



CITY OF NORCROSS

EMPLOYEE HANDBOOK

2018

City of Norcross Welcome Letter

Dear Employee,

Welcome to the City of Norcross!

We are excited to have you as part of our progressive team. You were hired because we believe you can contribute to the achievement of our goals and to the bottom line of our success.

The City of Norcross is committed to developing creative solutions that will result in a model government for the 21st Century. As part of the team, you will discover that the pursuit of excellence is truly a rewarding aspect of your career with the City of Norcross. As a team member, you must “own” the results of your productivity.

This employee handbook contains the key policies, goals, benefits and expectations of the City of Norcross and other information you need as part of our team.

Welcome aboard and we look forward to your contribution.

Sincerely,

Rudolph Smith
City Manager, City of Norcross

The Imagination Proclamation

There comes a time when a community finds itself at a point where the ways of the past and the way of the future intersect, a moment when it becomes necessary to conceive of a place designed to endure inevitable changes and remain a constant, thriving, unified community for generations.

Communities who embrace and cultivate the spirit of creativity and innovation are more likely to thrive and prosper both spiritually and economically. Hence, the City of Norcross, Georgia, will heretofore be recognized as a place where:

- New ideas are born, nurtured and brought to life
- Possibilities become clear direction and purpose
- It is safe for all to speak their mind
- Every man, woman and child has a unique gift to offer
- The culture is shaped by all members of the community
- Differences are recognized and similarities are celebrated
- Innovative business ideas can take root and flourish
- Imaginative new residents can plug it in and feel at home
- Creativity can be defined as the process of generating new ideas that have value in their power to make change for the better.

Thus, insofar as there remains a balance between economic growth and environmental protection, this historic community will forever welcome those who dream of intellectually and creativity contributing to the growth and development of a community they are proud to call their own.

We know not with any certainty what will exist in tomorrow's light of day. Yet, we can be sure that all those who live, work and play here can know in their hearts and minds that Norcross is a place to imagine.

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DISCLAIMER – IMPORTANT NOTICE

This Employee Handbook contains various rules, policies, and procedures relating to employment with the **City of Norcross (the “City”)**. Many of the provisions are summaries of federal, state and municipal laws. Such laws are subject to change from time to time and, in accordance with such changes, the City may find it necessary or advisable to alter its rules, policies, procedures and the provisions of this Employee Handbook at any time. Furthermore, certain job positions may have additional rules and requirements which apply to those specific job duties. Each employee shall be subject to all rules and requirements, which have been established regarding his/her position with the City. In the event of a conflict with any rules or requirements, the provisions as set forth in this Employee Handbook shall be deemed the controlling provision.

INTRODUCTION

Purpose of Handbook

This Employee Handbook was developed to describe many of your expectations and responsibilities as an employee and to outline the policies, programs and benefits available to eligible employees. Employees should familiarize themselves with the content of the Employee Handbook as soon as possible, as it should answer many questions related to your employment with the City.

While every attempt has been made to create these policies consistent with federal and state law, if an inconsistency arises, the policies will be enforced consistent with the applicable law.

No Employee Handbook can anticipate every circumstance or question about City policy. The City has prepared this Employee Handbook for informational purposes only. None of the statements, policies, procedures or rules contained in this handbook constitutes a guarantee of employment, a guarantee of any other rights or benefits or a contract of employment, expressed or implied. The City of Norcross reserves the right to revise, change, supplement or eliminate any policies or portion or provisions set forth in this Employee Handbook at any time with or without notice, except for the rights of the parties to terminate employment at will, which may be modified only by an expressed written agreement signed by the employee and the management. This handbook supersedes all statements, policies, procedures and rules given to employees, whether verbal or written.

The City Manager shall be responsible for establishing rules, regulations and policies for the City. The City Manager shall also be responsible for the administration of the rules, regulations, and policies of the City and for interpreting the various provisions contained therein. Any section or provision of the rules, regulations and policies of the City of Norcross can be amended or changed by the City Manager at any time with or without notice. Please take time to review the policies contained in this handbook. If you have questions, feel free to ask management or Human Resources.

Employment at Will

Employment with the City of Norcross is “at will,” which means it is subject to termination by either the City of Norcross or the employee at any time, for any reason. There are no contractual relationships between City of Norcross and employees, and letters, benefits or policy statements, performance appraisals, employee handbooks, or other employee communications should not be interpreted as such. No one has the authority to enter into any oral or written employment contract without the signed explicit written approval of the City Manager.

EMPLOYMENT PRACTICES & POLICIES

Core Business Hours

The City has established a regular work schedule for each of its employees. The normal business hours of City Hall and Public Works are between 8:00am-5:00pm, Monday through Friday. Employees may be requested to work late evenings and weekends. Regardless of your start time, you are required to work at minimum 8 hours per day. The normal workweek consists of five (5) days, Monday – Friday. The Police Department operates 24 hours per day and seven (7) days per week. Schedules vary per position and some positions rotate day and evening shifts.

Georgia law does not require that employers provide lunch periods. However, if possible the City would like to encourage employees to take time to rejuvenate. This is limited to a one-hour lunch period each day. During this time, employees will be relieved of all work responsibilities and restrictions during lunch periods and will not be compensated for that time. There are exceptions to this policy for Public Safety personnel based on the nature of the business.

Employees are asked to inform the office if they will be late or absent with the understanding that their tardiness or absenteeism is not automatically excused. Excessive tardiness or absenteeism is subject to disciplinary action up to and including termination.

Employee's particular hours of work and the scheduling of employee's lunch period will be determined and assigned by management. All employees are assigned to work a minimum forty (40) hours per week. Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. Should you have any questions concerning your work schedule, please ask your department supervisor.

Open Door Policy

No one benefits when issues and concerns are not addressed. Employees with issues and concerns of any type are encouraged to bring them forward as soon as possible to management. Supervisors and department managers are responsible for listening, understanding and responding to employees in a timely and productive manner.

Supervisors and the normal chain of command are normally the appropriate channels to quickly address issues and concerns. Supervisors and department heads have the best context from which to view and understand an employee's point of view. City policy promotes resolving issues and concerns through chain of command whenever possible.

In severe cases or when the complaint involves the immediate supervisor, employees may go directly to the appropriate senior department manager or to Human Resources.

City Integrity

Business Ethics and Conduct

The City of Norcross expects its employees to behave ethically; unethical behavior affects the City's reputation and success. The City of Norcross requires employees to carefully follow all laws and regulations and have the highest standards of conduct and personal integrity.

The City of Norcross' continued success depends on its customers trust. Employees owe a duty to the City of Norcross, our customers and our citizens to act in ways that will earn the continued trust and confidence of the public.

As an organization, the City of Norcross will comply with all applicable laws and regulations. The City of Norcross expects all directors, officers and employees to conduct business in accordance with relevant laws and not to do anything illegal, dishonest or unethical.

If you are unsure whether an action is ethical or proper, you should discuss the matter openly with your supervisor. If necessary, you may also contact the Human Resources Department for advice and consultation.

It is the responsibility of every City of Norcross employee to comply with its policy of business ethics and conduct. Employees who ignore or do not comply with this standard of business ethics and conduct may be subject to disciplinary action, up to and including possible termination of employment.

Ethical and Professional Standards

The City of Norcross believes that its success depends on and will be enhanced by holding its employees to the highest ethical standards and by accepting personal and professional responsibility for our decisions and actions. The City of Norcross is committed to conducting its affairs with uncompromising honesty, integrity and fair dealing. Employees are expected to be honest and fair in dealings with customers, vendors and other employees.

Employees at every level are expected to adhere to the same high standards of business ethics. Remember that everyone is a representative of the City of Norcross and everyone is a custodian of the City of Norcross' reputation. By keeping this in mind while conducting business, the City of Norcross will be able to maintain and preserve its reputation as an organization of the highest integrity.

Confidentiality/Privacy/Disclosure

During the normal performance of your job at the City of Norcross, you may be exposed to certain

information that is confidential and must not be shared. This information includes proprietary information, drawings, schematics, financial data, victims and customer names, addresses and phone numbers, etc. Everyone is responsible for the protection and proper use of information in their custody whether they receive that information through the normal course of their workday or unintentionally. Employees must dispose of all confidential information correctly.

Employees who misuse confidential information, access devices (keys, cards, passwords, codes, etc.), voicemail, e-mail, internet access or information systems, including computer-based systems, will be subject to disciplinary action, up to and including termination, regardless of whether or not there was malicious intent or if they benefited from the disclosed information. If you have questions about this important aspect of your job performance, please contact Management or Human Resources.

Conflict of Interest

City of Norcross' continued success depends upon the undivided loyalty of its employees throughout their employment. To maintain its reputation and the relationships it has developed with outside companies and individuals, the City of Norcross requires the following commitments from all of its employees.

Every City of Norcross employee has a legal and ethical responsibility to promote the City of Norcross' best interests. No employee may engage in any conduct or activity that is inconsistent with the City of Norcross' best interests or that in any fashion disrupts, undermines or impairs the City of Norcross' relationships with any customer or prospective customer or any outside organization, persons or entities with which the City of Norcross has or proposes to enter into an arrangement, agreement or contractual relationship of any kind.

City of Norcross requires the complete commitment of all full-time employees. Such employees may not engage in any outside activity or accept work in any outside position that either interferes with their ability to devote their full and best efforts to City of Norcross or raises an actual or potential conflict of interest or the possible appearance of a conflict of interest. Employees who have any questions whatsoever regarding this policy or the potential impact of outside activities on their position with City of Norcross should contact their Manager or Human Resources before accepting any outside position or engaging in any such activity.

Transactions with outside firms must be conducted within a framework established and controlled by the executive level of the City of Norcross. Business dealings with outside firms should not result in unusual gains for those firms. Unusual gain refers to bribes, special fringe benefits, unusual price breaks and other windfalls designed to ultimately benefit either the employer, the employee or both. Promotional plans that could be interpreted to involve unusual gain require specific executive-level approval.

Personal Information

The City will take necessary action to maintain policies and procedures concerning privacy of, and access to, protected personal information. If you obtain, by any means, information about another individual's identity, you are to keep it confidential, and if necessary, only provide the information to those who need to know, such as the immediate supervisor or City Manager. The information that is considered confidential are items such as Social Security numbers, credit card numbers, driver's licenses, maiden names, employees and other individuals personal information, bank account numbers, medical documentation and other such information. The City Manager has delegated the FACTA (Fair and Accurate Credit Transactions Act) privacy policy management to Human Resources. Please notify Human Resources if you are concerned about compromised information. You can be sued individually if you disseminate identity information inappropriately and you may be subject to disciplinary action up to and including dismissal.

Workplace Privacy

The workplace is intended to be a place of work. An important part of the work is communications and record keeping. No employee is at work twenty-four (24) hours a day, seven (7) days a week, and there are times when management needs access to communications or records maintained by employees in their individual workplaces. Each employee must understand that personal items and personal communications received and/or stored on City premises, City vehicles and City equipment are not entitled to a guarantee of privacy.

Management reserves the right to search City property and documents in employee desks, lockers, file cabinets and other areas that are a part of an individual's workspace.

The City provides electronic and telephonic communication and, when necessary, computers to employees. Although assigned to the employee, these items belong to the City. Similarly, any computer files created on any City equipment belong to the City. Unauthorized programs and files may not be used on City computers without the written permission of the City. The City reserves the right to review voicemail, electronic mail, computer files and other electronic information generated by or stored in the City's electronic systems.

Changes in Personal Information

Employees are responsible for informing Human Resources of any changes in personal status such as:

- Name change
- Address change
- Beneficiary change
- Errors
- Change in marital status, number of children and other information needed for benefits purposes.

The City is not responsible for any loss of benefits due to an employee's failure to report such changes. Employees should review their paycheck stubs to carefully ensure that deductions are correct.

Access to Personnel Files

Employee files are maintained by management and are considered confidential. Personnel file access by current employees upon request will generally be permitted within three (3) days of the request. Personnel files are to be reviewed with management present. Employee files may not be taken outside the office. Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information.

Equal Employment Opportunity Policy

The City provides equal opportunity to all employees and applicants for employment without regard to race, color, religion, gender, national origin, age, disability or status as covered veterans in accordance with applicable federal, state and local laws. This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation and training. In addition, the City does not discriminate against individuals based on or because of their associations with others who may fall into a protected category under the law. Furthermore, the City does not tolerate retaliation against any individual engaged in legally protected activity or against anyone with whom such individual associates.

The Americans with Disabilities Act (ADA/ADAAA)

The Americans with Disabilities Act of 1990 bars discrimination against the disabled in the areas of employment, public services, public accommodations and services provided by private entities, and telecommunications. The City will provide reasonable accommodations to both employees and members of the public, if so requested. In addition, when appropriate, we may need your permission to obtain additional information from your physician or other medical or rehabilitation professionals. The City will not seek genetic information in connection with requests for accommodation. All medical information received by the City in connection with a request for accommodation will be treated as confidential.

The City will also use selection procedure guidelines, including essential job functions and the physical and mental requirements to perform those essential job functions, specifically intended to eliminate discrimination based on disability.

The City does not discriminate against qualified individuals with disabilities concerning application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions and privileges of employment.

Genetic Information Non-Discrimination Act (GINA) Policy

Introduction

A federal law entitled the Genetic Information Nondiscrimination Act of 2008 (GINA) makes it illegal for an employer and health insurer to discriminate against employees or applicants based on genetic information. Under GINA, it is also illegal to harass a person because of his or her genetic information. Genetic information includes information about an individual's genetic tests and the genetic tests of an individual's family members, as well as an individual's family medical history, which includes information about any disease, disorder or condition of an individual's family members.

GINA prohibits employers and other entities covered by GINA Title II from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by this law. To comply with this law, we are asking that you not provide any genetic information when responding to any requests for medical information. 'Genetic information' as defined by GINA includes an individual's family medical history, the results of an individual's or family member's genetic tests, the fact that an individual or an individual's family member sought or received genetic services, and genetic information of a fetus carried by an individual or an individual's family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

In compliance with GINA and similar state laws, the City of Norcross will not use genetic information for any decisions regarding terms of employment, including hiring, firing or promotion decisions, regardless of when the information was obtained or collected. Under GINA, retaliation against an employee or applicant for filing a charge of discrimination, participating in a discrimination proceeding, or otherwise opposing discrimination is illegal. The City of Norcross prohibits retaliation against any associate or other individual who has formally or informally complained about discrimination or harassment based on genetic information or who has cooperated with an investigation of discrimination or harassment complaint based on genetic information. Engaging in retaliatory conduct shall be grounds for disciplinary action, up to and including termination of employment.

The EEOC enforces Title II of GINA, which deals with genetic discrimination in employment. If you believe that the City of Norcross's policy prohibiting discrimination or harassment based upon genetic information may have been violated, you should follow the reporting procedures set forth above in the section on Reporting Discrimination or set forth in the following section on Reporting Harassment.

Anti-Discrimination and Anti-Harassment Policy

It is the City's policy that harassment and discrimination of any kind will not be tolerated. Complainants will be protected from reprisal. Employees and non- employees are encouraged to

come forward confidentially to discuss situations that make them uncomfortable and to learn about their options. Any employee who is found in violation of this policy may be disciplined according to workplace policies, up to and including discharge.

Discrimination Defined

Illegal discrimination is an employment practice or policy (whether formal and official or informal and unofficial) that discriminates on the basis of a person's membership in a protected category such as race, color, religion, national origin, sex, sexual preference, age, disability, marital status, sickle cell trait, pregnancy, abortion and other childbirth-related concerns, disabled veterans and veterans of the Vietnam Era.

Any complaint of discrimination is reviewed in terms of its disparate impact or disparate treatment of a person in a protected class.

Harassment Defined

The Equal Employment Opportunity Commission (EEOC) defines unlawful harassment as verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of his/her race, color, religion, gender, national origin, age or disability, or that of his/her relatives, friends or employees and that (1) has the purpose or effect of creating an intimidating, hostile or offensive working environment, (2) has the purpose or effect of unreasonably interfering with an individual's work performance, or (3) otherwise adversely affects an individual's employment opportunities.

The Equal Employment Opportunity Commission (EEOC) defines sexual harassment as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constituting sexual harassment when (1) submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, (2) submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or (3) such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

The two major forms of sexual harassment are Quid Pro Quo (this for that) and Hostile Environment, as described below:

- **Quid Pro Quo.** When submission to, or rejection of, such conduct is used as a basis for employment decisions such as raises or promotions, or affects public services.
- **Hostile Environment.** Any lewd sexual conduct, pictures, words or touching that interferes with a person's job performance or creates an intimidating, offensive working environment even if there are no occurrences of tangible or economic loss.

