

TOWN OF SALEM, NH

PERSONNEL MANUAL



Effective March 1, 2023

**This document supersedes all personnel policies previously established or approved by the
Town of Salem, including:**

**Board of Selectman May 4, 2015, approved Personnel Manual
Amended February 6, 2023, Amended July 7, 2025**

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Introduction and Welcome

Welcome to the Town of Salem.

We are delighted that you have chosen to join our team and hope you will enjoy a long and successful career with us. The Town's goal is to provide you with satisfying work while providing our citizens with service second to none.

This personnel manual is an overview of the Town's personnel policies, benefits, and employee responsibilities. It is designed to provide general information about some of the advantages and benefits you enjoy as an employee of the Town and to explain some of the guidelines under which the Town operates. It is not possible to explain every Town policy, rule, practice, or benefit in this personnel manual. You should use it as a first step toward answering questions you have about your job. Please read it carefully and learn its contents. We encourage you to discuss any questions that you may have about the Town's benefits, policies and practices with the Town's Human Resources Department, or an appropriate designee.

Receipt of the manual, along with the employee's signature acknowledging receipt thereof, shall confirm the employee's understanding that compliance with its contents is a condition of employment. Nothing in this manual should be construed as a promise of specific treatment in any specific situation upon which any employee should rely. Additionally, many matters covered by this manual, such as employee benefits, are also described in separate official documents, and such official documents are always controlling over any statement made in this manual or by any supervisor or manager.

The terms and conditions of employment for Town employees represented by a labor organization also are governed by the applicable collective bargaining agreement ("CBA"). In the event the provisions of this manual are in conflict with those of an applicable CBA, the terms of the CBA shall control for such Town employees.

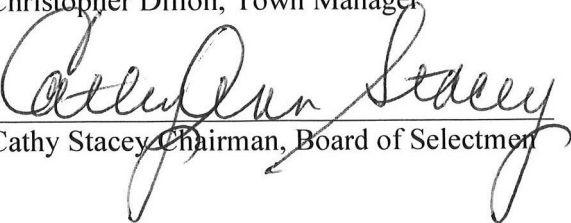
This personnel manual contains the policies and practices in effect at the time of publication. The Town reserves the right to change and/or modify its interpretation of the contents of this manual as well as any other Town guidelines, policies, practices, working conditions, or benefits without notice at any time, unless otherwise restricted by applicable law or any applicable CBA.

We are glad you have joined us and hope you will find your work both challenging and rewarding.

Sincerely,



Christopher Dillon, Town Manager



Cathy Stacey, Chairman, Board of Selectmen

I. GENERAL PROVISIONS

a) OUR WORKPLACE

Reviewing this manual reveals that terms such as “workplace” and “premises” appear in many policies. For most employers, these terms refer to the buildings and surrounding property they own or lease. The nature of our work as a municipality requires that the use of these terms have a broader definition. Whenever “workplace” or “premises” is discussed in this manual, please understand that we are talking about not only Town buildings, facilities, and properties, but also any remote job site to which you may be assigned to work and any vehicle you may be traveling in or using for town related business.

b) NEW HIRE ORIENTATION

New employees will be scheduled to attend, either in person or virtually, an employee orientation that will provide an overview of benefits and services entitled to for their position. Information is also available on the Town’s website under Human Resources.

c) EQUAL EMPLOYMENT OPPORTUNITY AND COMMITMENT TO DIVERSITY

The Town is committed to providing equal employment opportunities based on individual merit. The Town will not discriminate against employees or applicants for employment based on any legally protected status including, but not limited to, veteran or military status, marital status, physical or mental disability, age, race, color, religion, sex, sexual orientation, gender identity, pregnancy, national origin, genetic information (including family medical history), or ancestry. This policy applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, benefits, and training.

The Town is committed to creating and maintaining a workplace where all employees have an opportunity to participate and contribute to the town's success and are valued for their skills, experience, and unique perspectives.

d) DISABILITY ACCOMMODATION

Per the Americans with Disabilities Act of 1990 (“ADA”), the Americans with Disabilities Act Amendments Act (“ADAAA”), and NH RSA 354-A, the Town prohibits any form of discrimination in hiring as well as in all terms and conditions of employment against individuals with physical or mental disabilities. We will make every effort to make accommodations to ensure equal opportunity for qualified individuals with disabilities in the application process and performing essential job functions.

Please notify the Human Resources Director if, because of a disability, you require an accommodation to perform the essential functions of your job. You may be asked to provide medical information regarding your disability and accommodations. We expect that you will engage in the interactive process with the Town in good faith so that we may determine eligibility for accommodation and identify suitable accommodations. The Town will maintain all medical information confidentially per the ADA and provide accommodations as required by law. The Town is not required to provide any specific accommodation requested and may offer

an alternate accommodation if the alternate accommodation better fits the Town's needs and budget and still allows the employee to perform their essential functions. Accommodations may be made on a trial basis, and allowance of an accommodation may be revisited by the Town at any time for any lawful reason. The Town may grant employees a leave of absence as an accommodation. Employees are advised that long-term leaves of absence may impact their health insurance cost share.

e) EMPLOYMENT AT-WILL

Neither this manual nor any other Town guideline, policy, or practice creates an employment contract, bargain, or agreement or confers any contractual rights whatsoever, subject to any limitations pursuant to any applicable CBA, law or employment agreement. Employment with the Town is at-will, and either the employee or the Town may terminate employment at any time, with or without cause or reason.

