

ADMINISTRATIVE POLICY NO. 627

1. SUBJECT: EMPLOYEE TRAINING

2. OBJECTIVE:

- 2.1. To establish guidelines for providing adequate employee training in order to assure the highest quality of service to consumers.

3. POLICY:

- 3.1. This policy recognizes the importance of talented, well-trained employees in the process of providing quality service to the consumers of Beartooth Electric Cooperative, Inc. (BEC). It also recognizes that training of employees is an on-going, never-ending process.
- 3.2. It is the policy of BEC to establish employee training as an integral part of the short and long range planning process to obtain the maximum rate of return for consumers. Proper employee training is recognized as a necessary part in serving the consumers of BEC.
- 3.3. The starting point for determining training needs in any one year shall be the Annual Performance Appraisal with each individual employee to determine his or her needs for improving performance and customer service. (Note Policy ER501 – Salary and Wage Administration).
- 3.4. Employee training will not be limited to technical aspects of delivering electric service, but be expanded to include institutional, managerial and motivational training.
- 3.5. All supervisory employees will be expected to complete the requirements for a certificate for Supervisory Training from National Rural Electric Cooperative Association (NRECA). One department manager each year will be expected to take the Management Internship Program offered by NRECA.
- 3.6. At least once each year all employees will be provided with a program to assist them in understanding the principles of cooperatives and the importance of providing quality service to the consumers.

4. PROCEDURE:

- 4.1. Each year as supervisors conduct employee's Annual Performance Appraisals, a discussion will be held as to the type of training that would benefit the employee in the performance of his or her job. A record of the desired training will be kept by the Department Head for use in the preparation of the Annual Work Plan.

- 4.2. As the Annual Work Plan is prepared, each Department Head will include a schedule of the types of training needed for the coming year. Instead of listing specific employees and specific meetings, the schedule will list types of training that will be considered during the year. The number of employees to receive a specific type of training during the year will also be identified. To be included on the list, training must be of such to improve employee's ability to provide better consumer service and safety.
- 4.3. The General Manager will be responsible for listing any training planned for all employees. Such training will be considered only if it can be shown that it is designed to improve employee's ability to provide better consumer service.
- 4.4. Departmental Operating Budgets that are included in the Annual System Operating Budget will identify the amount each department intends to spend on employee training during the year.
- 4.5. As seminars or schools are announced during the year, the agenda will be compared against the approved Work Plan list to determine if it appears to meet the needs that have been outlined. Only those seminars or schools meeting identified needs will be considered.
- 4.6. At least once every five years, a consultant will be retained to evaluate the overall training needs of BEC. This needs assessment will be taken into consideration during the preparation of the Annual System Work Plan.

5. RESPONSIBILITY:

- 5.1. The Board of Trustees will be responsible to approve the amount of dollars budgeted for training during any one year.
- 5.2. The General Manager and Department Managers shall see that employee training during the year meets the approved needs of BEC and does not exceed the amount budgeted.

Adopted: 02/22/2013  
 Revised: 06/30/2015  
 Reference: LV Policy 617  
 Review Date: June 2017

Attest:           /s/ Richard Nolan            
 Secretary/Treasurer

Attest:           /s/ Roxie Melton            
 Board President