflict Of Interest Waiver

Date _____

I, (print name) _____, as a current member of the KSER Foundation board of Directors, recognize the potential conflicts-of-interest that could arise in my role as a Board member and program host on KSER. In recognition of the potential problems, I hereby agree that, for the length of my tenure as a KSER Foundation Board member and program host, I will:

1. Recognize the right and duty of the General Manager, Program Director, Music Director, and/or his/her duly authorized representative, to offer criticisms of my Program and will accept constructive suggestions regarding the content and Presentation of the show;
2. Not use my position as KSER Foundation Board member to sway, influence, or Lobby other Board members (or hosts) regarding the future of my program or presence on the air;
3. In the event of any KSER Foundation Board of Directors discussion of programming Issues or policies that could directly or indirectly affect my show or presence on the air, refrain from taking part in that discussion and, in the event a vote is taken affecting my program, abstain from that vote.

(Signed)

(Date)

ATTACHMENT # 2

Volunteer Music Acquisition Agreement

This Music Acquisition Agreement is between KSER volunteer _____
and _____, representing community radio station KSER-FM.

- A. I understand that all music collected by me is for use by KSER and is not for sale or personal use.
- B. I understand that all music is to be mailed to KSER's business address
- C. I understand that the acceptance of any CD and/or tickets for a music performance by an artist represented by a music company that I have regular and direct contact with is considered "payola" and is illegal according to the Federal Communications Commission. I will comply with KSER's policy that any person at this station who has any role in the selection of broadcast matter will not:
 - a) accept money, services, goods, or other valuable consideration from individuals, organizations, associations or other entities to broadcast a program or program material or
 - b) promote any activity or matter in which he or she has a direct or indirect financial interest, or
 - c) air any material which to his or her knowledge requires sponsorship identification as outlined in Commission Rule 73.1212 and which does not include those announcements. (The penalties for violations include a fine of up to \$10,000 and imprisonment of up to one year for each offense.)
- D. I understand that I cannot misrepresent myself or my relationship with KSER to employees of the record companies with which I work.

EXPECTATIONS

1. The Music Director will provide a list of the record companies with whom KSER is currently working. I will not contact those companies unless specifically directed to do so by the Music Director.
2. I will consult, in advance, with the Music Director before contacting a record company and will regularly apprise the Music Director of the status of the relationship.
3. Unless specifically arranged with the Music Director, all correspondence with record company will be on KSER letterhead and I will assume responsibility for "tracking calls," keeping the Music Director informed of air play and/or referring "tracking calls" to the Music Director.
4. I will assume responsibility for getting all music collected by me into our music library in a timely manner and will assist the Music Director in getting other music cycled into the Music Library.
5. I will work diligently to get the appropriate music programmers to keep a "music playlist" for tracking purposes and will regularly use those playlists to collect CD usage information for the record companies. This information will be reported regularly to the Music Director and the record companies.
6. I will coordinate "live" performances of musicians on KSER with the Music Director, the General Manager and the host of the program on which the artist will perform. When necessary, I will assume responsibility for having a "sound mix" engineer available for the performance on KSER.

Signed _____ Date: _____

ATTACHMENT # 3

Public Affairs Policies

The following summary reflects KSER Foundation and KSER-FM policies governing public affairs programs. The station's full program policy contains further explanations and background.

POLICY ON NEWS PROGRAMMING

KSER-FM news programming will emphasize socially and historically significant stories whose consequences range from global to local. News stories will never be selected to promote a particular political philosophy or agenda.

News programs will present information with a high standard of accuracy and a clear distinction between fact and opinion. All stories will have attribution, to named sources whenever possible. Among news sources, the emphasis will be on newsmakers and involved citizens rather than public relations specialists. Reports will include the implications of policies and actions and the historical and social context of stories

Reporters will avoid subjective language and sensationalized story angles. Whenever conflict or controversy is part of a story, opposing viewpoints will be included. KSER-FM news will provide diverse and seldom-heard viewpoints regardless of controversy.

SPECIAL INTEREST GROUP PROGRAMS

Single program opportunities are available to any person or group meeting general quality criteria (articulate, informative, coherent). Partisan advocacy presentations will generally be directed to the commentary slot. On-going and regularly scheduled slots will be assigned to a producer or a production group only when they demonstrate ability to meet the following criteria:

Program is aimed at a general audience in tone and content, not just at the interest group of the producer;

Sources of information used in programs are varied and clearly attributed;

Information and speakers from opposing viewpoints are included whenever controversial issues are discussed;

Interviews are conducted with vigorous probing and adversarial questioning when appropriate, regardless of the popularity or shared values of the guest.