No representative of the Town is authorized to provide any employee, individually or on a collective basis, with an employment contract or special arrangement concerning the terms or conditions of employment unless the contract or agreement is in writing and signed by the Town Manager.

f) SUGGESTIONS AND IDEAS

The Town is always interested in employees' and residents' ideas and suggestions for improving operations. Please submit suggestions to the Human Resources Department or the Town Manager's office. Employees may submit suggestions to their supervisors as well.

II. EMPLOYEE CLASSIFICATIONS

a) EMPLOYMENT CLASSIFICATIONS

When you are hired, you are classified as full-time regular, part-time regular, temporary, or seasonal and are informed whether you qualify for overtime pay. You will also be notified of what benefits you are eligible to receive. Please ask a Human Resources representative if you are unsure which classification your position fits.

FULL-TIME REGULAR EMPLOYEES: Individuals who are regularly scheduled to work thirty-five (35) hours or more per week for twelve (12) or more consecutive calendar months in any job classification established by the Town as a regular position.

PART-TIME REGULAR EMPLOYEES: Individuals who are regularly scheduled to work less than thirty-five (35.00) hours per week for twelve (12) or more consecutive calendar months in any job classification established by the Town as a regular position. Part-time employees are not eligible for benefits described in the manual except, where noted, or to the extent required by a CBA or state or federal law.

TEMPORARY EMPLOYEES: Individuals who are hired for specific periods of time or for the completion of a specific project. Temporary employees are not eligible for benefits described in this manual except to the extent required by state or federal law.

SEASONAL EMPLOYEES: Individuals who are employed for temporary work of a seasonal nature. Examples include, but are not limited to, snowplow operators and lifeguards. Seasonal employees are not eligible for benefits described in the manual except to the extent required by state or federal law.

NON-EXEMPT AND EXEMPT EMPLOYEES: All employees will be classified as either “exempt” or “non-exempt.”

Exempt employees are paid on a salary basis, and their duties and responsibilities allow them to be considered exempt from the overtime requirements of the Fair Labor Standards Act (“FLSA”). These employees are not eligible to receive overtime pay.

Non-exempt employees do not meet the requirements necessary to be considered exempt from the overtime provisions of the FLSA. These employees are eligible for overtime pay per the FLSA and Town policy.

ELECTED AND APPOINTED OFFICIALS: The Town’s elected and appointed officials, including the Town Clerk, Tax Collector, Board of Selectmen, Budget Committee, and Zoning and Planning Board Members, are governed by the laws and rules pertaining to their offices. These elected and appointed officials are subject to the Town’s anti-harassment and discrimination policies and are expected to adhere to the policies outlined in this manual.

b) ADULT VOLUNTEERS

The Town is fortunate to have many volunteers who perform work for the Town. When an individual performs volunteer work, whether short- or long-term, it benefits both the Town and the volunteer for the volunteer to be made aware of emergency contacts and procedures. Department Heads are required to notify Human Resources before the start of any volunteer work for the Town.

Before volunteer work commences, all volunteers must complete a Volunteer Disclaimer Form, Volunteer Application, and a criminal record check.

Volunteers are encouraged, but not required, to complete a Voluntary Medical Information Form. This form details information (such as allergies and other physical limitations) that may limit the volunteer work that can be performed and provides the Town with emergency contact information for the volunteer.

Volunteers are not compensated for their work.

Volunteers may only work under supervision, may not operate town-owned vehicles, and are limited to the specific tasks assigned. The town will provide necessary safety equipment. Non-emergency volunteer workers are not covered by the Town's worker's compensation insurance (they are covered under the Town's general liability insurance).

The Town is not responsible for loss, theft, or damage to a volunteer's property.

c) PROBATIONARY PERIOD

In accordance with the applicable CBA or Non-Affiliates Guide, the probationary or initial evaluation period is a test period of up to one year following initial hire, promotion, or transfer, during which an employee must demonstrate conduct and actual performance for the position to which they have been appointed.

The initial evaluation period may be extended subject to CBA requirements and/or Town Manager or designee approval. The Town shall have the right to terminate an employee before the end of the initial evaluation period with or without cause.

Successful completion of the initial evaluation period does not alter the employee's at-will status.

III. PERSONNEL RECORDS AND IDENTIFICATION

a) IMMIGRATION LAW COMPLIANCE

All Town employees must provide proof of their employment eligibility per U.S. immigration law requirements. During new hire orientation, employees must complete and sign the Employee Eligibility Verification Form I-9 to verify identity and authorization to work in the United States. Employees with work permits will be required to provide updated documents before the expiration date of their work authorization.

Employees must provide Human Resources with the required documentation within three days of hire. Upon notification of non-compliance, Department Heads shall send the employee home until Human Resources receives the required documentation. An employee may be disciplined up to and including termination for not providing the documentation required by law.

b) PERSONNEL FILES

The Town keeps a personnel file for each employee in the Human Resources Department. Personnel files document employment status, pay rates, disciplinary actions, benefits information and eligibility, and performance evaluations.

If there is a change in your personal data (address, marital status, change of dependent, etc.), you must promptly notify the Human Resources Department. This information helps the Town administer payroll, benefits, and other personnel matters accurately and promptly. Life changes may include but are not limited to the following:

- Address and telephone number
- Marital status (marriage, divorce, re-marriage, death of a spouse)
- Name
- Enrollment in benefits programs
- Number of dependents
- Dependents whose eligibility has changed because of age
- A spouse or dependent's enrollment in Medicare or receipt of Social Security Disability payments
- Beneficiaries
- Tax exemptions
- Emergency Contact

Timely notification (within 30 days) is required for qualifying events such as childbirth, adoption, marriage, and divorce for benefit eligibility (See VI. c) Qualifying Life Events/Status Changes). Delayed notification may result in the delay of eligibility for benefits.