- Behavior prohibited by this policy includes unwelcome sexual remarks or compliments, sexual jokes, sexual innuendo or propositions, sexually suggestive gestures or facial expressions, sexual remarks about a person's clothing or body, exhibiting sexually explicit publications or materials, kissing, touching and sexual contact.

Non-Fraternization

Romantic or sexual relationships between a supervisor or manager and an employee can cause real or perceived conflicts of interest, and may result in charges and liability for sexual harassment. Even where such charges have no basis in truth, the City's legal defense to such charges is costly and the resulting damage to its reputation for integrity as an employer may be irreparable. Therefore, the City prohibits such relationships and any conduct (such as dating between a supervisor, manager and any City employee who is a direct or indirect subordinate) that is intended or may reasonably be expected to lead to the formation of a romantic or sexual relationship.

This policy applies regardless of whether or not both parties freely consent to such a relationship. When City management learns that such a relationship or activity has occurred, the participating superior will be subject to disciplinary action up to and including termination of employment. Should a supervisor or manager desire to date or become involved with an employee, the superior shall first resign from employment with the City. By its prohibition of romantic and sexual relationships, the City does not intend to inhibit the social interaction (such as lunches, dinners or attendance at entertainment events) that are or should be an important part or extension of the working environment.

Anti-Bullying Policy

The City is committed to providing ALL employees a healthy and safe work environment. The City will ensure that procedures exist to allow complaints of bullying to be dealt with and resolved, without limiting any person's entitlement to pursue resolution of their complaint. The City is committed to the elimination of all forms of bullying.

This policy applies to ALL employees of the City and applies during normal working hours, at City sponsored and work events, as well as while on City-related travel. There will be no recriminations for anyone who alleges bullying in good faith.

Definition

Bullying is unwelcomed or unreasonable behavior that demeans, intimidates or humiliates people either as individuals or as a group. Bullying behavior is often persistent and part of a pattern, but it can occur as a single incident. It is usually carried out by an individual but can also be an aspect of group behavior.

Examples of Bullying are listed below:

- Verbal
- Abusive and offensive language
- Teasing
- Spreading rumors and innuendos
- Unreasonable criticism
- Trivializing work and achievements
- Manipulating the work environment
- Isolating people from normal work interaction
- Excessive demands
- Setting impossible deadlines
- Psychological manipulation
- Placing unfair blame
- Setting people up for failure
- Deliberate exclusion
- Excessive supervision
- Practical jokes
- Belittling or disregarding opinions or suggestions
- Criticizing in public

Responsibilities

Managers must do the following:

- Ensure that all employees are aware of the anti-bullying policy and procedures
- Ensure that any incident of bullying is dealt with regardless of whether a complaint of bullying has been received
- Provide leadership and role-modeling in appropriate professional manner
- Respond expeditiously, sensitively and confidentially to all situations where bullying behavior is observed or alleged to have occurred

Employees must be familiar with and behave according to this policy. Employees must report any incidents of bullying they witness to their manager, department head or Human Resources.

Complaint and Investigation Procedures

Any employee who feels he/she is being subjected to harassing or offensive behavior of any kind on the job, including but not limited to sexual and non-sexual harassment or discrimination regardless of whether it is by a fellow worker, a supervisor or a non-employee who witnesses such behavior, shall report the behavior within the departmental chain of command or to Human Resources. If Human Resources is involved in the behavior, the report shall be made to the City Manager. Any supervisor who receives a complaint of harassing or offensive behavior, or who

has reason to believe that such behavior is occurring, shall report these concerns to Human Resources or to the City Manager.

Complaints to members of management, the Human Resources Department, or the City Manager shall be made as soon as possible after the event(s) has occurred and shall include completion of the Harassment Incident Report form which is on the Employee Portal. The Harassment Incident Report form is also available through Human Resources.

Investigation Procedures

Police Internal Affairs (IA) or Human Resources will promptly, fairly and discreetly investigate all complaints of harassment or offensive behavior. The facts shall determine the response to each complaint. All employees have a responsibility to cooperate fully with the investigation and to keep the matter confidential, whether the employee is the accused, the complainant or potential witness. Persons who are interviewed shall not discuss the matter with co-workers, friends or management. The City will keep the information it gathers as confidential consistent with state and federal laws and the needs of the investigation. Nothing in this policy shall discourage an employee from reporting incidents to any appropriate authority.

Corrective Action

If management concludes that a complaint of harassment has merit, appropriate action will be taken. Resolution for harassment includes, but is not limited to, an apology, transfer, direction to stop the offensive behavior, counseling or training, verbal or written warning, suspension with or without pay or termination of employment. In the event that harassment or offensive behavior reoccurs, it shall be reported immediately to Human Resources or to the City Manager. Non-employees may be reported to the appropriate law enforcement agency and/or barred from the premises.

Whistleblowing

It is the intent of the City of Norcross to adhere to all laws and regulations that apply to the organization and the underlying purpose of this policy is to support the organization's goal of legal compliance. The support of all employees is necessary to achieving compliance with various laws and regulations. If any employee reasonably believes that some policy, practice, or activity of the City of Norcross is in violation of law, a written complaint must be filed by that employee with management or human resources.

As an employee you are protected from retaliation only if you bring the alleged unlawful activity, policy or practice to the written attention of the City Manager and provide the City with a reasonable opportunity to investigate and correct the alleged unlawful activity. The protection described below is only available to employees that comply with this requirement.

The City will not retaliate against an employee who in good faith has made a protest or raised a complaint against some practice of the City, or of another individual or entity with whom the City has a business relationship, on the basis of a reasonable belief that the practice is in violation of law or a clear mandate of public policy.

The City of Norcross will not retaliate against employees who disclose or threaten to disclose to a supervisor or a public body any activity, policy or practice of the City that the employee reasonably believes is in violation of a law, rule or regulation mandated pursuant to law or is in violation of a clear mandate or public policy concerning the health, safety, welfare or protection of the environment.

Filling of Vacancies

Policy

The City has established a policy to select the most suitable person for vacancies with appropriate attention to such factors as education, training, previous experience, demonstrated skills and character traits.

Selection Process

As determined by the City Manager and/or the department head, the selection process may include, but not necessarily be limited to, one or more of the following: oral interviews; evaluation of experience and training; written basic skills test; credit, driver and criminal history; references; and background checks.

Physical Examinations

Some job positions require that applicants complete a medical and/or fitness for duty examination. After a conditional offer has been made to an applicant entering a designated job category, a health professional designated by the City will perform a medical examination at the City's expense. The offer of employment and assignment to duties is contingent upon satisfactory completion of the exam.

Current employees may be required to take medical examinations to determine fitness for duty. Such examinations will be scheduled at reasonable times and intervals and performed at the City's expense.

Final Selection of New Employees

The final selection of the person to fill each vacancy shall be made by the Department Head. All offer letters are approved by the City Manager or designee.

Nepotism

Two (2) or more members of a family shall not be employed within the same department, unit or section where undue influence or favoritism due to family relationships could exist.

The term “family” shall include spouse, mother, father, son, daughter, sister, brother, mother-in-law, father-in-law, sister-in-law, brother-in-law, son-in-law, daughter-in-law, grandmother, grandfather, grandchild, uncle, aunt, nephew, niece, stepparent, stepchild or member of a family by the remarriage of a parent.

If two (2) members of a department should become married, or enter into a similar civil union, one (1) member will be required to resign from City service or transfer to an available position in a different department.

This policy shall apply to all persons employed by the City regardless of date of hire.

Promotions, Lateral Moves, Demotion

Promotions

When an employee is promoted to a position in a higher job grade, his or her salary shall be increased to the minimum rate for the higher grade, or to the rate in the pay range of the new position, which is immediately at or above his or her present rate of pay not to exceed 5%.

Demotions

A demotion is the change of an employee from one position to another position, which has a lower salary range maximum (i.e., lower pay grade).

Disciplinary Demotion

Employees demoted to a position in a lower pay grade because of a disciplinary action, may receive a salary decrease to the pay grade of the lower position at the beginning salary. For example, an employee who is currently at Grade 12 receives a demotion to a job classified at Grade 10. Their salary may decrease to the starting salary for Grade 10. The Department Head and City Manager taking into consideration the circumstances surrounding the reasons for the demotion and longevity of employment may make exceptions.

At Request of the Employee

Employees transferred to a position in a lower pay classification at their own request will receive a salary decrease to the pay grade of the lower position. For example, an employee who is currently at Grade 10 requests a voluntary transfer to a job classified at Grade 8.

Transfers

Transfer at the Request of the City

Employees transferred to a position in a lower pay classification at the request of the City in order to meet the needs of the City may remain at the same salary as prior to the transfer. The Department Head and City Manager taking into consideration the circumstances surrounding the reasons for the transfer request may make exceptions to this procedure.

Pay Reclassification, Elimination

Assuming the Duties of a Higher Pay Grade Position at the City's Request (Acting Pay)

Employees who, at the city's request, temporarily take over the duties of a higher pay grade position shall be paid for the increased duties and responsibilities if the higher-grade position is at least two pay grades above their own and they assume the duties and responsibilities for a period of greater than 90 days. If such conditions are met, employee's pay shall be temporarily raised to the higher of:

- the minimum pay for the position whose duties they have assumed, or
- a two-grade increase.

Downward Pay Grade Reclassification

When a job position is reclassified to a lower pay grade, current employees in that job position will be moved to the lower grade at a point representing a pay rate no less than their current salary, unless part of a Department-wide or City-wide pay reduction plan. New hire salaries will be at the new (lower) pay grade.

Upward Pay Grade Reclassification

When a job position is reclassified to a higher pay grade, employees in that position will be moved to the new pay grade. The salary may remain the same or may be adjusted for the new salary range.

Position Elimination

When a job position is eliminated, employees in that job may be offered the opportunity to apply for and/or compete for other vacant job positions for which they are qualified, and their pay will be adjusted to the pay grade of the position to which they transfer. For example, the position of an employee who is currently at Grade 10 is eliminated and they accept an offer for a position at Grade 8. Their salary will decrease to the salary for Grade 8 at the same position they were in so long as it does not place them past mid-point. If the pay grade for the position they are transferring to is higher, their pay will be adjusted to the new grade that is equal to or just slightly

higher than their current rate. The Department Head and City Manager taking into consideration the circumstances surrounding the reasons for the position elimination may make exceptions to this procedure.

Exempt Employee Reassignment Policy

The City Manager or a Department Head (if applicable) may dismiss or reassign exempt employees for cause or if required by operational or organizational needs. Reassignment shall be limited to a reduction in position/rank no greater than one (1) position/rank below an employee's current position/rank and will not exceed a reduction of more than 5% of the employee's current salary. Reassignment shall be based upon the availability of existing or potential vacancies.

Dual Employment

Employees in the City may accept outside employment, whether part-time, temporary or permanent, without prior written approval from the respective department head and City Manager. However, we request if the position is Public Safety that it be disclosed in writing and included in the employee's personnel record. The other employment may not conflict or interfere with or give the appearance of a conflict with the employee's service to the City. Employees shall not engage in any private business or activity while on duty.

Reduction in Force Policy

The City reserves the right to separate employees due to lack of work or funding. The determination of who is to be separated is within the sole discretion of the City Manager.

Rehiring

Employees who leave the City in good standing and are gone less than 6 months may return to the City at the same rate of pay as when they left. Service may also be bridged and considered continuous service. Employees gone more than one year and remain in the same field of work while gone, may return at the same rate of pay as when they left, however their service will not be bridged.

Emergency Closings

At times, emergencies such as severe weather, fires, power failures or snow and ice can disrupt operations. In extreme cases, these circumstances may require the closing of one or more work facilities as determined by the City Manager. Employees should monitor the City website, call the City's emergency closing number (678-966-0159), and/or speak with their supervisors to determine if the City offices have been closed. Every effort will be made to publicize the closing on local television stations. When operations are officially closed due to emergency conditions,

the time off from scheduled work may be taken as sick leave at the request of the employee. If sick leave is exhausted, other paid time off may be applied. If a facility is closed after employees are at work, the City will ensure each employee who reports to work will receive at least four (4) hours standard pay for that day. If they actually work less than four (4) hours, standard pay will be granted for the full four (4) hours. Sick leave may be applied for remainder of the scheduled shift. For example, if employees start at 8:00am and are sent home at 10:00am, they will be paid until 12:00pm and may then apply sick leave for the time remaining until 5:00pm.

If City operations open late due to inclement weather or other emergency management issues, employees will be required to use sick or annual leave to cover the missed time. Exempt employees are exempt from this policy.

Note: Public Safety and Public Works and Utilities employees are normally expected to work even when the City offices are closed if so directed by their supervisor in charge.

Visitors in the Workplace

To provide for the safety and security of employees and the facilities at the City of Norcross, only authorized visitors are allowed in the workplace. Authorized visitors will be escorted to their destination. Employees are responsible for the conduct and safety of their visitors. If an unauthorized individual is observed on the City of Norcross premises, employees should immediately notify their supervisor or, if necessary, direct the individual to the Human Resources Department.

Gifts and Gratuities Policy

Whether or not specifically prohibited by this Employee Handbook or any ordinance or regulation of the City, each employee of the City shall avoid any action, which might result in or create the appearance of:

- using public office for private gain
- giving preferential treatment to any person
- impeding government efficiency or economy
- losing complete independence or impartiality
- making a decision on behalf of the City outside of official channels
- adversely affecting the confidence of the public in the integrity of City government.

Solicitation of Gift or Rewards

Employees shall not solicit or accept rewards of any kind, whether direct or indirect, for the performance of duties, request gratuities or use their job position to seek favors or preferential treatment of any kind. Furthermore, employees shall not accept gratuities of any kind, whether direct or indirect, in the course of their duties with the City, or from any person or entity where

the relationship was established in the course of their duties with the City, with a value in excess of one hundred dollars (\$100) without the express written permission of the City Manager. Nothing in this section shall prohibit employees from: (1) receiving any occasional food or beverage of nominal value, or (2) receiving any promotional item or items generally distributed to the general public if the acceptance of such item or items will not influence his or her performance or failure to perform any official action.

CONDUCT AND BEHAVIOR

Behavior Expectations

Responsibilities of Employees

It is the duty and responsibility of every City of Norcross employee to be aware of and abide by existing policies and work rules. It is also the responsibility of employees to perform their duties to the best of their ability and to the standards set forth in their job descriptions or as otherwise established. Employees are encouraged to take advantage of all learning opportunities available and to request additional instruction when needed.

Responsibilities of Supervisors, Managers and Directors

The immediate supervisor, manager or director should approach corrective measures in an objective manner. If employee performance is the issue, the supervisor, manager or director should confirm that proper instructions, appropriate orientation and training have been given and the employee is aware of job expectations. Not only single incidents, but also patterns of poor performance should be of concern, as these are indicative of overall performance. If misconduct is the issue, the supervisor, manager or director should take steps to ensure that the employee has been made aware of the City's policies and regulations regarding the infraction. If, in either case, appropriate instruction or information was not communicated, a plan for such communication should be immediately developed and reviewed with the employee.

Customer Service

Customers are among our organization's most valuable assets. Every employee represents the City of Norcross to our customers and the public. The way we do our jobs presents an image of our entire organization. Customers judge all of us by how they are treated with each employee contact. Therefore, one of our first business priorities is to assist any customer or potential customer. Nothing is more important than being courteous, friendly, helpful and prompt in the attention you give to customers.

Our personal contact with the public, our manners on the telephone, and the communications we send to customers are a reflection not only of ourselves, but also of the professionalism of the City of Norcross. Positive customer relations not only enhance the public's perception or image of the City of Norcross, but also pay off in greater customer loyalty and increased sales and profit.

Discipline Procedures

Level of Discipline

Disciplinary action will be consistent with the nature of the deficiency or infraction involved and with other relevant factors. In reaching a decision as to the level of discipline to be applied, the supervisor should consider such factors as the type and severity of the infraction, the results of the infraction, the employee's work record, prior disciplinary actions and any mitigating circumstances, which may be relevant to the situation.

Format & Location of Documented Actions

All disciplinary actions should be documented in writing, even those considered counseling or oral reprimands. All appeals by employees must be in writing. All appeal decisions and responses must be in writing.