ATTACHMENT # 4

Featured CD Instructions

The Featured CD Membership package will be for one year and will include a single featured CD, a year's subscription to the KSER program guide and a year's membership in the KSER Foundation. This is available for a new or renewing membership of \$50 or more. (NOTE: A new or renewing Business Believer does not receive a featured CD – their premium is the on-air announcements.)

Payment can be in cash, check, Visa or Mastercard.

INSTRUCTIONS

1. In the Air Room there is a rack of featured CDs. They have a pink sticker on the spine marked "FEA. CD". These are available for you to pick from and feature on your show. Pick only one CD to feature during every two hours (approximately) of your airtime on each given day.
2. Mention that this is today's Featured CD at the top of your program and explain the membership to your listeners. Promote the CD membership each time you play a selection from the CD. Use the (425) 303-9070 telephone number.
3. When you have a call for the CD, PRINT the information clearly on the form and deposit the form and the CD in the Music Director's mailbox. When the CD is given away mention that it went to a new or renewing member. Remember to ask them if you can thank them on the air. Explain that there will be a different CD featured during the next portion of the day.
4. If there are no calls for the CD by the end of your shift, please return it to the Featured CD Shelf in Master Control DO NOT RE-FILE THE CD INTO THE LIBRARY.

ATTACHMENT # 5

Security Policy

Everyone has a duty to insure the security of the radio station, but as the “final host” of the KSER broadcast day, the ultimate responsibility for properly closing and securing the radio station falls on you.

The KSER Foundation Board of Directors unanimously approved the following statement: “It is Board policy that it is the responsibility of all volunteers, particularly the last host of the night, that the building and its contents be made secure. Violation of this policy may serve as grounds for dismissal as a KSER volunteer.”

This memo is to remind you of standard closing procedures and alert you to procedures that must be considered mandatory, with severe consequences if neglected.

Please look over the following list of “Closing Procedures.” If ANYTHING is unclear, or if you are unsure about ANY procedure, please contact me as soon as possible. If, at anytime during closing, there are problems or concerns, CALL ME (Bruce Wirth before you leave. (206)-898-7694.

Closing Procedures

If you are the last person in the station at night before switching over to overnight channel or other scheduled automated programming, you are responsible for locking all doors and making sure the station is empty of all other persons, and safe to leave unattended.

First: The front door of the radio station should NEVER be opened after 5 pm except for station authorized events. All guests and hosts must enter and leave from the side door at ALL OTHER times.

1. Set “Overnight” channel at good level (Pot 11A-Demod 5)
2. Take final transmitter reading – note “close” time on the log and SIGN the log.
3. Insure the front door is locked. (lock turned all the way to the right).
4. Turn off any portable space heaters or fans
5. Insure the center lights in Community Room are on. (Center switch UP)
6. Insure inside door to the garage is locked.
7. Close the door to the second floor.
8. Insure the bathroom window is closed and locked.
9. Other duties as assigned.

10. The following procedures are MANDATORY and failure to comply could result in your dismissal.
 - a. Set the alarm.
 - b. Prepare your belongs to be ready to leave in 30 seconds.
 - c. Hold very still and wait until the green "Ready" light is lit
 - d. Arm the system: press "#" and then the number 2.
 - e. You now have 30 seconds to leave the building and lock the door.

11. Lock the door using the "lock-out" key.

The lock-out key is located above the calendar on the wall to the left of the Mixing Board, in the Air Room. Leave the lock-out key above the transom of the door. You cannot open the door with the lock-out key, so once you've locked yourself out, you cannot get back into the building. Make sure you haven't left anything in the building you need before you lock that door. Insure DEADBOLT and Doorknob of exit door are BOTH locked.

12. Place the key on the top of the doorframe or porch light.

ATTACHMENT # 6

Sexual Harassment Policy

It is the policy of the KSER Foundation that all of our employees/volunteers should be able to enjoy a work atmosphere free from all forms of discrimination, including sexual harassment.

- Sexual harassment infringes on an employee's right to a comfortable work environment, and is a form of misconduct that undermines the integrity of the workplace. No employee/volunteer—male or female—should be subjected to unsolicited and unwelcome sexual overtures or conduct, either verbal or physical.
- Sexual harassment does not mean occasional compliments of a socially acceptable nature. Sexual harassment refers to conduct which is offensive to the individual, which harms morale, and which interferes with the effectiveness of our business.