Employee forms are available on the Town website under Human Resources.

Employees are entitled to review their personnel records. Personnel files are considered Town property. An employee must arrange a time to review their personnel file by contacting the Human Resources Department.

If you question the accuracy or completeness of the information in your personnel file, you should discuss the matter with the Human Resources Director. Employees are permitted to add responsive documents to their files. You also may request a copy of your personnel file. The Town will provide one copy at no cost for active employees. All other requests will be subject to the Town-wide fee schedule adopted by the Board of Selectmen.

Internal access to employee personnel files is limited to supervisors and managers with a legitimate, verifiable need to know specific job-related information about the employee.

The official personnel file is in Human Resources. Department Heads shall ensure all required documents are sent to Human Resources promptly.

c) REMOVAL OF DOCUMENTS FROM PERSONNEL FILES

Employees not subject to a CBA may seek removal of disciplinary documentation from their file by submitting a written request to the Human Resources Director. The Town Manager must approve requests. As a general guideline, disciplinary documentation will not be removed without demonstrating that the conduct documented has not been repeated and that maintaining the document in the file misrepresents the employee's performance. Under no circumstances will documentation be removed within two years of the action.

Employees subject to a CBA must follow the procedures and timelines in their respective CBA to seek the removal of documentation.

d) PERSONNEL ACTION NOTICES (PAN)

The Town requires its department managers, Department Heads, and their designees to acquire written approval from the Town Manager to initiate any of the following personnel actions: hiring, terminating, promoting, demoting, suspending, transferring, changing job titles and pay rates.

If the Town Manager approves the proposed action, the Human Resources Department will generate a Personnel Action Notice for distribution to appropriate departments (i.e., payroll) for processing. An approved and executed PAN will be placed in the employee's personnel file.

The PAN must be completed and signed before any personnel action (including hiring). Department Heads are required to seek approval in advance to allow time for a PAN to be processed. Payroll is unable to process changes without a completed and approved PAN. In unusual circumstances, when accruals are allowed to exceed maximum levels, PANs are required.

e) EMPLOYEE IDENTIFICATION

The Town provides employees with official Town identification cards (badges) to ensure the safety of Town personnel and residents and to provide proper identification. Some employees use Town identification cards to accurately document hours worked in the time and attendance system. This policy applies to eligible Town personnel, whether part-time, full-time, temporary, elected, or appointed.

All personnel (except for uniformed personnel) must visibly display their Town of Salem photo identification badge during working hours. Uniformed personnel are directed to their Departmental Standard Operating Procedures (SOPs) and the policy pertaining to them below.

- The photo identification must be worn using one of the following: neck lanyard, belt clip, or pocket sleeve unless otherwise specified.
- It is not acceptable to carry the identification badge in a wallet unless the card is clearly marked as “wallet safe.”
- Badges should not be shared with anyone, including co-workers.
- Employees will not intentionally destroy, alter, damage, or deface badges.
- Lost or stolen badges must be reported immediately to the Human Resources Department. All reasonable measures must be taken by personnel to locate lost badges for security purposes.
- The Town reserves the right to charge individuals for the cost of replacing the card.
- The identification badge is intended for Town business purposes only. Badges must not be used to obtain personal gain or benefits.
- If any individual requests to see the identification badge, it should be readily displayed.
- Upon resignation, termination, retirement, or completion of employment, contract, or relationship with the Town, badges must be surrendered to the Human Resources Department, Department Head, or designee. All badges must be returned to Human Resources.

Uniformed Personnel:

- Uniformed personnel will be issued a wallet-friendly identification card marked as “wallet safe.” A separate building access card may also be issued and must be carried in one of the approved methods previously listed.
- This policy is in addition to and not intended to replace any departmental uniform or dress code policy.
- Employees engaged in undercover police work are exempt from this policy and directed to comply with all Department directives regarding identification.

f) PERFORMANCE EVALUATIONS

Following the initial evaluation period (probationary period), it is the Town’s practice to formally review and evaluate the performance of each employee annually or following the governing CBA. Performance reviews are conducted by the employee’s immediate supervisor or other designee as determined by the Department Head and are reviewed by the Human Resources Director prior to inclusion in the employee’s personnel file. The purpose of performance evaluations is to assist the employee in taking a personal inventory of strengths and areas for improvement and to outline a practical strategy for future growth and development.

The employee is encouraged to take an active role in the review process and is permitted to respond to the review in writing.

In addition to the formal performance review process, the Town encourages supervisors to offer

informal, constructive feedback to employees regularly. Employees are encouraged to solicit feedback from their supervisors regarding their performance on a casual, frequent basis. Assistance in this regard is available from the Human Resources Department.

At or around the annual review time, wage adjustments may be made. However, a wage increase is not guaranteed and is subject to many factors, including budget approval and funding.

IV. COMPENSATION AND HOURS OF WORK

a) REPORTING OF TIME WORKED

Your time must be accurately reported so that you are compensated for your work hours. You will be required to document hours worked by completing a timesheet or in the time and attendance system. Your supervisor will provide details concerning your obligation to report all your work time.