Progressive Discipline

While it is expected that disciplinary action options be exercised progressively, the nature of the deficiency or violation in any particular situation may preclude the exercise of a less severe disciplinary option. Typical disciplinary actions may include oral or written warning, suspensions (with or without pay), training and termination.

Whenever employees are involved in a disciplinary situation that has not been readily resolved or when they have demonstrated an inability to perform assigned work responsibilities efficiently, the department head, in consultation with the Human Resource Department or designee, may place an employee on a Performance Improvement Plan. This status will last for a predetermined amount of time not to exceed 90 days. Within this time, the employee must demonstrate a willingness and ability to meet and maintain the conduct and work requirements specified by the supervisor and the organization. At the end of the performance improvement period, either the employee will be returned to regular employee status, or, if established goals are not met, dismissal may occur.

However, because all employment with the City is at will and no right to continuation of employment exists, any employee of the City may be dismissed by management with the approval of the City Manager at any time for any or no reason so long as the reason is not illegal. It is not possible to list all acts and omissions, which can lead to disciplinary actions.

Offenses, which may result in disciplinary action, include, but are not limited to, those presented below:

- Creating conflict with co-workers, supervisors, visitors or volunteers
- Smoking in non-smoking areas
- Leaving the assigned work area or facility without the supervisor's permission
- Removing, posting or altering notices on any bulletin board on City property without permission from the employee's manager or HR department
- Failing to report injuries, damage to or an accident involving City equipment
- Violating any safety rule
- Engaging in horseplay that results in personal injury or equipment damage
- Engaging in vulgar or abusive language or conduct toward other
- Using facility communication systems inappropriately
- Failure to obtain or maintain a current license or certificate required for performing the job
- Misappropriation of City funds
- Possession of unauthorized firearms or weapons on the job
- Possession and/or use or being under the influence of alcohol, drugs or other intoxicants while on the job
- Release of confidential information from official records without proper authority
- Violating an ordinance of the City or a law of the State of Georgia.

Employee Notice

A written notice may be given to each employee stating the reason(s) for the disciplinary action and the date it is to take effect. The employee's signature does not constitute admission of any fact but only that he/she has received notice of disciplinary action. If, however, the employee refuses to sign the notice, it will be so noted by the supervisor.

Disciplinary Options

Only Department Heads are authorized to demote or terminate employees. The department head may suspend employees.

STEP	USE	RESPONSE / APPEAL
Counseling	<p>An informal discussion between a supervisor and employee about the need to improve minor performance problems or as a reminder about violation of a minor rule that does not threaten the safety of the employee or others, or that does not involve honesty.</p> <p>Documents kept in the Personnel File</p>	No appeal
Oral Reprimand	<p>An oral warning/instruction from the supervisor to the employee about the need to improve performance deficiencies or about violation of a rule that does not threaten the safety of the employee or others, or that does not involve honesty.</p> <p>Documents kept in the Personnel File</p>	No appeal
Written Reprimand	<p>A written warning/admonishment from the supervisor to the employee about the need to improve performance or about a rule violation.</p> <p>Documents kept in Personnel File</p>	Employee has five days to express concern through the proper chain of command. No appeal.
Suspension	<p>Relief from duty for a specified amount of time.</p> <p>Documents kept in Personnel File</p> <p>Requires coordination with Human Resources and the Department Head.</p>	Employee has five days to appeal to their manager.
Demotion	<p>Reduction in rank or classification consistent with deficiency of the violation. This is not an option for employees still in their orientation period.</p> <p>Requires coordination with Human Resources and the Department Head.</p> <p>Documents kept in personnel File</p>	Employee has five days to appeal to their manager.
Dismissal	<p>Involuntary separation of employee from City employment.</p> <p>Requires coordination with Human Resources and the City Attorney.</p> <p>Documents kept in Personnel File</p>	<p>Employee has five days to appeal to the City Manager. The final decision rests with the City Manager.</p> <p>Employees still in their orientation period do not have appeal rights to dismissal.</p>

Because all employment with the City is at will and no right to continuation of employment exists, any employee of the City may be dismissed or laid off at any time for a good reason, a bad reason or no reason, so long as the reason is not illegal.

Appeal

To ensure consistent treatment, all formal disciplinary action is subject to appeal, as indicated above. If an employee feels that he/she has been disciplined unjustly or too harshly, the employee may follow the grievance procedure stated in this handbook, which will constitute the employee's internal appeal and right to due process.

Grievance Policy & Procedures

Policy Statement

The City of Norcross is committed to providing the best possible working conditions for employees and encourages an open and frank atmosphere in which any problem, complaint or question receives a timely response. The City strives to ensure fair and honest treatment of all employees. Supervisors, managers and employees are expected to treat each other with mutual respect and are encouraged to offer positive and constructive criticism.

If employees disagree with established rules of conduct, policies or practice, they may express their concerns through a grievance process. No employee shall be penalized, formally or informally, for voicing a complaint in a reasonable, professional manner using the grievance process. While a formal grievance process is in place, employees are encouraged to first informally discuss any issue with their immediate supervisor.

General Provisions

The grievance procedure provides an avenue for any eligible employee to obtain management review of work-related issues that are felt to adversely affect the employee, for which no other means of response, review, appeal or resolution for is provided in this handbook. Grounds for submission of a grievance include:

- Unfair application, interpretation or violation of City or department regulations
- Acts of retaliation because of utilization of the grievance process.

Statement of Grievance

At each step in the process, the written grievance must include the following:

- A statement of the grievance and the facts upon which it is based

- A description of the specific wrongful act and harm done to the grieving employee
- A statement of the remedy or adjustment sought.

Areas Considered NON-Grievances

The following areas are Non-Grievances:

- Written reprimand
- Issues which are pending or which have been concluded by other administrative or judicial procedures
- Management's right to assign work and/or establish work processes
- Budget allocations and expectations and organizational structure, including the persons or number of persons assigned to particular jobs or units
- The content or rating of a performance evaluation
- The selection of an individual by the Department Head to fill a position through appointment, promotion or transfer, except when the employee alleges in good faith he or she was not selected based on unlawful discrimination
- Any matter which is not within the jurisdiction or control of the City
- Internal security practices established by the City Manager
- Decisions, practices, resolutions or policies made or passed by the City Council/Mayor and City Manager.

Procedures

Employees who feel they have a grievance must file a memorandum describing the grievance with the supervisor or manager who issued the decision or ruling being contested within five (5) workdays* of the event giving rise to the grievance, or the employees' knowledge of the events giving rise to the grievance. The memorandum shall contain a statement of the grievance and the facts upon which it is based, the allegation of the specific wrongful act and the harm done, and the remedy or adjustment sought. Grievant must follow the chain of command in their department, appealing to each successive level of supervision. At each level, the supervisor has two (2) workdays to render a decision. If no decision is made within this time, the grievance may be appealed to the next level of supervision. The grievant has two (2) workdays* at each level to appeal the grievance to the next level once it has been denied, or the grievance is considered resolved.

Supervisors must acknowledge receipt of the grievance at each step of the process by noting the date, time and the person receiving the grievance. All written responses, after a thorough analysis of the facts and allegations, shall affirm or deny the allegation and identify any remedy or adjustments.

A grievance involving termination of employment may be initiated by appealing directly to the department head and does not have to progress step by step up the chain of command.

*For purposes of the grievance procedure, workdays are considered Monday through Friday excluding holidays.

Request for Appeal

Probationary Employees. If the head of the department in which the employee is assigned denies the grievance, the decision is final. New employees are considered probationary until their probationary evaluation is completed and approved by their department head.

Non-Probationary Employees. Non-probationary employees may appeal a grievance denial by a department head by filing a written request for appeal with the City's Human Resources, with a copy to the City Manager. This must be done within five (5) calendar days of the date of denial by the department head. A request for appeal must include the following information:

- The purpose of the appeal and what outcome is requested
- A statement that the chain-of-command has been followed in the appeal as is required by the grievance procedure
- A copy of all grievance correspondence, written responses and any other documentation of whatever kind regarding actions taken in connection with the grievance which is the basis of the appeal.

The request for appeal, including all documentation submitted in connection therewith, will become a part of the official record of the grievance proceedings (the "Record").

Appeal to the City Manager

The City Manager shall preside over all grievance appeals and render the final decision on behalf of the City. The Grievant shall not be entitled to a formal hearing, but shall be entitled to a meeting with the City Manager to present his or her concerns in person.

Upon receipt of a complainant's request for appeal, the City Manager will review written documentation regarding the grievance to be entered in the record of the grievance appeal file. The City Manager shall review the record prior to the meeting.

Meeting with City Manager

1. **Scheduling and Notice of Meeting with City Manager.** The City Manager will give notice of scheduled meeting within five (5) workdays of receipt of a request for appeal. A meeting with the Grievant, the affected department and Human Resources will occur within five (5) days of notice.

2. **Attendance.** Attendance at the meeting is limited to the City Manager, the Grievant, the person or persons responding to the alleged grievance (the “Respondent”) and the City’s legal counsel, when necessary. Grievant shall have the right to retain and consult with legal counsel at his or her own expense however; the Grievant’s legal counsel shall not be present at the meeting.
3. **Documentation and Supplementing the Record on Appeal.** No later than five (5) workdays prior to the meeting, the Grievant and the Respondent shall submit all supporting documentation, including witness affidavits, to the City Manager. The City Manager will provide each party with a copy of the other parties supporting documentation within three (3) workdays of receipt.
4. **Meeting Format.** The City Manager will conduct the meeting and will rule upon any procedural matters. The City Manager will follow these procedures with flexibility and in an atmosphere of collegiality to enhance the ability to receive sufficient information on which to base a final decision.

The meeting with the City Manager is not a formal hearing and there will be no swearing in of witnesses or testimony taken during the meeting. The City Manager may elect to record the meeting by audiotape or other electronic means. The Grievant and the Respondent shall have the right to submit affidavits to the City Manager for consideration in lieu of the appearance of witnesses.

The City Manager will begin the meeting by introducing the parties to the dispute and any other attendees. All attendees will be advised whether the meeting will be recorded by audiotape. The scope of the meeting shall be confined to the issues addressed in the request for appeal.

The Grievant will give a statement summarizing his or her case and calling attention to the relevant documentation. After the Grievant gives his statement, the City Manager will have the right to ask questions of the Grievant. The Respondent will then have an opportunity to make a statement summarizing his or her case and calling attention to the relevant documentation. If the Grievant seeks relief against more than one Respondent, each Respondent will have an opportunity to make an opening statement. After the meeting, the Grievant, each Respondent and the City Manager will have the right to ask questions. The statements of the Grievant and each Respondent shall not exceed fifteen minutes. In the event that any party’s statement exceeds fifteen (15) minutes, the City Manager shall have the right to stop the statement and continue with the remainder of the meeting.

Evidence

The City Manager will decide what evidence is relevant in order to make a final decision and is not required to follow state or federal rules. The City Manager will make his/her decision and

recommendations based solely on the record. The burden of proof that he or she has been wronged is on the Grievant who shall have the burden of proving the allegations raised in the grievance upon the preponderance of the evidence, which means that the fact sought to be proved is more probable than not.

All relevant evidence, including hearsay, may be admitted. The City Manager may exclude information if it is cumulative, immaterial or irrelevant. The City Manager shall have the authority to request records, papers, documentation and to call additional witnesses. The City Manager will determine when the Record on the meeting proceedings is closed.

Whenever any employee, official or agent is requested to submit additional information in connection with a pending meeting, that employee, official or agent must submit the requested information within five (5) business days of the request. Any additional information will be made available to all parties.

Once all evidence has been submitted, the City Manager will review the evidence and reach a decision.

Recording. The meeting may be audio recorded. Copies of the tapes may be obtained, upon request and payment of copying expenses, after the City Manager has issued his/her decision.

City Manager's Decision. The City Manager shall prepare the final decision within ten (10) days of the conclusion of the meeting. The City Manager's decision is final, and there is no further right of appeal.

Administration

Human Resources will act as coordinator of the grievance procedure during and after the process. Human Resources will establish and maintain a file of all grievances. Grievance files and records will be maintained in a secure area within Human Resources.

Annual Analysis. Human Resources will conduct an annual analysis of formal grievances to serve as a management tool in determining problem areas within City, which should be addressed. A report of the completed analysis will be forwarded to the City Manager.

Disclaimer. The City is an "at will" employer, and no aspect of this Statement of Policy and Procedures for Grievances is intended or shall be interpreted or applied so as to impose any restrictions or limitations on the City's right to terminate or otherwise modify any employment relationship at any time, with or without cause or with or without notice.

Chain of Command

In order to have a smooth operating City, it is imperative that employees follow chain of

command when there are concerns or issues to be addressed. For example, if there is an issue with a supervisor, then the employee should speak to the next person in charge of the department to get the issue resolved. If all chain of command has been followed and the issue has not been resolved, employees may contact Human Resources or City Manager.

Attendance and Punctuality

Attendance and punctuality are important factors for your success within our practice. We work as a team and this requires that each person be in the right place at the right time.

To maintain a productive work environment, the City of Norcross expects employees to be reliable and to be punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees, on the City of Norcross. In the rare instance when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their department head no later than 8:00am of the anticipated tardiness or absence.

Poor attendance and excessive tardiness are disruptive and will not be tolerated. The occurrence may lead to disciplinary actions, up to and including termination of employment.

If an employee is absent for a substantial number of days, other than approved vacation or sick/personal days, a leave of absence must be applied for or termination may result. Excessive absenteeism may result in termination. A total of three (3) times within a calendar month will be considered excessive absenteeism.

If the tardiness is due to legitimate causes, it will be referred to as “excused” and so noted. Excessive tardiness, whether or not it is excused, will be cause for discipline of the employee, and may result in his/her termination. A total of three (3) times within a calendar month will be considered excessive tardiness.

If you are absent for more than one (1) day without notifying your Department Head, it is assumed that you have voluntarily abandoned your position and you will be removed from payroll.

City Property

We have invested a great deal of money in the property and equipment that you use to perform your job. It is a senseless and avoidable drain on this City’s bottom line when people abuse City property, misuse it or wear it out prematurely by using it for personal business.

We ask all employees to take care of City property and to report any problems to your supervisor. If a piece of equipment or property is unsafe for use, please report it immediately.

The City of Norcross reserves the right to inspect all City property to ensure compliance with its

rules and regulations, without notice to the employee and at any time, not necessarily in the employee's presence.

Please use property only in the manner intended and as instructed. We do not allow personal use of City property unless specifically authorized.

When your employment with the City of Norcross ends, we expect you to return City property and to return it clean and in good repair. City equipment that has been damaged or destroyed due to negligence will have to be replaced by the employee for the full replacement cost.

Failure to use City property appropriately and failure to report problems or unsafe conditions may result in disciplinary action, up to and including termination.

Workplace Violence

Violence by you or anyone else against an employee, supervisor or member of management will not be tolerated. The purpose of this policy is to minimize the potential risk of personal injuries to employees at work and to reduce the possibility of damage to property in the event someone, for whatever reason, may be unhappy with the decision or action by an employee or member of management.

If you receive or overhear any threatening communications from an employee or outside third party, report it to the Human Resources Department, Management or Police Department at once. Do not engage in either physical or verbal confrontation with a potentially violent individual. If you encounter an individual who is threatening immediate harm to an employee or visitor on our premises, contact the Police Department immediately.

All reports of work-related threats will be kept confidential to every extent possible, investigated, and documented. Employees are expected to report and participate in an investigation of any suspected or actual cases of workplace violence, and will not be subjected to disciplinary consequences for such reports or cooperation.

Violations of this policy, including your failure to report or fully cooperate in the practice's investigation, may result in disciplinary action, up to and including termination.

No Weapons in the Workplace

Possession, use or sale of weapons, firearms or explosives on work premises, while operating machinery, equipment or vehicles for work-related purposes or while engaged in business off premises is forbidden except where expressly authorized and permitted by state and local laws. This policy applies to all employees, including but not limited to those who have a valid permit to carry a firearm. This policy does not apply to firearms stored in the employee's locked motor vehicle on or off premises.

Employees who are aware of violations or threats of violations of this policy are required to report such violations or threats to the Human Resources Department or Police Department immediately.

Violations of this policy will result in disciplinary action up to and including termination. **Note:** Police Officers are exempt.