Such conduct is prohibited. This includes offensive sexual flirtations, advances or propositions; continued or repeated verbal abuse of a sexual nature; explicit or degrading verbal comments about another individual or his or her appearance; the display of sexually suggestive pictures or objects; or any offensive or abusive physical conduct. It also includes the taking of, or refusal to take, any personnel action on the basis of an employee's submission to, or refusal of, sexual overtures. No person should so much as imply that an individual's "cooperation" will have any effect on the individual's employment, assignment, compensation, advancement, career development, or any other condition of employment or volunteer status.

Following an investigation, the Foundation will take appropriate action against any person engaging in sexual harassment. Such action may include, depending on circumstances, suspension, demotion or discharge.

Any questions regarding this policy should be addressed to the General Manager. Any person who believes that he or she has been the victim of sexual harassment, or who has any knowledge of that kind of behavior, is urged to report such conduct immediately to the General Manager. Should the complaint be regarding the actions or behavior of the General Manager, the report should be made immediately to the KSER Foundation Board.

March, 1995

ATTACHMENT # 7

Policy On Payola & Plugola

In the on-going effort to maintain KSER's license and a newly inspired effort to keep you out of jail, it seemed appropriate to remind you of FCC and CPB policies regarding advertising and payola."

Plugola (Promotions vs Commercials)

KSER is, at all times of the broadcast day, a non-commercial radio station. This classification by Federal Communications Commission imposes strict limitations on what we can say on the air about events and places that are of a "for-profit" or commercial nature. At the most basic level, we cannot use "qualitative language (best, tastiest, delicious, etc.)" when talking about a place, restaurant, venue or bar; we cannot use "calls to action (call now, come out tonight and enjoy, etc.)" when talking about a concert or performance if it is a "for profit" event; and, we cannot mention ticket prices or entrance fees if it is a "for profit" event. Again, these are FCC/CPB restrictions, not KSER policies.

Violations by you could threaten our license or result in a fine against the radio station.

So, when talking about a concert at Grateful Bread in Seattle or The Flying Pig in Everett, we CANNOT say: "The Grateful Bread has terrific sandwiches and great coffee. It's the best place in the world to see David Albright, the best singer/guitarist in the world and tickets are only \$15, but you'd better call now because they are sure to be sold out." The best advice is to keep your remarks neutral and non-promotional: "David Albright is performing tonight at Grateful Bread. If you'd like information about tickets you can call them at 555-1212 or you can call me here at KSER."

Payola

"Payola" is the unreported payment to a station employee, program producer or program supplier of money, services or other valuable consideration in order to achieve airplay of any programming. At the bottom line, payola is a bribe. Its most common form is a bribe offered a disc jockey for playing a record on the air. Section 507 of the Communications Act places the burden of eradicating payola upon FCC licensees. Section 508 of the Communications Act outlines the penalties for payola violations - a fine of up to \$10,000 and imprisonment of up to one year for each offense. In addition, any KSER volunteer discovered engaged in payola will be immediately removed from the air and dismissed from the radio station.

The KSER policy is that any person at this station who has any role in the selection of broadcast matter will not a) accept money, services, goods, or other valuable consideration from individuals, organizations, associations or other entities to broadcast a program or program material or b) promote any activity or matter in which he or she has a direct or indirect financial interest. "Valuable consideration" includes CDs for your personal collection, tickets to a concert or performance, merchandise or other valuable items.

ATTACHMENT # 8

Policy Regarding Obscene or Indecent Language

OBSCENE AND INDECENT LANGUAGE: No announcer or program producer may ever use obscene or indecent language on the air. This is the federal law. Breaking it can land you, as well as the station, a big fine and jail time. The Supreme Court has defined obscene language as embodied in the following words: fuck (in all forms and variations), shit, piss, cock, cunt & tits.

In addition, the FCC has recently gone farther, saying "indecent" language – involving any discussion of sexual or excretory activities – could bring serious penalties on station and staff. This applies to talk and discussions, song lyrics, poems, drama and the vehement language used by people who are worked up about civic, or other issues.

The following is excerpted from the KSER Volunteer Handbook:

The FCC has very specific guidelines about what words and language is appropriate for radio. KSER adheres to those policies and goes further in its expectations regarding language broadcast on the radio.

- KSER is a community-supported radio station and, as such, must respect the diversity of the audience to which we broadcast.
- KSER will not broadcast language, words, or music lyrics that are deliberately offensive to any minority, sexual orientation, gender or ethnic group.
- KSER will not play music or public affairs programs that advocate violence against any minority, sexual orientation, gender or ethnic group. Contextual exceptions can be made on a case-by-case basis with advanced permission of staff and/or "best judgment" of a host who may be called to "show cause" why the decision to permit the music was not in violation of FCC or station policy.