If you discover an error has been made in your paycheck, please report it to your Department Head or their designee so that it may be promptly corrected.

b) TIME CLOCK POLICY

The Fair Labor Standards Act (FLSA) and New Hampshire RSA 279:27 require employers to maintain proper and accurate records of hours worked. The Town uses time and attendance systems for employees to clock in and out during all working hours. The system enables payroll to record more accurately and efficiently, and process employee time worked, and leave taken. The system and associated documents are the official records of hours worked for applicable employees of the Town. Any dispute over actual hours worked or attendance will be resolved by referring to time and attendance records.

The Town of Salem rounds time worked to the nearest quarter hour using the seven-eighths-minute rounding rule for time punches at the start and end of each shift. The time that is seven minutes or less is rounded to the earlier quarter-hour, and the time that is recorded as 8 minutes or more is rounded to the last quarter-hour. For example, a punch of 8:07 would round down to 8:00 am, whereas a punch of 8:08 would round up to 8:15. Intentional abuse of rounding rules is subject to disciplinary action.

Unpaid meal breaks are rounded to the nearest quarter hour based on the total time out. This means the unpaid meal break is not rounded based on the time in/out punch but on the actual time out. For example, if an employee clocks out for 37 minutes, it will round down to a 30-minute unpaid meal break, whereas a 38-minute break will be rounded up to a 45-minute unpaid meal break.

All employees are expected to clock in and out during the day accurately. Employees must clock out whenever they leave the work site for any reason other than assigned work duties (i.e., when taking a 15-minute break and leaving the premises, you must clock out).

Hourly employees must have their supervisor's approval to clock in more than 8 minutes before the start of their shift or 8 minutes following the end of the shift. Supervisors are responsible for ensuring employees are working their entire shifts.

Non-exempt (hourly) employees may not clock out 8 minutes or beyond following the end of their work time unless the employee's supervisor authorizes permission to do otherwise. Hourly employees are not allowed to work more hours than their assigned shift without prior authorization from your supervisor.

Some employees are required to change their cost center whenever working in a role that is not

their default cost center (i.e., plowing should be coded to winter weather).

Employees utilizing the Town's electronic time and attendance system must submit requests for time off/leave (vacation, comp time, sick, etc.) electronically. Requests must be submitted for the supervisor's approval at least one week before the requested time-off (unless the leave is unforeseen, i.e., sick time or emergency circumstances) to give supervisors time to review balances and reply. Your leave time is not approved until your supervisor approves your request in the time and attendance system. Employees who are part of a collective bargaining unit should refer to their CBA regarding leave notification requirements.

If an employee cannot clock in or out due to a timeclock malfunction, it is the employee's responsibility to inform their supervisor and/or payroll administrator immediately.

An employee must submit a timesheet change request using Kronos or their department's administrative assistant (if applicable) if they forget or are unable to clock in or out, are required to perform work while clocked out, or believe their time records are not recorded accurately. Traveling from one workplace to another during the same workday is considered time worked. Employees shall not clock out when traveling from one worksite to another worksite. If an employee travels to another city on a one-day assignment (including training, meetings, conferences, etc.), traveling to and from another municipality shall be considered time worked.

Employees are not paid for time spent traveling to and from work locations to their residences.

Violations of these procedures may result in disciplinary action, up to and including termination from employment.

c) WORK WEEK / HOURS OF WORK

The Town's workweek (for payroll purposes) begins on Sunday at 12:01 a.m. and ends on Saturday at midnight. Your work schedule may vary depending on your job and department. When you are hired, your supervisor will inform you of your work hours.

d) PAY/PAY PERIODS

Employees are paid weekly on Thursday for all hours worked during the previous pay period. Please review your paycheck for errors. Paychecks will be distributed only to you by your Department Head or supervisor unless you provide the Town with written authorization for someone else to receive your paycheck. Payroll checks are available in the payroll office and should be picked up within one week of the date issued. Payroll checks that have not been picked up will be mailed to the employee's address in the payroll system.

e) OVERTIME

From time to time, it may be necessary for you to work overtime. Employees subject to a CBA and employees within Departments frequently requiring overtime (i.e., Police, Fire, and Municipal Services) should review the governing CBA and SOPs for additional information regarding overtime.

All overtime must be approved in advance by the Department Head or designee. Except in an emergency, the Town will attempt to provide advance notice of the necessity for overtime.

f) BREAKS AND MEAL PERIODS

Breaks and meal periods differ by Department and CBAs. Please see your supervisor for your schedule. Any questions or concerns regarding breaks and meal periods should be directed to your supervisor or the Human Resources Department.

g) DIRECT DEPOSIT

The Town offers direct deposit for employees. Direct deposit is the fastest, most secure, and most convenient method of getting paid, and all employees are encouraged (but not required) to participate. Information about direct deposit will be provided at the new hire orientation.

h) PAPERLESS PAYROLL

The Town does not provide paper check stubs. Instead, employees can access weekly and historical paycheck information through a secure online portal. Employees should contact the Payroll Coordinator for assistance.

i) PAYROLL DEDUCTIONS

Payroll Deductions for All Employees

There are two payroll deductions, those required by state or federal law and those authorized by the employee.

Payroll deductions required by law include federal, state, social security, and Medicare taxes and wage garnishments (i.e., child support payments, court-ordered payments, IRS garnishments). Employees may also be subject to mandatory NH State Retirement System deductions.

If authorized by an eligible employee, the Town will process payroll deductions including, but not limited to, health and dental insurance, savings plans, union dues, supplemental retirement, and supplemental life insurance. These deductions will be explained to you during your new hire orientation. If you have any questions about deductions, please direct them to the Payroll Coordinator. All deductions will be itemized on your check stub.