Computer and Electronic Communications Policy

This policy governs the use of the City's computer and electronic communications system, which includes telephone, voicemail, fax machines, internet, electronic mail (e-mail) and other computer usage. City employees and other users are encouraged to use the City's computer and electronic communications system to assist them in performing their work responsibilities effectively, efficiently and at the highest level. E-mail and the internet are the newest communication tools. Users are to use e-mail and the internet as they would any other type of City communications tools.

General Guidelines

The computer and electronic communications system is the property of City government and may only be used for approved purposes. Employees are prohibited from copying documents, images or other material belonging to the City of Norcross for personal use or reasons. Occasional, limited, appropriate personal use of the computer and electronic communications system is permitted if the use does not:

- interfere with the user's work performance
- interfere with any other user's work performance
- compromise the integrity of the computer and electronic communications system
- violate any other provision of this policy or any other policy, guideline or standard of the City.

Personal use of the computer and electronic communications system is a privilege that may be revoked at any time.

No Expectation of Privacy

Users do not have an expectation of privacy, and waive their right of privacy in their use of the computer and electronic communications system, including, but not limited to, the e-mail and voicemail messages they create, store, send and receive and the internet sites they visit.

Monitoring of Computer and Electronic Communication Usage

The City has the right to monitor all aspects of its computer and electronic communications system, including, but not limited to, monitoring sites visited by users on the internet, reviewing material downloaded or uploaded by users to the internet, and reviewing e-mail sent and received by users. Such monitoring may be conducted without prior notice. Use of the City's computer and electronic communications system shall constitute consent to such monitoring.

Maintaining Professionalism

At all times, users have the responsibility to use computer resources in a professional, ethical and lawful manner. Users should use the same care in drafting e-mail and other electronic documents as they would for any other written communications.

Inappropriate Use

Under no circumstances should the City's computer and electronic communications system be used for sending, transmitting, intentionally receiving, copying or storing any communication that is fraudulent, harassing, racially offensive, sexually explicit, profane, obscene, intimidating, defamatory or, in the City's sole opinion, otherwise unlawful or inappropriate. Users encountering or receiving this kind of material should immediately report the incident to their supervisor and the IT Administrator. Exceptions are limited to police investigations into criminal activities, which may require the use of the internet for information and intelligence gathering. This is permissible with the prior approval of the Chief of Police.

Other prohibited uses of the City's computer and electronic communication systems, include:

- sending chain letters
- working on personal documents (resume)
- sending copies of documents, messages, software or other materials in violation of copyright laws
- compromising the integrity of the City and its business in any way
- "Moonlighting" or the advertisement of personal business.

Disclaimer of Liability

The City is not responsible for material viewed or downloaded by users from the internet. Users are cautioned that included among the massive amount of information on the internet is offensive, sexually explicit and inappropriate material. In general, it is difficult to avoid coming into contact with some of this material on the internet, even when performing innocuous search requests. In addition, having an e-mail address on the internet may lead to receipt of unsolicited e-mail containing offensive content. Users accessing the internet do so at their own risk.

Misuse of Software

Without prior written authorization from the IT Administrator, users may not do any of the following:

- copy software for use on their home computers or to other computers
- provide copies of software to any independent contractors of the City or to any third person
- install software on any of the City's workstations or servers
- download any software from the internet or other online service to any of the City's workstations or servers
- modify, revise, transform, recast or adapt any software
- reverse-engineer or decompile any software.

Users who become aware of any misuse of software or violation of copyright law should immediately report the incident to the IT Administrator.

Password

Authorized users will be given a login name that allows access to the network. The user will then provide a personalized password. Passwords should be obscure and a minimum of eight (8) characters in length. (For example: Do not use proper names or any words found in a dictionary; do not use dates or numbers that may be associated with you.) No user shall divulge his/her network password. Any user with knowledge of any password not his/her own shall report it to his/her supervisor immediately. No employee shall attempt any unauthorized access to the system.

Virus Detection

Files obtained from sources outside the City may contain dangerous computer viruses that can damage the City's computer network. Files from outside sources include, but are not limited to, disks brought from home, files downloaded from the internet, newsgroups, bulletin boards or other on-line services, files attached to e-mail and files provided by citizens or vendors. Users should never download files from the internet, accept e-mail attachments from outside sources, or use disks from non-City sources without first scanning the material with City-approved virus checking software. If a user suspects that a virus has been introduced into the City's network, he/she should notify the IT Administrator immediately.

Social Media

Policy

If there are questions, about what is considered confidential, employees should check with Human Resources and/or supervisor.

Social media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Employees should refer these inquiries to authorized City of Norcross spokespersons.

If employees find they encounter a situation while using social media that threatens to become antagonistic, employees should disengage from the dialogue in a polite manner and seek the advice of a supervisor. Employees should get appropriate permission before referring to or posting images of current or former employees, members, vendors or suppliers. Additionally, employees should get appropriate permission to use a third party's copyrights, copyrighted material, trademarks, service marks or other intellectual property.

Social media use should not interfere with employee's responsibilities at the City of Norcross. The City of Norcross' computer systems are to be used for business purposes only. When using the City of Norcross' computer systems, use of social media for business purposes is allowed (ex: Facebook, Twitter, YouTube and LinkedIn), but personal use of social media networks or personal blogging of online content is discouraged and could result in disciplinary action.

Subject to applicable law, after-hours online activity that violates the City of Norcross' Code of Conduct or any other city policy may subject an employee to disciplinary action or up to termination. If employees publish content after-hours that involves work or subjects associated with the City of Norcross, a disclaimer should be used, such as this: "The postings on this site are my own and may not represent the City of Norcross' positions, strategies or opinions."

Employees should keep the City of Norcross related social media accounts separate from personal accounts, if practical, provides guidance for employee use of social media, which should be broadly understood for purposes of this policy to include blogs, wikis, micro-blogs, message boards, chat rooms, electronic newsletters, online forums, social networking sites and other sites and services that permit users to share information with others in a contemporaneous manner.

Procedures

The following principles apply to professional use of social media on behalf of the City of Norcross as well as personal use of social media when referencing the City of Norcross. Employees need to know and adhere to the City of Norcross, Code of Conduct, Employee Handbook, and other city policies when using social media in reference to the City of Norcross. Employees should be aware of the effect their actions may have on their images, as well as the City of Norcross' image. The information that employees post or publish may be public information for a long time.

Employees should be aware that the City of Norcross might observe content and information made available by employees through social media. Employees should use their best judgment in posting material that is neither inappropriate nor harmful to the City of Norcross, its employees or customers.

Although not an exclusive list, some specific examples of prohibited social media conduct include posting commentary, content or images that are defamatory, pornographic, proprietary, harassing, libelous or that can create a hostile work environment. Employees are not to publish, post or release any information that is considered confidential.

Dress Code

The City of Norcross objective in establishing a business casual dress code is to allow employees to work comfortably in the workplace. Yet, we still need our employees to project a professional image (to include personal hygiene) for our customers, potential employees and community visitors. Business casual dress is the standard for this dress code. Clothing should be pressed and never wrinkled. Torn, dirty or frayed clothing is unacceptable and all seams must be finished. Any clothing that has words, terms or pictures that may be offensive to other employees is unacceptable. Clothing that displays the City logo is encouraged as long as it fits into guidelines listed below. Clothing that reveals too much cleavage, your back, your chest, your feet, your stomach or your underwear is not appropriate for a place of business.

Department-approved uniform attire is acceptable for special tasks. Employees whose jobs require the use of uniforms and/or whose attire must meet prescribed safety standards must follow their department's adopted standards.

Guide to Business Casual Dressing for Work

This is a general overview of appropriate and generally accepted business casual attire. No dress code can cover all contingencies; therefore, employees must exert a certain amount of judgment in their choices. If you experience uncertainty about acceptable, professional business casual attire for work, please ask your supervisor or your Human Resources staff.

Slacks, Pants and Suit Pants

Slacks that are similar to Dockers and other makers of cotton or synthetic material pants, wool pants, flannel pants, dressy capris and nice-looking dress synthetic pants are acceptable. Inappropriate slacks or pants include sweatpants, exercise pants, shorts, bib overalls, leggings, and any spandex or other form-fitting pants such as people wear for biking or casual outdoor activities. All pants or slacks worn should be those considered business casual.

Skirts, Dresses and Skirted Suits

Business casual dresses and skirts, and skirts that are split at or below the knee are acceptable. Dress and skirt length should be at a length at which you can sit comfortably in public. Short, tight skirts that ride halfway up the thigh are inappropriate for work. Mini-skirts, skorts, sundresses, beach dresses and spaghetti-strap dresses are inappropriate for the office.

Shirts, Tops, Blouses and Jackets

Casual shirts, dress shirts, sweaters, tops, golf-type shirts and turtlenecks are acceptable attire for work. Most suit jackets or sport jackets are also acceptable attire for the office, if they do not violate guidelines. Inappropriate attire for work includes tank tops; midriff tops; shirts with potentially offensive words, terms, logos, pictures, cartoons or slogans; halter-tops; tops with bare shoulders; sweatshirts, and t-shirts unless worn under another blouse, shirt, jacket or dress; and athletic type (usually nylon) jackets normally seen at sporting events unless employed in a department which works primarily outdoors. Any jacket or sweater worn inside the building should be business dress quality.

Shoes and Footwear

Loafers, dress boots, flats, dress heels and leather deck-type shoes are acceptable for work. Wearing no stockings is acceptable in warm weather. Flashy athletic shoes, thongs, rubber soled flip-flop and mesh type slippers are not acceptable in the office. Dressy sandals are acceptable.

Jewelry, Makeup, Perfume, Cologne and Hygiene

Dress and makeup shall be neat in appearance, tasteful and businesslike. Personal appearance that is distracting or offensive to others is not permitted. Jewelry must be tasteful and not excessive in amount, style or size. Makeup is allowed for women and must be tasteful and not excessive. Fingernails should be clean and neatly manicured. Nail length should not interfere with job performance.

Subtle fragrances of cologne or perfume are generally acceptable, and should be worn with restraint. Scents used too liberally can become overpowering and offensive. Please be aware that some employees are allergic to certain ingredients in colognes, perfumes and makeup. Hygiene is also very important in our environment. We expect our employees not only to dress professional but to also care for their hygiene as this also disrupts the work environment for others.

Piercing and Tattoos

Visible body piercing (including, but not limited to facial and tongue piercing) is prohibited, except to accommodate two sets of earrings per ear. Employees that have piercings will be

required to remove them during business hours. Gauging is prohibited as well. In an effort to keep a business professional dress code, employees should make every effort to have tattoos covered during business hours. If a tattoo is shown, it must be in good taste or removed to maintain employment at the City. Public Safety employees must follow procedures in the Police Department.

Hats and Head Covering

Hats are not appropriate in the office unless there are extenuating circumstances. Head covers that are required for religious purposes or to honor cultural tradition are allowed, except as it violates department dress policy/uniform dress code. Religious accommodation approval request must be submitted in writing.

Hair coloring should be tasteful and not an unnatural color that would be offensive or distracting in the workplace. All facial hair and hairstyles should be neat and groomed.

Notice: If clothing fails to meet these standards, as determined by the employee's supervisor and Human Resources staff, the employee will be asked not to wear the inappropriate item to work again. If the problem persists, the employee may be sent home to change clothes and will receive a verbal warning for the first offense. All other policies about personal time use will apply. Progressive disciplinary action will be applied if dress code violations continue.

Casual Day

Employees of the City of Norcross shall be allowed to observe Friday of each week as "Casual Day" pursuant to the following guidelines. As with normal workday (business) dress as determined above, employees are required to be neatly groomed (i.e., clean shaved if not growing a beard, clean hair, nails, etc.). Any employee who has meetings outside City Hall scheduled on Friday's are asked to observe regular business attire.

Jeans may be worn but should not be frayed or too long at the bottom, have holes or be too tightly fitting. The following items are not considered acceptable for Casual Day:

- T-shirts with writing on the front or back unless an approved city t-shirt
- Cropped shirts, tank tops or halters
- Rubber bottom shoes such as crocks, mesh slides or rubber flip-flops
- Mesh shirts such as jerseys
- Tennis shoes may be worn if clean and presentable.

The Police Department has a separate uniform standard that must be followed at all times.

Tobacco Policy

The City is committed to providing a safe and healthy environment for our staff and customers. All tobacco products (including electronic cigarettes) are prohibited in all City buildings and vehicles. Use of all tobacco products around City buildings is restricted to designated areas located in the rear of each building. Tobacco users must maintain the cleanliness and safety of designated areas.

Drug and Alcohol Policy

Purpose

The City is committed to providing a safe workplace for its employees, and to establishing programs that promote high standards of employee health, performance and productivity. The City will not tolerate drugs and alcohol in the workplace. Consistent with the spirit and intent of this commitment, the City has established a Drug and Alcohol Policy.

The related procedures included with the policy explain in detail the steps necessary for pre-employment, post-accident, for-cause and random drug testing. All employees of the City are required to review this policy and to sign the Employee Acknowledgement form of this Employee Handbook pursuant to which the employee acknowledges receipt and reading of the policy and that the employee understands, accepts and agrees to comply with the provisions of the policy.

Scope

The Policy applies to all City employees while on City property or property that the City operates, while operating City-owned or leased vehicles whether on or off City property, or while operating a personal vehicle while conducting City-related business. The City prohibits all unlawful drug use, possession or distribution whether on or off duty.

The Chief of Police may grant a waiver to the possession or distribution of drugs when warranted (i.e. special investigations, undercover activity, etc.). Drug use is strictly prohibited.

Policy

The use of alcohol, illegal drugs, or other controlled substances for which the employee has no valid prescription is prohibited. The City retains complete discretion to take whatever actions are necessary to protect the health and safety of all its employees.

All newly hired employees of the City will be tested for the use of illegal drugs or controlled substances prior to their first day of employment. All City employees are subject to testing for the use of illegal drugs or controlled substances following an accident, for cause and on a random basis.

The City will review test results. In the event that an employee produces a positive test result, the City will terminate.

Public safety employees producing positive results on random or post-accident drug tests will be suspended immediately, pending termination. Any prospective employee for any City position who produces a positive drug test result will be immediately disqualified from consideration for employment.

Prohibited Conduct

The following are examples of conduct that is prohibited and may be cause for immediate termination. This list is not exhaustive, but rather is intended to be illustrative of the types of behaviors that are forbidden:

- Reporting for work under the influence of drugs or alcohol
- Selling, purchasing, possessing or transporting of any illegal intoxicant
- Tampering with or altering a drug or alcohol test result, or otherwise attempting to create a false negative result
- Failing to promptly and fully disclose all felony convictions, plea bargains and parole/probation terms that involve buying, selling, transporting, manufacturing, cultivating, possessing or consuming any controlled substance; disclosures must be made directly to a manager or supervisor and the disclosure requirement will apply to all convictions and plea bargains that occur after the effective date of this Policy and all parole/probationary terms that are finalized after the effective date of this Policy
- Being convicted of driving under the influence (“DUI”) or driving while intoxicated (“DWI”) while operating a City-owned, leased or rented vehicle or while driving a personal vehicle while on City-related business.

An employee using any prescribed medication or controlled substance as part of a medical treatment program must immediately report this treatment to his/her supervisor if the medication may impair job performance. Although the use of medications or controlled substances as part of a prescribed medical treatment program is not grounds for disciplinary action, failure to report the use of such medication will subject employees to disciplinary action, including potential termination. If there is a question regarding an employee’s ability to safely perform assigned duties, clearance from a physician may be required.

The City reserves the right to conduct searches of property, vehicles or equipment owned or leased by the City at any time or place. The City also reserves the right to conduct searches on any other City property in possession of or assigned to an employee when, in the City’s view, there is reasonable cause to believe that an employee is buying, selling, transporting or otherwise in possession of intoxicants or controlled substances. Refusal to submit to or cooperate with such a search may result in immediate discipline up to and including discharge.

Pre-Employment Drug Testing

All candidates for hire will be tested for illegal use of drugs as part of the employment selection process, except where prohibited by state law. Offers of employment may be contingent upon the applicant producing a negative drug test. The City will pay for the drug test and select the physician conducting this test, and employees will be tested for illegal drugs.

Any candidate who has successfully completed a pre-employment drug test and is otherwise determined by the City to qualify for employment must be hired and begin work within thirty (30) days. In the event a candidate is unable to begin work and thirty (30) days has lapsed since successfully completing a pre-employment drug test, the candidate must be re-tested prior to beginning work with the City. In such occurrences, the City reserves the right to rescind any offers of employment made to the applicant.