On-air behavior by a volunteer that violates this policy may result in a suspension or permanent loss of the show.

If such obscene or indecent language inadvertently gets on the air, you must interrupt the broadcast immediately and get it off the air. Do not allow it to continue.

You also must contact the General Manager or Program Director as soon as is practicable to notify him/her of the error.

Should a listener call to complain, please apologize and take their name, address and phone number and tell them the General Manager will be contacting them.

ATTACHMENT # 9

Policy On Political Candidates

Background

It is in KSER's best interests to be perceived as an independent, apolitical radio station in order to best serve the entire community. It is in those same best interests to not appear to be endorsing any candidate for public office.

Purpose

The purpose of this policy is to provide guidance to the General Manager and others regarding the sale of underwriting time to political candidates, regardless of whether they are in office or actively seeking an office. Since one of the goals of underwriting is to link the company/product/individual to the station and vice versa in the minds of the audience, underwriting credits, regardless of how they are worded, can be interpreted by the audience as endorsement by the station.

Goal

The goal of this policy is to establish and maintain KSER's community perception as fair and apolitical regarding the use of its air time to promote, endorse or otherwise advocate for a political candidate or public office holder.

Underwriting Policy

It is the policy of KSER to NOT sell underwriting time to any candidate, incumbent or challenger, for any political office: local, state or national. KSER will continue to make its airtime available to all political candidates at no charge for personal statements during campaigns, commentary, interviews and other bona fide news presentations and events.

Business Believers

Since the standard Business Believer announcement refers only to the individual, with the political office only used as identification and contains no language that could be construed as endorsement or a request for a vote, the sale of Business Believer announcement to a political office holder is acceptable.

However, during political campaigns, if the Business Believer is a candidate for re-election, the Business Believer announcements will be suspended for the duration of the campaign. The announcements will resume after the election, at the discretion of the Business Believer, and the individual will be compensated for the lost time by extending the agreement to cover the number of missed announcements. If the Business Believer opts not to continue the announcements, no money will be refunded.

Bottom Line

KSER's reputation for fairness and equal treatment for all is invaluable. The avoidance of the perception of bias in favor of one political candidate over another is vital to maintaining that reputation. The advantages of "short term" financial gains from the sale of underwriting time to political candidates would not outweigh the "long term" damage that could accrue from misperceptions of political endorsements by the station for one candidate or political party over another.

ATTACHMENT # 10

Policy Regarding Dogs In The Station

At its March 12, 2003 meeting, the KSER Foundation Board of Directors unanimously voted to prohibit dogs (except seeing-eye and personal service dogs) and other pets from the radio station

Reasons for this policy:

- Incidents of the dogs of on-air hosts having “accidents” on the KSER carpet during their owners show
- The difficulty and time lag between the discovery of the “accident” and identifying the owner and getting him/her into the radio station to clean it up
- Damage to the carpet
- Cleanliness issues
- Potential liabilities if a dog bites or attacks a guest or other volunteer
- Professional appearances of the radio station
- Potential for guests and other volunteers to have negative allergic reactions to dogs

ATTACHMENT # 11

Media Policy

As a community-based non-profit radio station, 90.7 KSER welcomes the opportunity to assist the media with stories that help to advance the understanding of public radio's mission in the community it serves. KSER seeks always to be responsive to the needs of the media and accurate in its communication.

The media are always welcome to communicate with program hosts, KSER staff and Foundation board members and therefore the KSER policy is to encourage such contacts.

Public understanding of policies, plans and programs at 90.7 KSER and The KSER Foundation is crucial to successfully fulfilling the radio station's missions of public affairs and entertainment. One critical way to reach the public is through the news media.

To that end, the KSER Foundation Board of Directors has approved the following guidelines and suggestions for KSER staff, program hosts and volunteers, and board members who are contacted by journalists.

KSER philosophy:

Cooperation with the media is fundamental to KSER's public relations. The best approach is to be honest and helpful.

With a few noteworthy exceptions, staff, program hosts and volunteers are encouraged to speak directly with the news media who call or otherwise make contact. The exceptions are when the news involves:

- The KSER Budget
- The KSER Capital Campaign.
- KSER personnel issues.
- KSER Mission Statement and goals.
- Official Press Conferences

In the above cases, a central spokesperson(s) is best, and calls should be referred to the Board President or any member of the Foundation Board's Executive Committee who is most immediately available. The KSER General Manager can assist in making those contacts.

Only designated KSER Foundation Board members, and the General Manager, are authorized to issue official news releases

Approved by the KSER Foundation Board of Directors 4/13/04