Under New Hampshire law, the Town may not withhold, use any portion of, or require any employee to remit any part of wages except if legally mandated or with appropriate employee authorization.

Questions Regarding Paychecks and Deductions

If you have any questions or concerns about your paycheck or any deductions from your pay, please contact the Payroll Coordinator. If you have questions regarding reported hours, contact your Department Head.

Suppose there has been an error, such as a deduction made in error. In that case, the employee will receive a corrected check or a check reimbursing the employee for the mistake, whichever is more practicable under the circumstances. Questions and concerns regarding pay and deductions will be investigated and addressed promptly.

Employees should feel free to communicate any questions or concerns regarding payments or deductions. The Town will not tolerate retaliation against employees who express concerns.

j) REIMBURSABLE EXPENSES

Reimbursements for expenses incurred to conduct official Town business are subject to approval by the Town Manager or designee. Request for reimbursement must be submitted to the Department Head for payment authorization and then forwarded to the Finance Department for processing. Payments will be processed upon submission of receipts verifying incurred expenses. The Finance Department will provide an annual date on which all requests for reimbursements, including mileage, must be received. Requests received after the date will not be paid.

While utilizing personal vehicles for approved business-related travel, the employee will receive a stipend per mile per the IRS code. Employees must have prior approval from their Department Head to utilize this benefit.

When traveling on approved business matters, conferences, training, and meetings, employees may receive a per diem payment up to as follows:

- Breakfast: \$10.00
- Lunch: \$15.00
- Dinner: \$20.00

These rates may be updated periodically. A per diem payment will not be paid when meals are provided. Training must occur during meal periods to be eligible for reimbursement. If a meal is provided, no per diem payment is allowed.

Questions regarding reimbursable expenses should be directed to Department Heads or the Finance Department. Employees covered under a CBA should refer to appropriate contracts.

k) REMOTE WORK

Approved remote work is a voluntary alternative appropriate for some employees and jobs but not all employees and all positions. No Town employee is entitled to or guaranteed the opportunity to telework and shall not commence until the written request is approved by the Town Manager

Eligibility is determined on a case-by-case basis taking into consideration several factors. The following are references for approval of remote work: department staffing, will the remote work increase the work of other departmental employees, the ability to supervise the employee, labor relations, and the employee's job responsibilities.

Working remotely is not a substitute for child or adult care. Remote work may also be considered a reasonable accommodation under the American Disability Act (ADA).

The Town is not responsible for any operating costs (home maintenance, ink, etc.) related to being allowed to work remotely. Employees shall have a safe work area away from distractions and other family members. The Town assumes no responsibility for an injury, but employees are required to report injuries immediately to Human Resources.

Town property is used only for Town business and only by the employee approved for remote work. Employees must always follow Town policies and guidelines during approved remote work. Employees should carefully review Computer Use and Communication Equipment and Timeclock policies and seek clarification if needed. Failure to respond promptly may result in privileges being rescinded.

Employees are expected to work their regular schedule unless they receive their manager's prior approval to adjust their schedule. Employees need to remain productive and responsive during their scheduled work hours.

Employees are expected to remain with their department/division while working remotely. They will be available to attend scheduled work meetings as required and/or requested. Presence may be maintained by using appropriate technology, including but not limited to a computer, email, messaging application, video conferencing, instant messaging, Google sheets, or text messaging. Employees are expected to maintain the same response times as they were at their regular work location.

The Town Manager may also determine that employees need to work at alternative locations for a brief time to accommodate unusual circumstances.

Departments may provide mobile devices used for remote access. Employees are not allowed to use their personal computer equipment to log into the Town's network. The Town Manager and/or Finance Director must approve the use of a Town laptop. Employees must use LogMeIn or a similar approved secure access software.

Department Heads should submit requests in writing to the Human Resources Department. Requests for remote work will not be approved until the required documentation has been submitted to Human Resources Department and approved. Other than ADA accommodations, the Town Manager will approve remote work assignments.

1) PROMOTIONS, TRANSFERS & JOB POSTINGS

For Union positions, the Town follows CBA rules regarding job postings, transfers, and promotions.

The Town strives to allow employees to fully use their skills, interests, and potential. To support employee growth and development, we will make every effort to promote qualified employees from within the Town, if possible, based on the needs of the Town and employee qualifications. Depending upon the circumstances, we may also recruit individuals from outside the Town.

Employees may obtain additional information about open positions and request consideration for any opening by contacting the Human Resources Department. The Town Manager approves all promotions, transfers, and new hires.

If a transfer or promotion is granted, the employee's pay rate in the new position will be determined at the time of the transfer or promotion. The pay rate will be based upon the employee's qualifications, experience, job performance evaluations, and other considerations at the Town's discretion, unless otherwise governed by a CBA or other Town policy.

Transferred or promoted employees will receive a performance evaluation after six months in the new position. Department Heads/Supervisors are responsible for completing the performance evaluation. If the transfer or promotion changes the employee's bargaining group and the employee is eligible for an accrual buydown, the rate will be at the employee's former rate.

m) TEMPORARY UPGRADES

An employee may be temporarily placed in a higher classification position as approved by the Town Manager.

While in a temporary classification, the employee's benefits and accruals will remain with their lower non-temporary position. This will eliminate changes in union affiliations and/or benefits until the change becomes permanent or reverts to the original position (refer to CBAs for plus rate).