A positive test result will eliminate the applicant from consideration for current employment, unless the candidate can clearly and efficiently demonstrate that the positive test is because of prescribed medication usage. The applicant also will be eliminated from consideration for current employment for tampering with or altering test results or attempting to create a false negative result. Individuals producing a negative dilute will be allowed one (1) re-test, upon which must produce a negative result. Individuals re-testing due to a negative dilute must re-test the next day possible, first thing in the morning, and avoid excess fluids before testing.

In the event that an applicant cannot produce a urine sample, a hair test may be administered. If a hair test cannot be administered, a blood test may be administered.

If a drug test is positive, the testing agent will contact the candidate directly to ask a series of questions to determine if the candidate is taking any legally prescribed medication that could have contributed to the positive result. A medical review officer (MRO) will give candidates producing a valid medical explanation seventy-two (72) hours to submit the necessary documentation before releasing the results of the test to the City's Human Resources. If the candidate is able to provide the needed documentation and it is determined by the MRO to be valid, the result will be reversed and reported to Human Resources as a negative result. If the candidate is unable to provide the MRO with the needed documentation within seventy-two (72) hours, the result will be released to Human Resources as a positive result and the candidate will be eliminated from consideration for current employment.

Applicants who do not successfully pass pre-employment drug testing are eligible to be considered for re-hire two (2) years after their initial testing date, providing they provide written proof of successful completion of a state certified substance abuse rehabilitation program.

Post-Accident or For Cause Testing

All employees will be required to immediately submit to alcohol and/or drug testing whenever

there is a reasonable cause to believe that the employee has been using drugs or alcohol before reporting to work or returning from breaks.

The following is a non-exclusive list of circumstances in which the City may have cause to require testing:

- An employee has caused or contributed to an on-the-job accident
- The occurrence of an on-the-job personal injury that may, in the opinion of City management, require medical attention or loss of work time
- An employee has been involved in an accident in a City vehicle of any kind in which any involved driver is eligible to be cited for a violation of law, and/or either vehicle is damaged
- Observable symptoms of drug or alcohol use by a reliable individual, such as direct observation of drug use, the smell of drugs or alcohol emanating from an employee's personal belongings, or the physical symptoms of drug or alcohol consumption including, but not limited to, slurred speech, the smell of alcohol on a person's breath, loss of balance, disorientation, bloodshot eyes and dilated pupils
- One or more reports that an employee has been using drugs or alcohol in the workplace
- Evidence that an employee tampered with a previous drug test or has submitted a specimen and the temperature measurement indicated possible adulteration or substitution.

Employees who are required to submit to reasonable cause testing are prohibited from transporting themselves to the alcohol/drug testing site. A supervisor or administrative employee will provide transportation.

When testing is ordered because of an accident, the employee will be removed from duty and placed on leave with pay pending the receipt of results. A refusal to submit to testing will result in suspension pending termination.

Because of the potential impact on public health and the safety of other City employees, when an employee tests positive for a controlled substance, or is found to be under the influence of alcohol during post-accident or for cause testing, the employee will be suspended, pending termination.

Random Drug and Alcohol Testing

Employees of the City will be subject to unannounced random testing for the presence of drugs and alcohol. Employees who are absent from their jobs for any reason when randomly selected to be tested will be advised, upon their return to duty, to report for testing immediately, provided they return to work less than ten (10) calendar days after random selection. Employees who are

selected while off work for ten (10) days or more after selection will have their names placed back into the random selection pool.

To facilitate such testing, employees' identifying data is placed in a testing pool from which a random selection is made. The selection is computer generated to ensure the most random distribution possible. The process for random drug testing will be the same as that followed during pre-employment drug testing.

Employees producing test results that are positive for any illegal drug or other controlled substance for which the employee has no valid prescription will be suspended, pending termination.

Civilian police support and all non-public safety employees producing test results with blood/alcohol levels above the law will be subject to discipline up to and including immediate termination. Sworn police officers producing test results with blood/alcohol levels of .02 and above will be subject to discipline up to and including immediate termination.

The dates of testing will be unannounced and will be reasonably spread throughout the calendar year. Human Resources will notify the appropriate department head when one (1) or more of its employees have been selected through the random process. The department head is to inform the employee(s) individually that they have been selected for testing and require them to test within three (3) hours of the time they are notified. The employee must take the Chain of Custody Form, provided by Human Resources, to the testing facility.

If a department head is selected to test, Human Resources will contact the City Manager who will then notify the department head that he/she has been selected. Selected department heads that have been selected are required to test within three (3) hours of the time of notification. The department head must take the Chain of Custody Form, provided by Human Resources, to the testing facility.

If the City Manager is selected to test, Human Resources will notify the City Manager that he/she has been selected. The process then precedes the same as with all other employees.

Employees are allowed to continue working pending the results of a random test. If the testing facility notifies the City that an employee has produced a confirmed positive sample, Human Resources will contact the appropriate manager or personnel with the results.

Any City employee who fails to report for testing within three (3) hours of notification without reasonable and satisfactory explanation as deemed by the department head will be terminated.

All information received by the City because of any testing procedure is considered confidential, but may be entered into evidence or disclosed in any civil or administrative proceedings when the information is relevant to the City's defense.

Lactation Accommodation

The City of Norcross will provide a reasonable amount of break time for employees to express breast milk. Employees wishing to express breast milk while at work are required to use paid rest periods already provided to all employees for that purpose. If an employee requires additional time over and above the paid rest breaks, unpaid time will be granted. Moreover, the employee may choose to use unpaid meal break time.

The City of Norcross will provide at least one private, sanitary place to express breast milk. No employee shall be required to express breast milk in a toilet stall. An employee may use her own work area if it affords privacy satisfactory to the employee.

COMPENSATION

The City Manager and Human Resources will establish policies for maintaining and classifying a complete inventory of all positions in the City's service and accurate descriptions and specifications for each grade of employment. The City Manager and Human Resources will establish policies to provide equal pay for equal work and to provide a pay range for each grade of positions, which will enable the City to recruit and retain qualified employees as well as compete in the job market with other public employers.

Classifications

Exempt

Exempt employees include salaried employees who are not eligible for overtime as specified by the Fair Labor Standards Act ("FLSA"). These employees include all senior level City employees and senior level Public Safety employees.

Non-Exempt

Non-exempt employees include hourly employees who are eligible for overtime as specified by FLSA standards.

Overtime

Overtime is work performed by a non-exempt (hourly) employee, which exceeds the regular workweek as determined by the City Manager. Vacation, military, civil, education, sick, bereavement, family medical and holiday time taken shall not be considered as hours worked. Any additional work time exceeding the regular workweek must be approved by the supervisor or department head.

Categories of Employment/ Benefits Eligibility

Probationary Period

Each employee hired, promoted or demoted to a position in the City must serve a probationary period of a minimum of six (6) months (twelve (12) months for Police Department employees). During the probationary period, the employee's work habits, abilities, attitude, promptness and other pertinent characteristics will be observed and evaluated by the supervisor and department head. The probationary period does not end until the department head has approved it on internal memo/Amendment to Personnel form. New employees in a probationary period are eligible for accrued sick leave.

The Department Head's approval is required in order to dismiss probationary employees. In the event that a promoted regular employee fails at any time to meet required standards of performance for the new position, he/she may be transferred to the position comparable to their prior position or terminated if, in the City Manager's sole discretion, a transfer is not considered practical.

Demoted employees shall also serve a probationary period in their demoted capacity. If at any time during the probationary period the employee's service to the City is unsatisfactory, the employee may be dismissed.

Regular Full-Time

Regular full-time employees include employees who are hired for an indefinite period to work forty (40) or more hours per week in positions that require full-time staffing. These employees are eligible to receive all authorized City benefits.

Police Department Full-Time

Police Department employees will work schedules as designated by the Chief of Police based on the needs of the department.

Regular full-time public safety employees include police officers who work at least one hundred sixty-eight (168) hours during a twenty-eight (28) day cycle or such other schedule as determined to be full-time in compliance with FLSA standards. Full-time employees are eligible to receive all authorized City benefits.

Regular Part-Time

Regular part-time employees include employees who work twenty-nine (29) or less hours per week. Benefits are limited to part-time employees.

Police Department Part-Time

Police Department part-time employees working part-time will be limited to 29 hours per week. Benefits are limited to part-time employees.

Temporary/Seasonal Employees

Temporary employees include employees who work in positions of a short duration or as designated by each department. Benefits are not offered to temporary or seasonal employees. These employees include Poll Workers, Seasonal Employees, Temporary Staff in City Hall, etc.

Appointed Officials (Employees)

These employees are elected officials of the City of Norcross and therefore are eligible for medical benefits only. Their hours vary depending on the needs of the City.

Pay Deductions

There are two types of payroll deductions: those required by law and those authorized by the employee. Deductions Required by Law:

- Income tax (federal, state and/or local)
- Medicare/social security
- Any court or government ordered request (tax levy, garnishment, etc.)
- Deductions requested by employee
- Medical insurance premiums
- Dental insurance premiums
- Retirement plans contributions
- Flexible spending account contributions
- Checking/savings account deposits
- Voluntary insurance plans premiums
- Other deductions authorized by the employee in writing.

Changes in authorized deductions may be made through Payroll and are requested in writing. Employees are responsible for checking their paycheck stubs to ensure that the proper deductions are being withheld for the benefits they have selected.

Pay Advances

The City will not make personal loans or payroll advances to employees.

Administrative Pay Corrections

The City takes reasonable steps to ensure that employees receive the correct amount of pay in each paycheck, and that employees are paid promptly on the scheduled payday. In the event that there is an error in your paycheck, you should promptly bring the discrepancy to the Payroll Department so that adjustments in pay and/or deductions can be corrected as quickly as possible. In the event of an overpayment, the Payroll Department will work with you to determine a feasible repayment schedule.

Flex Time

In lieu of wages paid for overtime, an employee may utilize flex time, and must be taken during the 80-hour pay period earned. Policy may not be applicable in the Police Department.

Employee Performance Evaluation

The City has adopted an employee performance analysis system and evaluation process to help the supervisor and employee understand their goals in order to accomplish the job more efficiently. The performance evaluation process is used to establish specific goals, which the employee should attain, evaluate the employee's efforts in accomplishing the job and may be used by the supervisor in determining eligibility for incentive pay considerations as approved by Mayor and Council.

Employees Subject to Evaluation

Performance evaluations are conducted for all employees in the classified service of the City. Performance evaluations are conducted quarterly for the three (3) previous months. The performance evaluation shall be completed, reviewed with the employee and signed, and forwarded to Human Resources to be included in the employee's personnel file.

Non-Police probationary employees may be evaluated three (3) months and five (5) months from the start of the probationary period. Performance evaluations may be conducted at any other time that the City deems appropriate.

Police probationary employees shall be evaluated on a monthly basis during any probationary period.

Performance Evaluation Conducted by Supervisor

Evaluations are conducted by the immediate supervisors and discussed with employees. After the evaluation report has been discussed, employees must sign the report indicating they've seen and discussed the evaluation with their supervisor. The employee's signature does not indicate agreement with the rating. If the employee refuses to sign, it will be so noted by the supervisor.

An employee who disagrees with an evaluation, in either its entirety or any portion, has the right to submit a written statement regarding the contested areas. The written statement shall be made in the section provided on the rating form, with additional sheets being used as required. The employee's comment will become part of the evaluation document and will be forwarded through the chain-of-command as part of the evaluation.

Merit Increases

Employees with a favorable performance review score may receive a merit increase. All merit increases should be discussed and approved by City Manager prior to discussion with the employee. Employees that have capped out on their salary will receive one week of pay in lieu of merit increase.

Review by Department Head

The Department Head shall review all evaluations prior to the supervisor's discussion with the employee. The Department Head may make any comments upon the evaluation form.

EMPLOYEE DEVELOPMENT

Onboarding/New Hire Orientation Training

The City of Norcross recognizes that quality training improves efficiency and provides for employee safety. After reporting to their assignments, employees shall receive training and/or orientation in the following areas:

- The City's role and purpose
- The goals and objectives of their department
- Their department's working environment and requirements
- The employee's job description and explanation of the position requirements
- The employee's responsibilities and rights
- The City of Norcross Employee Handbook
- The NPD Standard Operating Procedure (SOP) Manual
- Accreditation/certification process, applicable for hired Police Department, Court and Public Works personnel.

Since orientation training is usually department specific, it is the responsibility of the supervisor to ensure that each new employee receives appropriate orientation. All supervisors shall document training and retain the documentation for a period of seven years in Guardian Tracking.

Employee Training Needs

Definitions

In-Service Training – Formal training directed by State or City laws, ordinances, or policies and presented by professional instructor(s).

Temporary Additional Duty – All duties directed to employees by their superiors over and above their normal duties and not classified as In-Service Training.

Required Courses

From time to time, it may be necessary for the City to require certain employees to take one (1) or more courses. When this occurs, the City will pay all the costs of the course at the time of registration.

Civilian employees may receive position specific in-service training necessary, such as:

- Ethics
- Harassment
- Computer skills
- Records management
- Public relations skills
- Cultural diversity and/or
- Other training deemed necessary by the Department Head.

All civilian positions at the NPD and Court Services Department require in-service training in:

- GCIC Security and Integrity of Criminal Justice Information
- Customer service
- Ethics
- Any other training deemed necessary by Georgia law or as identified by the Chief of Police or Chief Court Administrator.

Pay While Traveling for Training

Training time is compensated as time worked. While training, employees will be assigned to an 8:00am to 5:00pm work schedule (or as determined by the training course schedule). Employees will be paid for travel time when traveling away from City Hall. Travel pay is in addition to the training hours scheduled.

One-way travel of up to six (6) hours is compensable as travel time when not taken during normal working hours. After the first six (6) hours, employees are only paid for travel time during regularly scheduled hours of work. Supervisors are to monitor travel time to eliminate unnecessary travel during normal hours of work. Extended one-way travel of up to (6) six hours is compensated as travel time.

Travel Policy

These provisions establish the policy governing authorized travel for employees, members of the Norcross Council, and other authorized persons who travel at the expense of the City of Norcross. In conjunction with the annual budget process, the City Council shall authorize department appropriations for travel and meal expenses consistent with the annual adopted operating budgets. Departments shall not incur travel expenditures unless an appropriation is available or budget amendment has been completed. This policy will provide control functions, assure proper

record keeping and ensure fiscal responsibility whenever training is required. An individual on Leave of Absence (LOA) is not eligible to participate in the Travel Policy.

Most Advantageous Method

Authorized Travelers are required to use the Most Advantageous Method of travel available to the City. If an Authorized Traveler departs early or returns late to take advantage of reduced airfares, lodging and meals will be reimbursed in accordance with this Policy, provided that a net savings to the City is realized and such savings are documented in advance.

Employees should take into consideration the following:

- The purpose and nature of the travel
- The most efficient and economical means of travel domestic and international (considering the time length of the trip, number of connections)
- Time of day
- Cost of transportation or subsistence required
- Early booking of airline reservations to take advantage of discounted fares)
- Number of persons making the trip and the amount of equipment or material to be transported.

Travel Principles and Objectives

- Travelers should recognize they are using public funds and are expected to exercise the same care in incurring travel expenses that any prudent person exercises when traveling on business.
- It is the responsibility of the traveler to comply with this policy and to be knowledgeable of the nature and extent of reimbursable expenses.
- It is the general policy of the City to reimburse reasonable travel expenses, incurred during authorized travel, subject to any limitations provided for in this policy.
- If an Authorized Traveler on a trip deviates from this policy for justifiable reasons, the circumstances of the deviation and the reasons therefore are to be documented and reviewed for approval by the City Manager.
- Except as noted above, noncompliance with this policy will be addressed in accordance with the City's ethical or conduct policies and reimbursement may be denied.

Planning and Approval

All requests for travel (domestic and international) must be submitted on the Travel Authorization & Expense Report. It should contain the dates of travel and all other pertinent

information required to process the requested travel arrangements. The approving authority must ensure that funding is available in the appropriate line item budget. The Report must include a statement of purpose for the travel and indicate the benefits to the City. A copy of any printed program or agenda shall also be submitted. If none is available, a statement to that effect must be submitted. The traveler must sign the Report and approvals obtained in advance of the proposed travel.

While Department Heads are authorized to delegate approval of travel to a named designee, nonetheless the Department Head is ultimately responsible for the appropriateness and accuracy of all travel within the respective department. All Department Heads are hired with the understanding they hold the necessary discretion and judgment to plan travel and training costs in a prudent and professional manner. Accordingly, a department head is authorized to schedule his or her travel arrangements for any budgeted daily or domestic travel. However, international and unbudgeted travel must be approved by the City Manager.

Department Responsibilities

The Department Head or designee shall have the responsibility to review all travel requests and ensure their compliance with policy and procedures. The Department Head or designee will coordinate all travel that requires mileage reimbursement. The Department Head or designee shall be responsible for arranging travel plans, including daily travel that has conference or seminar registration, rental car or airfare, in accordance with policy and procedure. The Department Head or designee may provide options for lodging, airfare and other expenses if deemed cost-effective.

Environmentally Preferable Goods and Services

In determining which Travel Expenses to purchase, the City shall procure Travel Expenses which contain, whenever practicable, the highest percentage of post-consumer recovered material, the highest percentage of total recovered material available in the marketplace, and the lowest percentage of waste in the manufacture and use of products and packaging purchased by the City. In determining which Travel Expenses to incur, the City shall integrate environmental factors into the City's procurement decisions, when practicable. At a minimum, the City shall consider using lower emission vehicles with comparable specifications for performance, safety and fuel availability and evaluate, as appropriate, the environmental performance of Vendors in incurring Travel Expenses. The guidelines laid out in the City Purchasing Policies should be referenced.

Reimbursements

Reimbursement Method. Reimbursement claims for meals and lodging are to be reported on the Travel and Expense Reimbursement Form by date, location and amount. Employees will not be reimbursed for hotel/motel tax or sales tax incurred when traveling within the State.

Lodging

A traveler may be reimbursed for the actual cost of a single occupancy hotel room for travel that requires overnight absence more than 50 road miles from Work Location (exceptions may be made by Department Head). The City will consider, in the following order of importance, the traveler's safety, the convenience of the hotel location for the traveler's business, and the rate guidelines as outlined in the paragraph below, when making hotel reservations. Lodging expenses must be substantiated by a hotel receipt and will be made for the actual amount of the bill. A city employee on travel status, if accompanied by someone who is not a city employee on travel status, will be entitled to reimbursement at the lowest applicable room rate (Example: Any upgrade beyond the conference rate will not be reimbursed). Reimbursement for lodging shall be limited to the minimum number of nights required to conduct the assigned city business.

Non-Reimbursable Expenses. Additional amounts charged to the room, including but not limited to movies or alcoholic beverages, will not be reimbursed.

Travel Meals. An itemized receipt reflecting the amount spent on the meal must accompany City receipted meals. The receipt must be a machine validated cash register or credit card receipt. Stubs from guest checks are not acceptable. If a meal is not itemized, then reimbursement will not be allowed, and the authorized traveler will have to cover the expense.

For a detailed list of the Travel Policy, please refer to the Employee Portal.

Tuition Reimbursement

Only for Full-time Regular and Police Department employees who have successfully completed their probationary period, are rated as satisfactory or better on their last evaluation and have completed one (1) year of service are eligible to apply for assistance. **Note:** Specific mandated training is not included under this program. Please refer to the Travel Policy. Formal education must be obtained at an accredited educational institution. The degree that the employee is going to obtain must align with positions at the City. The Department Head must ensure money is budgeted for education.

Qualifying courses must:

1. Directly relate to duties and responsibilities of the employee's current position; or
2. Enhance the employee's potential for advancement to a position with the City to which the individual has a reasonable expectation of advancing.
3. Approved courses may range from obtaining technical courses such as electronics, engineering, computers, etc. up to Bachelor level studies.

Process

A tuition reimbursement form as approved by the City Manager must be completed and approved by the supervisor or department head prior to the beginning of any employee development, training/certification programs or undergraduate courses. The course must be job-related or related to a position to which the employee can be promoted. The employee must successfully complete with a minimum grade of "C" at the undergraduate level.

Reimbursement

Employees who take approved courses during off-duty hours may be reimbursed one hundred percent (100%) up to a maximum of five thousand two hundred fifty dollars (\$5,250.00) per budget year of educational costs. Within 90 days of course completion, the employee must submit to the department head and City Manager the following documentation:

- Proof of the cost of tuition and other eligible expenses for the course
- Credit card receipt or canceled check showing personal payment of eligible expenses or record of loan payment received by institution
- Evidence of the final grade from the educational institution.

The City is the sole source of reimbursement and a copy of the cost of the course is provided to the Department Head and City Manager.

Application fees, miscellaneous administrative fees, graduation fees, test and examination fees, evaluation fees, parking fees, gasoline, activity fees, health fees, food, mileage, lodging, etc. are **not** subject to reimbursement.

Graduate level courses are not reimbursed. There will be no duplicate payments for the same course. **Reimbursement requested more than ninety (90) days after completion of course will not be honored.** Employees will not be reimbursed for the expenses associated with the course if they voluntarily leave or are terminated from the City. In addition, if an employee has received a degree or has taken multiple courses toward a degree and decides to voluntarily leave the City, the employee must reimburse the city in the following increments:

Years of Service After Completion	Percentage to Reimburse the City
• 1 (one) year or less	40%
• 2-3 (two or three) years	30%

There is no guarantee that this policy will remain in effect past the term for which you apply.

BENEFITS

The benefits plan is designed to provide a supplemental package of programs, which contribute to the physical and mental health and well-being of employees and their dependents. The plan is designed to enhance the attractiveness of working for the City and to aid the City's recruitment and retention efforts.

The primary responsibility for the day-to-day administration of the benefits plan shall rest with Human Resources within the limits of these policies and procedures. Specific details on the various benefits programs, their availability and the level of benefits are available from Human Resources. The Broker shall serve as an alternate contact for this information when the Human Resources is not available.

Health, Dental and Vision Insurance

The City may provide health, dental and vision programs for eligible employees. Dependent care coverage may be available to all eligible employees wishing to choose such a benefit at additional cost. Employees are able to elect benefits during open enrollment, as a new hire or if the employee is experiencing a life change.

Eligibility-Full-time Regular and Full-time Police Department Employees

Employee Medical Benefits Opt-Out Arrangement

If you are eligible for medical benefits through the City of Norcross but elect to waive enrollment in our group medical plan(s) and instead have enrolled or will be enrolling yourself and your expected tax dependents (including your spouse and dependent children, if applicable) in other *qualified medical coverage*, the City of Norcross will pay you a stipend of \$250 per month. If approved, the stipend will be payable to you until further notice for so long as you, a) waive enrollment in the City of Norcross group medical plan (for which you must remain eligible for at all times while receiving this stipend), b) are covered under other *qualified medical coverage*, and c) provide the required documentation of such coverage.

The City of Norcross reserves the right to discontinue this stipend at any time at our discretion. The term "*qualified medical coverage*," means coverage under a plan that provides the minimum essential coverage as defined under the Affordable Care Act, other than a plan or policy issued through the individual marketplace, including coverage through the Exchange or under Medicare and Medicare Advantage Plans.

The stipend will NOT be payable if you waive enrollment in the City of Norcross group medical plan as an employee and instead enroll as a dependent of another City of Norcross employee under the City of Norcross group medical plan.

Eligibility-Full-time Regular and full-time Police Department Employees

Basic Life Insurance

The City provides life insurance for eligible employees. All staff employees receive one (1) time their basic annual salary. Department Heads receive two (2) times their basic annual salary. This benefit is paid by the City of Norcross.

Eligibility-Full-time Regular and Full-time Police Department Employees

Long-Term Disability Insurance

The City provides a long-term disability plan for eligible employees. Employees are eligible for this benefit after exhausting 90 days since the initial date of disability by physician.

Eligibility-Full-time Regular and Full-time Police Department Employees

Accident Death & Dismemberment (AD&D)

The City of Norcross offers Accidental Death & Dismemberment for employees. If an employee is in an unfortunate accident and it results in death, the City of Norcross will pay out insurance to the existing family.

Eligibility-Full-time Regular and Full-time Police Department Employees

Employee Assistance Program (EAP)

The Employee Assistance Program provides 24/7 counseling services for employees in time of need. All conversations are confidential and professional. If you have suffered a loss, need support or just need to speak with someone to receive advice, call one of the licensed professionals.

Eligibility-Full-time, Part-time Regular and Police Department Employees

Unemployment Insurance

Upon separation from employment, you may be entitled to state and federal unemployment insurance benefits. Contact the Human Resources Department for more details.

Eligibility-Full-time, Part-time Regular and Police Department Employees

Other Benefits

The City of Norcross offers other group benefits that may be purchased at a group rate to employees. The employee is responsible for the deductions and the benefit may be portal upon termination. Benefits may include the following:

Supplemental Life Insurance

Short-term Disability

Legal Services

POAB (Sworn Police Employees Only)

Eligibility-Full-time Regular and Police Department Employees

Benefits Continuation/COBRA

The Federal Consolidated Omnibus Budget Reconciliation Act (COBRA) gives employees and their qualified beneficiaries the opportunity to continue health insurance coverage under the City's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events are:

- Resignation, termination of employment or death of an employee
- A reduction in an employee's hours or a leave of absence
- An employee's divorce or legal separation
- A dependent child who no longer meets eligibility requirements.

Under COBRA, the employee or qualified beneficiary pays the full cost of coverage at the City's group rates plus an administrative fee established by the City.

The Human Resources Department ensures each eligible employee receives a written notice describing rights granted under COBRA when the employee becomes eligible for coverage under the City's health insurance plan. The notice contains important information about the employee's rights and obligations.

Generally, COBRA benefits are limited to a period of eighteen (18) months from the date of the qualifying event.

Eligibility-Full-time Regular and Police Department Employees

Workers' Compensation

Employees eligible for workers' compensation due to a job-related injury are entitled to sixty-six and two-thirds (66 2/3) of their gross wages while they are disabled up to a maximum weekly compensation set by law. The first seven (7) days of disability are not reimbursable unless the employee is disabled more than fourteen (14) days. For employees disabled more than fourteen (14) days, the first seven (7) days are usually paid at the end of the disability period. Employees may choose one of the following two (2) options to receive compensation during the disability period and may change the option at any time:

Option 1: If employees have met the requirements for disability, they can remain on the City's payroll using sick leave. When the workers' compensation check is received, the employee shall sign the check over to the City. A portion of the employee's sick leave is credited back to his/her account based on the difference between the amount of his/her City paycheck and the workers' compensation payments.

Option 2: The employee can be removed from the City's payroll and receive the check from workers' compensation directly. This payment is tax-free.

Eligibility-Full-time, Part-time Regular and Police Department Employees

Health Insurance Portability and Accountability Act (HIPAA)

The City protects the privacy and confidentiality of protected health information ("PHI") whenever it is used by City representatives. The private and confidential use of such information will be the responsibility of all individuals with job duties requiring access to PHI in the course of their jobs.

PHI refers to individually identifiable health information received by the City's group health plans and/or received by a health care provider, health plan or health care clearinghouse that relates to past or present health of an individual or for payment of health care claims. PHI includes, but is not limited to, medical conditions, health status, claims experience, medical histories, physical examinations, genetic information and evidence of disability.

Human Resources bears the responsibility of ensuring the City's compliance with the Health Insurance Portability and Accountability Act of 1996 ("HIPAA"). Any questions or issues regarding

HIPAA should be addressed to Human Resources.

The City has designated Human Resources as the City's Privacy Officer to be responsible for the development and implementation of the PHI confidentiality policies and procedures and ensure that the following employee PHI rights are protected.

The City conducts enrollment, changes in enrollment and payroll deductions, provides assistance in claims problem resolution and explanation of benefits issues, and assists in coordination of benefits with other providers annually or as necessary. Some or all of these activities may require the use or transmission of PHI. Thus, all information related to these processes will be maintained in confidence. Employees will not disclose PHI from these processes for employment-related actions, except as provided by administrative procedures approved by Human Resources.

Disclosures that do not qualify as PHI-protected disclosures include:

- Disclosure of PHI to the individual to whom the PHI belongs
- Requests by providers for treatment and/or payment
- Disclosures requested to be made to authorized parties by the individual PHI holder
- Disclosures to government agencies for reporting or enforcement purposes
- Disclosures to workers' compensation providers and those authorized by the workers' compensation providers.

Information regarding whether an individual is covered by a plan for claims processing purposes may be disclosed.

Information external to the health plan is not considered PHI if the information is being furnished for claims processing purposes involving workers' compensation and/or short-term or long-term disability and medical information received to verify ADA or FMLA status.

Personnel records and disclosures of PHI will be maintained for a period of six (6) years as required by federal law, unless a state law requires a longer retention period.

Retirement Plans

Defined Benefit Retirement Plan (Pension)

The City provides a Defined Benefits Plan (pension) for employees. Employees are required to participate in the plan. Employees are eligible to participate in the defined benefits plan on the first day of employment. Employees become vested and eligible for pension benefits under the pension plan upon completion of five (5) years of employment. Employees hired after November 1, 2011 will contribute three percent (3%) of gross salary toward their Defined Benefit and the city will contribute seven percent (7%).

Eligibility-Full-time Regular and Police Department Employees

Deferred Contribution Plan (457B/401A)

Employees can elect to contribute to a 457B plan up to the federally authorized legal contribution limit per calendar year. The City will match 50% of the employee's 457B plan contribution to a maximum of three percent (3%) to the employee's six percent (6%). The City's match will be made into a 401(a) plan. The employee shall have the ability to direct his/her contribution into the investment choices offered by the external deferred contribution plan administrator.

Employees are eligible to participate in the deferred contribution plan on the first day of the first full pay period.

Eligibility-Full-time Regular and Police Department Employees

Life Saver Award

The employees of the City of Norcross earn the grateful appreciation of the City and its citizens every day. However, on some occasions, employees perform acts of heroism that go above and beyond what is expected.

Employees who save a life in the performance of their duties may be eligible for a "Life Saver Award". The Life Saver Award is a high honor, and requires verification by medical personnel that a life was saved, review by legal staff and approval of the City Manager. Public recognition and monetary awards may be associated with the Life Saver Award.

Eligibility-Full-time, Part-time Regular and Police Department Employees

Vacation

It is the policy of the City to provide paid vacation for its regular employees. Employees are entitled to "cash out" accrued leave upon retiring, resigning or termination as long as termination was not for other violations of the laws that requires monies to be paid back to the City. (Refer to the Employment Separation section of the handbook.) Pay for vacation leave shall be at the employee's regular rate of pay in effect for the employee's regular job on the payday immediately preceding the employee's vacation period. Regular full-time employees will continue to accrue vacation leave credits while on authorized paid vacation leave. Vacation leave will not be advanced before accrual unless approved by the City Manager.

Eligibility-Full-time Regular and Police Department Employees

Accrual Rate for Employees

All regular full-time City employees (including police officers on all shifts) accrue vacation leave credits on the following basis. The accrual rate increases on the employee's anniversary date.

Years of Service	Hours Per Bi- Weekly Pay Period	Hours/Year
Up to 5 years	3.08	80
6 thru 10 years	4.62	120
11 thru 15 years	6.16	160
16 years thru 20	7.70	200
21 years or more	9.24	240

All regular full-time City employees may accrue more than one hundred and twenty (120) hours at any time. Any hours over 120 will be rolled to sick time at the end of the year. Any hours must be approved by City Manager.

Use and Scheduling of Vacation Leave

When possible, employees will be allowed to take vacation at times most convenient to them, subject to staffing and scheduling needs. However, in order to ensure continued smooth operation and maintenance of a high level of quality in the delivery of service to the citizens of Norcross, the City reserves the right to limit the number of employees that may be absent from a given department at any one time. Where there is a conflict in the vacation choices of two (2) or more employees who cannot be spared at the same time, the department head or designee will determine who will take leave.

Except in special circumstances, the department head or designee on the Employee Leave Request form (included on Employee Portal), at least five (5) working days prior to the requested vacation date, should authorize vacation leave. Special circumstances will be determined at the sole discretion of department heads and the City Manager.

Using Vacation Hours

All City employees shall be charged eight (8) hours of vacation leave for each day of vacation absence. Police Department employees working 8, 10 or 12-hour shifts will be charged the same

amount of vacation hours as the normally scheduled workday on the day vacation is taken.

Vacation leave is used and charged in units of one (1) hour. When a holiday occurs during the period employees are on authorized vacation leave with pay, vacation hours shall not be charged for the holiday.

Regular full-time employees are paid for all accrued, unused vacation hours.