When an employee is in a temporary higher classification, and the position becomes permanent, the temporary date of promotion shall be used for future step increases. Changes in benefits/union affiliation will be effective when the change is no longer temporary.

If an employee cannot continue actively working in a temporary higher classification, the employee will be removed/replaced and returned to their previous position.

V. TIME AWAY FROM WORK AND OTHER LEAVE BENEFITS

Employees should refer to their CBA, Non-Affiliated Employee Guide or individual employment agreement for details governing the individual time off benefits (accruals, maximum accruals & buy-back provisions) outlined in this section.

a) HOLIDAYS

Per CBA or Non-Affiliated Employee Guide, the Town recognizes the following holidays:

- New Year's Day
- Civil Rights Day
- President's Day
- Memorial Day
- Juneteenth *
- Independence Day
- Labor Day
- Columbus Day
- Veterans' Day
- Thanksgiving Day
- Thanksgiving Friday
- Christmas Eve ½ Day *(last workday prior to Christmas Day) Christmas Day
- New Year's Eve ½ Day *(last workday prior to New Year's Day)

When a holiday falls on a Sunday, the following Monday shall be declared a holiday. When a holiday falls on a Saturday, the preceding Friday shall be declared a holiday. The provisions of this section shall apply to full-time regular and, on a prorated basis, to part-time regular employees. The holiday schedule will be published in December for the following year.

*Holidays for SEA and Non-Affiliated employees only. Employees who are scheduled Monday-Friday shall take a holiday as recognized unless prohibited by job requirements and approved by their supervisor.

Employees must be in a paid status to receive holiday pay. Employees utilizing short-term disability benefits may be eligible for pro-rated holiday pay.

Unused holiday time is not payable to employees upon termination, retirement, or resignation unless required by the applicable CBA or individual contract.

b) VACATION

Vacation is a time for you to rest, relax, and pursue special interests. The Town encourages employees to take vacation time.

All employees will be advised of their vacation time availability and accrual rates during their new hire orientation. Employees with questions about vacation accruals should seek guidance from the Human Resources Department.

Employees required to utilize the Town's time and attendance software should request time off through the attendance system. Requests should be submitted in advance to allow for scheduling and coverage. Vacation may be taken only if the Department Head or designee approves the request. Department Heads must submit their vacation requests to the Town Manager or designee. The Town Manager should seek approval from the Chairperson of the Board of Selectmen for their own vacation time.

Employees are encouraged not to make non-refundable travel plans (such as purchasing airline tickets or hotels) without securing vacation time approval in advance.

Department Heads should endeavor to grant vacation requests unless doing so adversely impacts the Department's functioning.

If too many employees in one Department seek the same vacation time off, the Department Head shall attempt to resolve the conflict by seeking agreement from the affected employees. If no agreement can be reached, the employee with the most seniority will be allowed the vacation time.

Accrued unused vacation is payable to employees upon termination, retirement, or resignation. Unless protected by law, employees must be in a paid status to receive monthly vacation accruals. It is the responsibility of the employee to ensure they have adequate leave before requesting time off. Supervisors must confirm leave availability before approval. Employees cannot have a negative vacation balance without prior authorization from the Town Manager.

c) PERSONAL DAYS

Personal days are provided for eligible employees to engage in necessary errands, activities, or unscheduled needs that are not covered by sick time. Employees with questions about the availability of personal days should seek guidance from the Human Resources Department.

Unused personal days are not payable to employees upon termination, retirement, or resignation. Personal days must be used by December 31st and are not carried over to the following year.

Employees may take personal time in increments as small as one hour.

d) SICK LEAVE

Sick leave is to be used for absences due to the employee's illness or illness of someone in the employee's family or household that the employee will be acting as a caregiver.

The Town may, at any time, ask you to submit satisfactory medical verification of an illness from your health care provider. Failure to provide verification may result in loss of sick leave benefits or disciplinary action in cases where sick leave abuse is detected.

Employees who do not report to work due to illness must contact their immediate supervisor or Department Head daily relative to the need for and status of their absences unless otherwise directed. Reporting of the absence to any employee other than the supervisor or Department Head will not be accepted as compliance with the daily reporting requirement.

Absence from work for three (3) consecutive days without notifying the Department Head or Human Resources may be considered a voluntary resignation.

Unless protected by law, employees must be in a paid status to earn monthly accruals.

Employees who do not have sufficient sick leave accrued to be paid for a sick day will be required to utilize other accrued time (holiday, vacation, or personal time) before going into an unpaid status.

Negative sick leave balances are not permitted.

e) PAID TIME OFF (PTO)

Time off that combines vacation, personal and sick leave into a single bank of non-cumulative days for employees to use to take paid time off from work.

f) FAMILY AND MEDICAL LEAVE (FMLA)

LEAVE ENTITLEMENTS

Eligible employees who work for a covered employer can take up to 12 weeks of unpaid, job-protected leave in a 12-month period for the following reasons:

- The birth of a child or placement of a child for adoption or foster care.
- To bond with a child (leave must be taken within one year of the child's birth or placement).
- To care for the employee's spouse, child, or parent who has a qualifying serious health condition.
- For the employee's own qualifying serious health condition that makes the employee unable to perform the employee's job.
- For qualifying exigencies related to the foreign deployment of a military member who is the employee's spouse, child, or parent.

An eligible employee who is a covered servicemember's spouse, child, parent, or next of kin may also take up to 26 weeks of FMLA leave in a single 12-month period to care for the servicemember with a serious injury or illness.