Holidays

The City observes the following holidays:

- New Year's Day
- Martin Luther King Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day & Day after Thanksgiving
- Christmas Eve & Christmas Day
- One Personal Holiday

When a holiday falls on a Saturday, the preceding Friday shall be declared a holiday for City employees. When a holiday falls on a Sunday, the following Monday shall be declared a holiday for City employees. **Note:** Days may vary based on City Manager and business needs.

All employees receive eight (8) hours holiday pay for each observed holiday.

Non-exempt employees required to work on an approved holiday will receive holiday pay for 8-hours for all hours worked if they already have 40 hours worked during the time period.

The personal holiday must be taken as a whole day. This day does not carry over.

Eligibility-Full-time Regular and Police Department Employees

Carpooling

The City of Norcross participates in the Clean Air Campaign in an effort to do our part in protecting the air that we breathe. Georgia Commute Options is one of the areas that we participate in.

Carpooling is an ideal cost-saving arrangement, particularly for those individuals who commute

long distances to and from work each day, have limited access to public transit, and arrive and depart from work on a relatively set schedule. Two or more City of Norcross employees can organize a carpool and register to receive incentives.

Eligibility

To qualify for City of Norcross sponsored incentives, carpoolers must be either:

- Active full-time regular employee, or
- Active part-time regular employee (work a minimum of twenty hours per week).

Both drivers and passengers are eligible for incentives, provided they are City of Norcross employees.

Each participant will be reimbursed \$30 per month as a pre-tax benefit. In order to qualify, participant must carpool a minimum of 10 times per month (this is subject to change). Drivers are to park in the designated carpool only parking space (City Hall/Public Works). Participants may sign up for additional incentives through the Georgia Commute Options program.

Note: If you have been provided a City vehicle you are exempt from the program.

Telecommute Policy

The City of Norcross offers telecommuting for Department Head staff. Guidelines for participation in the program are:

1. Department Heads may telecommute one day per pay period.
2. The day prior to taking the telecommuting, an email should be sent to the City Manager or designated employee advising him/her of your plans.
3. A Request for Leave form should be approved by City Manager or designee and submitted to payroll within the same pay period the day is used.
4. Extenuating circumstances may be approved by the City Manager.

LEAVES OF ABSENCE

Family and Medical Leave of Absence (FMLA)

A family and/or medical leave of absence is defined as an approved absence available to eligible employees for up to twelve (12) weeks of paid or unpaid leave (twenty-six (26) weeks for some military related leave) in any twelve (12) months period.

Under the Family Medical Leave Act (FMLA), the City provides unpaid medical leave of absences to eligible employees for the following qualifying circumstances:

- For birth of a son or daughter, and to care for the newborn child
- To care for an employee's spouse, son, daughter or parent with a serious health condition
- A serious health condition that makes the employee unable to perform the functions of that employee's job
- The placement with the employee of a son or daughter for adoption or foster care
- Any qualifying necessity arising out of the fact that the employee's spouse, son, daughter or parent is a covered military member on active duty (or notified of an impending call or order to active duty) in support of a contingency operation
- To care for a covered service member with a serious injury or illness if the employee is a spouse, son, daughter, parent or next of kin of the service member.

Covered Service Member means any current member of the US Armed Forces, including National Guard or Reserves, who is undergoing medical treatment, recuperation or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness incurred in the line of duty on active duty that may render the individual medically unfit to perform the duties of the individual's office, grade, rank or rating.

Next of Kin refers to the nearest blood relative, not including spouse, parent, son or daughter, in the following order of priority:

1. Blood relatives granted legal custody of the Covered Service member
2. Brothers and sisters
3. Grandparents
4. Aunts and uncles
5. First cousins, unless the covered service member has specifically designated in writing another blood relative for purposes of this leave, which relative shall be deemed the only blood relative for this purpose. Documentation may be required to establish the qualifying relationship.

Eligible employees are normally granted leave for the period of the disability, up to a maximum of twelve (12) weeks of family and medical leave, or twenty-six (26) weeks for a covered service

member's leave, in a rolling twelve (12) month period measured backwards from the date the employee's leave commences. Employee medical leave and short-term disability run concurrently with FMLA approved leave. Under FMLA, the leave may be taken intermittently, or in entirety, provided that medical certification is provided and leave has been approved. Employees who require intermittent or reduced-schedule leave must try to schedule their leave so that it will not unduly disrupt the practice's operations. Any combination of Family and Medical Leave may not exceed this maximum limit.

Substitution of Other Paid Leave

Eligible employees must apply available accrued leave to all approved absences where all or a portion of their normal base salary would otherwise be unpaid. Employees may choose whether to apply vacation, sick or holiday-accrued time off. Accruals of vacation and sick pay continue while available accrued time is applied and is discontinued if accrued paid time off is not applied. A holiday that falls during an absence covered by accrued leave is paid as holiday pay. Otherwise, a holiday that falls during an FMLA leave is unpaid.

Employees receiving pay for the use of paid leave will be required to comply with all of the requirements of City of Norcross' paid leave policies. Employees accrued sick leave, and/or disability leave will not be applied towards FMLA leave if they take FMLA leave for any purpose other than that allowed under those policies and an employee will not be required to take paid leave concurrent with FMLA leave if they are receiving income benefits under a City of Norcross group disability plan or under workers' compensation law.

Eligibility

To be eligible for leave, employees must have been working for the City for at least twelve (12) months and must have worked at least one thousand two hundred fifty (1,250) hours during the twelve (12) month period prior to the request for leave. Exceptions may be made for employees having served on military duty.

Employment Restoration

Eligible employees who take leave for a purpose permitted by FMLA will be entitled upon return to be restored to the same position of employment as held when the leave began, or to be restored to an equivalent position with equivalent employment benefits, pay and other terms and conditions of employment.

An exception to the employment restoration provisions of the policy may be made if the employee on leave is a salaried employee and is among the highest paid ten percent (10%) of the City's employees, and restoring employment of the employee would result in substantial economic injury to the City.

A doctor's release is required for employees returning from a medical leave of three (3) or more days.

Basic Conditions of FMLA

The City requires medical certification from a health care provider to support a request for leave for an employee's own serious health condition, or to care for a seriously ill child, spouse or parent. For an employee's personal medical leave, a certification must state the employee is unable to perform the functions of their position because of a serious health condition. For leave to care for a seriously ill child, spouse or parent, the certification must state that the employee is needed to provide care.

At its discretion, the City may require a second medical opinion and periodic recertification at its own expense. If the first and second medical opinions differ, the City, at its own expense, may require the opinion of a third health care provider, approved by both the City and the employee. This third opinion is binding.

If medically necessary for a serious health condition of the employee or his/her spouse, child or parent, leave may be taken on an intermittent or reduced leave schedule. If leave is required on this basis, however, the City may require the employee to transfer temporarily to an alternative position to better accommodate recurring periods of absence or a part-time schedule, provided the position have equivalent pay and benefits.

If both spouses are employed by the City, they are entitled together to a total of twelve (12) weeks of leave (rather than twelve (12) weeks each) for the birth or placement of a child, or to care for a sick parent. Leave for the birth or placement of a child must take place within twelve (12) months after the event. Leave may begin prior to birth or adoption as circumstances dictate.

Notification and Reporting Requirements

When the need for leave can be planned, such as the birth or placement of a child, or scheduled medical treatment, employees must provide reasonable prior notice and make efforts to schedule the leave to minimize disruption to City operations. In cases of illness, employees will be required to report periodically on their leave status and intention to return to work.

Status of Employee Benefits during FMLA

Employees granted an approved FMLA leave of absence under the policy might continue their group insurance coverage by arranging to pay their portion of the premium contributions during the period of unpaid absence. Employees will be required to continue to pay their share of group health benefit costs during a period of leave under the law.

If an employee elects not to return to work upon completion of an approved unpaid leave of

absence, the City may recover from the employee the cost of any premiums paid to maintain the employee's coverage, unless the failure to return to work was for reasons beyond the employee's control.

Employees on leave will not lose any employment benefits accrued prior to the leave, unless a benefit such as accrued vacation is used during leave. Employees on leave accrue no additional seniority or employment benefits during any period of unpaid leave.

Procedures

Employees must follow specific procedures to request a family or medical leave as follows:

1. Complete the request for Family Medical Leave of Absence form available in the Human Resources section of the City's Intranet. Information and signature from employee and physician is required.
2. Employees should discuss FMLA need with manager as far in advance as possible.
3. The employee must sign the form and submit to Human Resources. (HR will inform Payroll of the upcoming FMLA once approved.) **Note:** When possible, employees should submit the form thirty (30) days in advance of the effective date of the leave.
4. If applicable, a combined FMLA form is to be completed by any employee who is requesting leave and whose spouse works for the City.
5. An employee requesting leave must complete an Insurance Premium Recovery Authorization form, which is available in Human Resources.

The Insurance Premium Recovery Authorization form certifies that an employee acknowledges the City's legal right to recover the cost of any premiums paid by the City to maintain the employee's coverage in group health benefits during any period of unpaid leave except under the following conditions:

- The continuation, recurrence, or onset of a serious health condition that entitles the employee to leave to care for a child, parent, or spouse with a serious health condition
- If the employee is unable to perform the functions of the position due to his/her own serious health condition or other conditions beyond the employee's control that prevent the employee from returning to work
- An employee requesting a family and medical leave of absence due to illness must complete a Leave Certification Requirements form, which is available in human resources
- The employee must submit a completed Request for Family and Medical Leave of Absence and a Leave Policy form.

To request leave for the care of a child, parent, or spouse with a serious health condition, employees must provide certification from the health care provider who is treating the child, parent or spouse, including the following information:

- The date on which the condition commenced
- The probable duration of the condition
- The appropriate medical facts regarding the condition and an estimate of the time needed to care for the individual involved (including any recurring medical treatment)
- A statement that the condition warrants the health care provider's involvement.

Employees requesting leave due to a serious health condition must provide certification from the health care provider who is treating their own serious health condition and include the following information:

- The date on which the condition commenced
- The probable duration of the condition
- The appropriate medical facts regarding the condition
- A statement noting the employee is unable to perform the functions of the position due to the condition.

To request intermittent or a reduced leave schedule, employees must provide a statement of medical necessity from the health care provider for intermittent or reduced leave, the expected duration of the schedule, a listing of the dates of his/her planned medical treatment(s) and the duration of the treatment(s).

For leave to care for a son, daughter, spouse or parent, employees must provide a statement attesting to the necessity of intermittent or reduced leave to provide care or to assist in the person's recovery, and an estimate of the expected duration and schedule of their intermittent or reduced leave.

*NOTE: All medical information will be held in confidence according to HIPPA

Medical/ Personal Leave Without Pay

Regular full-time employees may be granted a leave of absence without pay at the discretion of the City Manager. Employees may also be placed on leave status without application. Such leave shall not exceed six (6) months and must have prior approval of the department head and the City Manager. Leave of absence, without pay for a period of less than fifteen (15) calendar days, may be granted by the department head. No vacation pay or sick leave shall be accrued by employees during the time on leave without pay status.

Any request for leave of absence without pay shall be submitted in writing by employees to their immediate supervisor stating the reason for requesting leave and the approximate length of time off the employee desires. Requests should be submitted as far in advance of the first day of leave as possible.

Employees may continue, at their expense, their group health and dental insurance coverage while on leave of absence without pay in accordance with the Consolidated Omnibus Budget Reconciliation Act (“COBRA”), Public Law 99-272, Title X.

Prior to departure, employees shall contact Human Resources regarding benefits that will be affected while on approved leave of absence without pay.

Employees must contact Human Resources and the Finance Department to arrange for documentation and payment of insurance premiums. Employee and family coverage costs will be paid in advance on a monthly basis.

Unapproved leave of absence may be cause for dismissal.

Eligibility-Full-time, Part-time Regular and Police Department Employees

Sick Leave Policy

Eligibility-Full-time Regular and Police Department Employees

Accrual Rate for Employees

All regular full-time employees accrue 3.08 hours of sick leave per bi-weekly pay period for a total of eighty (80) hours per year. Excess vacation hours automatically transfer to the sick leave accrual account. Sick leave accrual is unlimited and can be taken at any time within the policy outlined in this Employee Handbook.

Use of Sick Leave

It is the policy of the City to provide sick leave with pay for regular full-time employees. Sick leave is a privilege and may be used only when an employee is incapacitated due to personal illness or injury or has a medical/dental appointment or when exposed to a contagious disease as diagnosed by a licensed physician and the employee’s presence may endanger the health of other employees. In addition, employees may use sick leave to care for an immediate family member who is ill or injured. Sick leave may be used for medical or dental appointments for examinations or treatment when such appointments cannot be reasonably scheduled during non-working hours. Examination appointments must be approved at least one (1) workday in advance, by the supervisor or department head.

To be eligible for sick leave with pay, employees must report the reason of their absence to their supervisor at least two (2) hours in advance of the scheduled starting time. Police officers must report in absence at least four (4) hours in advance of the scheduled shift starting time. Employees failing to notify their supervisor may not be paid for the time taken prior to

notification. Employees that have used all available sick time will be considered on leave without pay.

Employees involuntarily terminated or who have resigned, retired or otherwise leave the City for any reason, cannot use sick leave for any part of their notice period and are no longer eligible to donate leave time.

Paid sick time is a benefit and any abuse will be treated as an unauthorized absence resulting in possible disciplinary action up to and including termination.

Excessive absences (excused or unexcused) will not be tolerated and may result in disciplinary action up to and including termination.

Return from Medical Leave

For an employee on medical leave for three (3) or more consecutive workdays, the City reserves the right to require a statement from an attending physician stating the employee is able to resume normal duties before allowing the employee to return to work.

Use of Sick Leave Hours

Sick leave is used and charged in units of one (1) hour. All City employees, with the exception of police department employees working ten (10) and twelve (12) hour shifts, shall be charged eight (8) hours of sick leave for each day of absence. Police department employees working twelve (12) hour shifts shall be charged twelve (12) hours of sick leave for each day of absence. Police department employees working ten (10) hour shifts shall be charged ten (10) hours of sick leave for each day of absence. When a holiday occurs during the period employees on authorized sick leave with pay shall not be charged sick time for the holiday.

Line of Duty Injuries

The City Manager may approve additional paid time off benefits for sworn police officers injured in the line of duty.

Bereavement (or Funeral) Leave

Employees may be granted up to three (3) workdays of bereavement leave (leave of absence with pay) upon the death of a member of the employee's immediate family. Immediate family is defined for bereavement purposes as parent, spouse, child, brother, sister, brother-in-law, sister-in-law, mother-in-law, father-in-law, grandparents, son-in-law, daughter-in-law, grandchild, stepparents, children and stepchildren. Special requests may be made in extenuating circumstances if family member is not identified in above list.

Employees must request bereavement leave by contacting their supervisor before going on

leave. Supervisors may require employees to submit an obituary and other evidence of relationship to the deceased along with the request for bereavement leave or upon return to work.

The City Manager may approve the application of accrued sick leave for extended bereavement requests. An employee may receive up to two (2) additional days through the Donation Sick Leave policy for unique circumstances. Please see Human Resources, if needed.

There is no accrual of bereavement leave days and no payment upon separation from City employment. The three (3) workdays are not required to be taken simultaneously.

Eligibility-Full-time Regular and Police Department Employees

Military Leave of Absence Policy

City of Norcross supports the military obligations of all employees and grants leave for uniformed service in accordance with applicable federal and state laws (Georgia state law OCGA 38-2-279). Employees who need time off for uniformed service should immediately notify and submit the Verification of Military Duty form (included in Employee Handbook or in HR) to Human Resources and their manager. Employees must submit an annual Drill Schedule to their manager and HR in advance if provided. A family member must notify the manager for employees unable to provide notice before leaving for uniformed service.

During the time of Military Leave of Absence (LOA), benefits and employees' pay will be handled in the following manner:

Paid-Time-Off

During Military LOA, an employee will be paid while serving our Country. The employee will be paid up to 18 days (144 hrs.) in a fiscal year. Nonexempt employees must complete time sheets in advance and submit to their manager for signature. Once the 18 days (144 hrs.) are exhausted, the employee may use accrued vacation time to receive full pay in a pay period.

Vacation and sick time benefits accrue for any employee on 18 days of military leave of absence. After 18 days, benefits will not accrue until reinstatement. Upon reinstatement, the employee will immediately begin to accrue vacation and sick benefits as normal. All accrued vacation prior to military leave that has not used will remain available for use upon return to work.

Coverage for medical and supplemental insurance (Health Care Plans, Life Insurance/Accidental Death and Dismemberment, and Disability Income Plans) will be terminated during a military leave of absence if the time off requested is more than one month and coverage will be provided by Tri-Care during active duty. The employee will be reinstated effective on the date of the employee's reemployment.

Defined Benefit Retirement Plans

Employees will be reinstated in the plan on their date of return. There will be no break in service, and all military leave time will be counted for seniority for vesting and benefit accrual purposes.

Defined Contribution Retirement Plans

Employees will be reinstated in the defined contribution retirement plan upon return to work. There will be no break in service for vesting and benefit accrual purposes. City of Norcross will contribute to the plan for employees on military leave once they are re-employed and will allow employees to make up contributions or elective deferrals to the plan over a time of three times the length of the military leave with the repayment period not to exceed five years.

Returning Employees' Job Rights

Upon return from military leave, employees will be granted the same seniority, pay, and benefits as if they had worked continuously. Failure to report for work within the prescribed time after completion of military service will be considered a voluntary termination. All employees who enter military service may accumulate a total absence of 5 years and retain employment rights. The position in which returning employees are entitled to depends on the length of military service. USERRA (Uniformed Services Employment and Reemployment Rights Act of 1994) generally mandates returning employees are to be reemployed in the same or similar positions they would have attained but for their military service, with the same seniority, status and pay, as well as other rights and benefits determined by seniority.

Under USERRA returning employees whose military service was less than 91 days are entitled to return to the positions in which they were employed or would have been employed if their employment had not been interrupted. Returning employees whose military service was more than 90 days are entitled to return to the position in which they were employed, would have been employed, or a position of "like seniority status and pay, the duties of which the person is qualified to perform" after reasonable efforts by the employers to qualify the person.

Returning from Military Leave

A returning employee's notification of intent to return to work must be made immediately following completion of military service. Time limits for returning to work depend on the length of a person military service:

- Upon completion of 1 to 30 days service employees must report to their employer no later than the beginning of the first regularly scheduled work period on the first full calendar day following completion of service and the expiration of eight hours (i.e., an 8-hour rest period).
- Upon completion of service of 31 to 180 days, employees must submit an application

for reemployment no later than 14 days following completion of military service.

- Upon completion of service of more than 180 days, employees must submit an application no later than 90 days from completion of military service.

Employees failing to apply for reemployment or report to work within the specified time will be subject, without discrimination, to the City's policy governing unexcused absences.

Reemployment Rights and Employment Benefits

Employees returning from military service are entitled to reemployment rights and maintenance of employment benefits only if they meet five (5) criteria for eligibility:

- The person must have held a civilian job with the employer
- The person must have given advance notice to the employer that he or she was leaving the job for service in the uniformed services
- The service period must not have exceeded five (5) years
- The person must have been released from service under honorable conditions
- The person must have reported to the civilian job in a timely manner or have submitted a timely application for reemployment.

Jury Duty

All regular full-time employees selected for jury duty shall be entitled to receive leave with pay for the period of absence required for jury service. Such leave shall not be charged to vacation or sick leave earnings, except that employees will be expected to report for duty at their regular place of work or be charged vacation leave for any time excused from jury duty. Likewise, any period of time for which an employee is excused from jury duty because of illness shall be charged to sick leave. Employee shall be entitled to all fees received as a juror and may be required to present a statement from the court indicating jury service.

Official Court Attendance

Employees subpoenaed or ordered to attend court to appear as a witness or to testify in some official capacity on behalf of the City, state or the federal government is entitled to pay for such period as may be required by the court. Any fees paid for such service may be retained by the employee.

Other Litigation

Employees absent to appear in any capacity in other litigation are charged to annual leave or leave without pay. Employees may retain all court fees received in other litigation procedures.

Eligibility-Full-time, Part-time Regular and Police Department Employees

Donation of Leave Time

Regular full-time employees with one or more years of service are eligible to receive donated leave time once all forms of accrued personal leave (vacation, sick and personal holiday) have been exhausted. Donated leave time is limited to medical emergencies covered by Family Medical Leave Act (FMLA) for the employee and employee's family members. Approval of donated leave time requires the recommendation of the Department Head and the approval of the City Manager.

A qualified employee wishing to receive donated leave must submit a "Request for Donated Leave" form to their department head. If the employee is unable to make an application, the employee's supervisor may do so on behalf of the employee. The department head will review the request and if deemed appropriate will recommend the request to the City Manager for approval. There is no assurance (implied or otherwise) that any given leave request will be approved. Donation leave requests are valid for 90 days from date of approval by the City Manager and may be renewed by new application by the requesting employee up to three (3) times for a total of four (4) 90-day periods.

Once approved, employees who want to transfer their accrued sick time off may do so by completing a Sick Leave Donation Transfer form available in human resources. Note: Employees may not donate leave to their supervisors or others in the normal chain of command. Department Heads are able to donate sick time to each other.

Limitations

Donations of up to 80 hours of accrued sick time may be made, however the donating party must maintain a sick leave accrual of at least 120 hours in their personal account. The HIPAA and confidentiality rights of the employee involved will be maintained. The City will not itself award additional leave (beyond normal policy). The City makes no assurances that once a donation request is approved that any employee will donate their personal accrued time to the requesting employee.

Donated leave is administered separately from all other forms of leave. Employees do not accrue leave time while utilizing donated leave. Leave is granted based on normal City policy and procedure and whether or not an employee receives, donated leave has no impact on whether or not a leave of absence is approved or extended. Unused donated leave may not be re-directed to others and is forfeited employees upon termination of employment. Donations in excess of time actually required by the requesting employee to address the situation at hand will be retained by the City and returned on a pro-rated basis to those who have donated to the requesting employee.

SAFETY, HEALTH AND THE ENVIRONMENT

City Vehicles

"City Vehicles" refers to all City of Norcross owned/leased/operated vehicles and are to be used only for authorized City business. These vehicles shall be operated only by those City employees specifically authorized to do so by a Department Head, Director or Superintendent. It is the responsibility of the Department Head, Director or Superintendent to inform and enforce proper use and ensure that only duly licensed, registered and trained drivers operate City vehicles. For insurance purposes, qualified drivers (full-time and part-time) must be registered with the Public Works Superintendent prior to use of a City vehicle using the Drivers Registration Form.

- Smoking is not permitted in any City vehicle at any time.
- The use of cell phones while driving is prohibited.
- Only authorized, staff, or guests of the City may ride in City vehicles.
- City vehicles are to be housed on City property when not in use or without pre-authorization from the Public Works Superintendent.

Only persons possessing a valid and appropriate driver's license, meeting the standards outlined and who have department authorization by the department may operate a City owned or leased vehicle. It shall be the responsibility of the department to ensure that drivers meet the required qualifications outlined below:

- Valid Georgia driver's license
- Driver must be a staff employee of the City of Norcross or working in an official capacity for the department

Any City vehicle, no matter how acquired, that is involved in an accident must complete an accident report with the local authorities. An accident is defined as anything causing damage to persons or property. Departments are required to report all accidents to Public Works Superintendent as soon as possible during the time of accident. The Public Works Department will process all claims for City of Norcross vehicles. **Note: Public safety personnel please refer to the policy in the Police Department.** Departments may not authorize non-emergency repairs for vehicles involved in accidents until they receive approval from Public Works Superintendent.

Personal use of a City-owned/leased or operated vehicle is against City policy unless prior authorization has been provided by the appropriate Director or Department Head. A letter authorizing non-City business use may be submitted to Public Works and must be signed by the Department Head stating reasons and restrictions for this privilege.

Family Members as Passenger in City Vehicles

An employee, who is traveling on city business and wishes to take a spouse or child, is allowed to do so with the understanding that while a passenger in a city vehicle (not police vehicles), they are covered by their personal insurance. A copy of their personal insurance card should be attached to the Disclaimer form provided by the City acknowledging that they are traveling at their own risk. Employees are required to turn in the City Vehicle Policy form to their Department Head prior to traveling. The non-employee acknowledges that he/she is traveling at his or her own risk. **Note: Public safety personnel please refer to the policy in the Police Department.**

Seatbelts

All employees must wear a seatbelt (in all vehicles and equipment with seatbelts) while driving or riding in any vehicle, either personal or City-owned, while going to or from work and at all times while performing City business. Furthermore, the City requires all of its employees to wear seatbelts at all times, as required by state law.

Cell Phones and Handheld Communication Devices

Employees must adhere to all federal, state or local rules and regulations regarding the use of cell phones while driving. Accordingly, employees must not use cell phones if such conduct is prohibited by law, regulation or other ordinance. If you are not sure whether the use of a cell phone while driving is prohibited in a particular area, please check with the human resources department. Employees should not use hand held cell phones for business purposes while driving. Should an employee need to make a business call while driving, they should locate a lawfully designated area to park and make the call or use a hands-free speaking device such as a speakerphone/ earpiece.

Motor Vehicle Record Checks

To ensure that employees who drive vehicles in the course of their job duties maintain valid driver's licenses, the City will check motor vehicle records ("MVR") of all applicants prior to making offers of employment, and all current employees between one and three years. As part of the hiring process, applicants will be required to sign a written consent form allowing the City to check their MVR at any time prior to or during their employment. All employees required to drive City vehicles must have a valid driver's license. If an employee's license is misplaced, suspended or revoked, the employee must notify his or her supervisor immediately.

Reporting of Traffic Incidents

An employee who drives a vehicle as any part of his/her job with the City is required to report to his/her supervisor any citations, DUI violations or accidents ("incidents") that he/she receives at

any time after he/she becomes employed. Failure to report such incidents within twenty-four (24) hours of occurrence (i.e., accident or receipt of citation, not conviction on the charges) may result in discipline up to and including immediate discharge.

All accidents involving a city vehicle must be reported to your supervisor immediately. Supervisors will contact dispatch for appropriate investigation.

Sustainability Policies

Green Policy

The City of Norcross is leading the way to sustainable living through its participation in the Atlanta Regional Commission (ARC) Green Communities Program. The Green Communities Program is a voluntary certification program for jurisdictions in the 10-county Atlanta Region to encourage local governments to become more sustainable by reducing their overall environmental impact.

Green Communities lead by example by conserving energy, water and fuel; investing in renewable energy; reducing waste; and protecting, wisely using, and restoring the community's natural resources including land. In addition, YOU can help.

Below are some of the ways that you, as an employee or contractor, can assist the city in its efforts to reduce its environmental footprint by adhering to its policies and practices related to its buildings, fleets and operations. Employees are also ambassadors for the city through interactions with the public. Providing quality customer service includes being knowledgeable about sustainability measures adopted by the government as well as those available to the community. Providing assistance in educating the public about these options helps the city incorporate the principles of sustainability that seek to balance the needs of people, planet and profits.

Sustainability refers to “development that meets the needs of the present without compromising the ability of future generations to meet their own needs.”

No Idling Policy

In order to reduce fuel costs. Reduce air pollution emitted by city vehicles and be a good environmental steward, the City of Norcross hereby establishes this policy for all employees.

Policy

City vehicles will not be parked with the engine operating for more than 30 seconds unless the operation of the engine is essential for the performance of the employee's work.

Initial “warm up” idling shall be minimized. If the vehicle's windows are clear, driving should be

started after no more than 30 seconds of idling. Employees are reminded that the citizens are paying for the vehicle and the fuel and citizens expect the city's employees to set the example.

Initial "warm up" for diesel vehicles should be limited to 3-5 minutes or as recommend by the vehicle's manufacturer in the owner's manual.

If a vehicle is going to be stopped for more than 30 seconds, except while operating a vehicle in a routine traffic stop the engine should be turned off because idling for more than ten seconds uses more fuel than it takes to restart the vehicle. Safety should never be sacrificed in order to adhere to this policy. Use good judgment as you would operate your own vehicle.

Exceptions:

- Emergency vehicles, such as police and public works vehicles engaged in operational activities or emergencies, as needed to carry out necessary activities to protect the public or city or privately-owned resources
- Vehicles that are required to idle in order to power ancillary equipment mounted on the vehicle without risking damage to the battery
- Public safety vehicle performing emergency operations, but only when the vehicle must be operating for the warning devices or emergency systems to function
- Vehicles equipped with temperature sensitive equipment
- Public safety vehicles transporting prisoners, victims, witnesses or when performing traffic control

EMPLOYMENT SEPARATION

Terminations and Resignations

Voluntary Termination

Employees wishing to resign from employment should notify their supervisor at least two (2) calendar weeks in advance of the last day of work. The City encourages employees to submit a letter of resignation stating the reason for the resignation.

Employees who resign from employment with the City will be paid for all accrued vacation leave hours provided they have completed the required probationary period, submitted a written notice at least two (2) weeks before their termination date and worked during the entire notice period. If it is determined to be in the best interest of the City, the City Manager may grant the employee “pay in lieu of notice.” After receiving written notice of voluntary termination, the department head shall notify Human Resources and schedule an exit interview for the employee.

Job Abandonment

If an employee who is scheduled to report for work fails to report for work and fails to communicate with his or her manager regarding the absence, the employee is deemed, after one day of such absence, to have voluntarily resigned from his or her position because of job abandonment.

The employee’s termination will become effective the day following the scheduled workday that the employee was expected to report to work and failed to report.

The City of Norcross recognizes that there may be unforeseen circumstances from time to time, which may require an exception to this policy. Any such exception will require a review of the unforeseen circumstances and approval of an exception to this policy by the employee’s manager and Human Resources.

Involuntary Termination

Department heads shall notify Human Resources of an intended involuntary termination. Human Resources will meet with departing employees and will provide employees with the following:

- A written statement citing the reason for dismissal
- The effective date of dismissal
- Outline of retirement benefit next steps after dismissal
- Payout of any accrued/earned vacation leave will be paid to each employee upon termination. However, if termination was due to theft or any illegal activity it will not be paid.

City Property

All City property assigned to an employee is considered an advance of wages and must be returned in good, working condition before a terminating employee receives a final paycheck. Employees are required to sign a "Receipt of City Property" form at the time equipment is issued. If not returned, the employee's final check will be withheld until all items are returned. If the City property is not returned further legal action will be pursued.

Sick Leave

An employee who has resigned, retired or is terminated cannot use sick leave for any part of his/her notice period. Sick leave is not paid out at termination, resignation or retirement. The City Manager has sole discretion to any exceptions to this policy.

Termination Following Extended Absence

The City of Norcross will support employees absent from work on extended leave by holding their current position (or another equivalent position) open for them for a reasonable period. However, the City cannot hold any job open indefinitely and comply with the required fiduciary requirements of managing the City's financial performance.

Therefore, an employee absent from work on extended leave due to a physical or mental impairment or a personal leave, except for workers' compensation related matters, will be terminated at the conclusion of their FMLA leave period, or if FMLA is not applicable at the conclusion of twelve (12) weeks of absence during a 12-month period measured backward from each day of leave, or if a reasonable accommodation is not available that allows the employee to continue employment.

The City will choose the best option for separation based on the circumstance (i.e. Voluntary or Involuntary). All normal separation procedures will be followed.

EMPLOYEE ACKNOWLEDGEMENT

The Employee Handbook describes important information about the City of Norcross (the “City”) including, but not limited to, the Fair and Accurate Credit Reporting Act and employee Protected Health Information (PHI) rights and responsibilities under HIPAA. I understand that I should consult the City’s Human Resources Representative regarding any questions not answered in the Employee Handbook.

I have read, understand, and agree to comply with all terms of the City of Norcross Employee Handbook. I further understand that this Employee Handbook may be revised, expanded or otherwise modified at any time, and that it is my responsibility to ensure that I am familiar with the current City of Norcross Employee Handbook at all times. I further understand and acknowledge that I am expected to comply with the current revision of each policy regardless of whether or not I have signed for the policy or any modification thereof.

The Employee Handbook contains various rules, policies and procedures relating to employment with the City. Many of the provisions are summaries of federal, state and municipal laws. Such laws are subject to change from time to time and, in accordance with such changes, the City may find it necessary or advisable to alter its rules, policies, procedures and the provisions of the Employee Handbook at any time.

Nothing in the employee handbook or in any of the city personnel policies shall be deemed to constitute a contract of employment and all employees of the City are employees-at-will who may quit at any time for any reason and who may be terminated at any time for any or no reason. No one other than the City Manager may make any promises or assurances or enter into any contract, whether oral or written, that in any way is contrary to or inconsistent with the limitations set forth herein, and any such promises, assurances or purported contracts shall be invalid and not binding on the city unless adopted, endorsed and agreed to in writing by the City Manager.

Employee’s Signature

Date

Printed Name