An employee does not need to use leave in one block. When it is medically necessary or otherwise permitted, employees may take leave intermittently or on a reduced schedule.

Employees may choose, or an employer may require, use of accrued paid leave while taking FMLA leave. If an employee substitutes accrued paid leave for FMLA leave, the employee must comply with the employer's normal paid leave policies.

BENEFITS & PROTECTIONS

While employees are on FMLA leave, employers must continue health insurance coverage as if the employees were not on leave.

Upon return from FMLA leave, most employees must be restored to the same job or one nearly identical to it with equivalent pay, benefits, and other employment terms and conditions.

An employer may not interfere with an individual's FMLA rights or retaliate against someone for using or trying to use FMLA leave, opposing any practice made unlawful by the FMLA, or being involved in any proceeding under or related to the FMLA.

ELIGIBILITY REQUIREMENTS

An employee who works for a covered employer must meet three criteria to be eligible for FMLA leave. The employee must:

- Have worked for the employer for at least 12 months.
- Have at least 1,250 hours of service in the 12 months before taking leave; * and
- Work at a location where the employer has at least 50 employees within 75 miles of the employee's worksite.

*Special "hours of service" requirements apply to airline flight crew employees.

REQUESTING LEAVE

Generally, employees must give 30-days' advance notice of the need for FMLA leave. If it is not possible to give 30-days' notice, an employee must notify the employer as soon as possible and, generally, follow the employer's usual procedures.

Employees do not have to share a medical diagnosis but must provide enough information to the employer so it can determine if the leave qualifies for FMLA protection. Sufficient information could include informing an employer that the employee is or will be unable to perform his or her job functions, that a family member cannot perform daily activities, or that hospitalization or continuing medical treatment is necessary. Employees must inform the employer if the need for leave is for a reason for which FMLA leave was previously taken or certified.

Employers can require a certification or periodic recertification supporting the need for leave. If the employer determines that the certification is incomplete, it must provide a written notice indicating what additional information is required.

EMPLOYER RESPONSIBILITIES

Once an employer becomes aware that an employee's need for leave is for a reason that may qualify under the FMLA, the employer must notify the employee if he or she is eligible for FMLA leave and, if eligible, must also provide a notice of rights and responsibilities under the FMLA. If the employee is not eligible, the employer must provide a reason for ineligibility.

Employers must notify its employees if leave will be designated as FMLA leave, and if so, how much leave will be designated as FMLA leave.

ENFORCEMENT

Employees may file a complaint with the U.S. Department of Labor, Wage and Hour Division, or may bring a private lawsuit against an employer.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or CBA that provides greater family or medical leave rights.

g) MATERNITY LEAVE

A maternity leave begins when an employee is medically determined to be disabled and ends when she is medically able to return to work. All female employees may take an unpaid leave of absence for the period of temporary physical disability resulting from pregnancy, childbirth, or related medical conditions. Employees will be required to take FMLA leave, if they are eligible for such leave, concurrently with maternity leave, as described in the Town's FMLA policy (see Section V. e) FMLA).

Under this policy, employees must use their accrued vacation and sick/personal time before taking unpaid leave. Employees on maternity leave may also be eligible for short-term disability benefits.

Employees on maternity leave who are not eligible for FMLA leave or who have exhausted their FMLA available leave weeks will be allowed to return to their original job or a comparable position (dependent upon business necessity) when they are medically cleared to return. An employee who cannot be returned to their original or a comparable position will remain eligible to apply for any available position within the Town.

h) BREAK TIME FOR NURSING MOTHERS

The Town respects the right of mothers to breastfeed their children. For up to three (3) years after the birth of the child, mothers are provided reasonable time during the day to express breast milk. Nursing mothers will also be afforded a private space for this purpose with a chair and an electrical outlet. This space shall not be a bathroom and shall be a reasonable walking distance from the employee's worksite. A sink shall be available within a reasonable distance. Employees anticipating needing break time and a location to express milk should address this matter with the Human Resources Department prior to returning to work so that appropriate arrangements can be made in a timely manner. At a minimum, nursing mothers shall be afforded thirty (30) minutes to express milk for every three (3) hours worked; however, this does not prevent the allowance of additional time or an alternative schedule if reasonable and mutually agreed.

Mothers will be provided with refrigerator space to store expressed breast milk. Breast milk must be clearly labeled with the employee's name, and, as with all items in Town refrigerators, may be discarded when the refrigerators are cleaned. *(This updated language was adopted by Town Council on July 7, 2025, Resolution No. 2025-24)*

i) PERSONAL LEAVE OF ABSENCE (LOA)

Leave without pay may be granted upon the recommendation of the department head and approved by the Town Manager. The Town Manager may grant leaves without pay for such purposes and under such conditions as deemed in the best interest of the employee and the Town.

An employee on an unpaid LOA is not entitled to accrue any benefits, including, but not limited to, holidays, vacation time, sick leave, and personal days.

Employees who are granted a personal leave of absence may continue to participate in the Town's health insurance benefit for the calendar month during which the leave begins. When that calendar month expires, the employee may continue health insurance coverage by making arrangements with the Payroll Coordinator to pay the entire amount of the appropriate monthly premium in advance each month.

The Town will make reasonable efforts to reinstate employees returning from a personal leave of absence to the same or similar job as held before the leave, subject to Town staffing needs and other requirements. The Town cannot guarantee reinstatement from a personal leave of absence if the employee's job would have been eliminated, altered, or subjected to layoff for reasons unrelated to the leave.

j) ADMINISTRATIVE LEAVE

An employee may be placed on an administrative leave with or without pay following allegations of misconduct or other similar circumstances. Administrative leave provides time for an investigation to occur and/or time for the related facts to be reviewed. During this time, you are directed not to interfere or communicate with any parties involved.

The employee will be notified they are being placed on a paid or unpaid administrative leave, the reason for the leave and that an investigation will occur. Town property including, but not limited to, keys, equipment, mobile devices, and weapons shall be collected from the employee before the employee leaves the worksite. If additional property is offsite, arrangements will be made to ensure the property is returned to the Town in a timely manner.

PAID ADMINISTRATIVE LEAVE: While on paid administrative leave, the employee shall be always in work-ready status during the employee's regularly scheduled work time and must be able to report to work on a short notice. During a paid administrative leave, an employee must notify their Department Head of periods in which the employee would not be available to work. While on paid administrative leave an employee shall not hold another job during the hours the employee is normally scheduled to work for the Town. An employee on paid administrative leave shall utilize holiday pay if a holiday falls on their regularly scheduled workday.

UNPAID ADMINISTRATIVE LEAVE: Employees placed on unpaid administrative leave will not accrue sick or vacation time during the leave. Eligible employees will not receive uniform allowances. Holidays that fall during an unpaid administrative leave will not be granted or paid. An employee on an unpaid administrative leave must plan to pay premiums for eligible insurance benefits with the Payroll Coordinator.

If an employee is placed on an unpaid administrative leave and the investigation does not corroborate the allegations, the employee will receive missed accruals up to the maximum accruals subject to the provisions of the applicable CBA. The employee will be paid for time missed while in an unpaid status. If the employee would have used accrued leave for time away from work, they are required to utilize accrued leave benefits when being reinstated. Employees will not receive double pay for benefits when being reinstated.

Once notified, an employee on a paid or unpaid administrative leave is expected to return to work as directed.

The Town Manager must approve an employee being placed on Administrative Leave.

k) MILITARY LEAVE

Unless otherwise stated by CBA, employees who voluntarily or involuntarily serve in the United States armed forces or National Guard (collectively referred to as “uniformed services”) will be provided with leaves of absence for such service or training in connection with such service in accordance with the federal Uniformed Services Employment and Reemployment Rights Act (“USERRA”), the FMLA (if eligible) and any applicable state laws.

Although not required to do so by law, the Town supports active-duty military employees by paying the difference between the employee’s active-duty military pay and the employee’s base pay for the Town. Employees seeking to utilize this benefit must secure approval from the Human Resources Department and Town Manager and will be asked to provide documentation of military wages.

Military leave for annual training periods not to exceed two (2) weeks will be granted with pay (Town will supplement military pay bringing employee to 100% of base pay); earned vacation will not be charged for such training periods. To be eligible employees must provide Human Resources with an official copy of the training schedule and military earnings verification prior to receiving Town payment.

Notice of Leave Request

An employee needing time away from work for service or training in the uniformed services should make the Human Resources Department and their Department Head or designee aware of the need for leave as soon as the employee receives the written or verbal orders. It is requested that notice be provided at least 30 days before the leave begins where it is possible to do so.

An employee’s request for leave may include reasonable time off to get personal business in order before commencing service in the uniformed services. Reasonable time off will be decided by the Human Resources Department and the Department Head on a case-by-case basis. Time off determinations for military leave are subject to approval by the Town Manager. Employees may utilize accrued vacation and sick time for this purpose.

Health Coverage

During military leave, the employee will have the option of continuing their health and dental insurance coverage at the employee’s regular contribution rate. If the employee is continuing to receive wages, payment for insurance premiums shall be made through payroll deductions. If the employee is not receiving wages, arrangements for payments must be made with the Payroll Coordinator.

When the employee returns to work, they will be reinstated to the health insurance benefit with no waiting period, even if coverage is terminated during the leave.

Pension

Upon reemployment, the employee is treated as if there was no break in service for the Town's purposes.

Employees should confer directly with New Hampshire Retirement System regarding service credit policy for military service.

Reinstatement

Employees wishing to be reinstated following military leave shall promptly notify the Human Resources Department. If the leave is for service of less than 31 days, the employee should return to work on the first full, regularly scheduled workday following completion of service, allowing for 24 hours of rest and time for safe transportation back from the service. If the service lasts 31 to 180 days, then the employee should notify the Human Resources Department of the desire for reinstatement within 14 days of completing service. If the military leave lasts more than 180 days, then the employee should notify the Human Resources Department of the desire for reinstatement within 90 days of completing service.

The Town will reinstate eligible employees promptly. Eligibility for reemployment will be determined with reference to USERRA and its implementing regulations. Employees seeking reinstatement will be required to provide documentation of the timeliness of the reinstatement request, the total time spent in service, and/or a statement that the reason for separation or dismissal from service is not disqualifying.

Employees cannot waive their reemployment rights in advance of being released from uniformed service.

Disabled Service Members

If a returning employee was disabled or a disability was aggravated during uniformed service, the Town will make reasonable accommodations and efforts to help the employee become qualified to perform the duties of their reemployment position.

Statement Against Discrimination and Retaliation

The Town will not discriminate in hiring, employment, reemployment, or any employment benefits against any individual because of that individual's service in the United States uniformed services. The Town also will not tolerate any retaliation against any individuals because of their service in the uniformed services or their engagement in any other activities protected under USERRA or other applicable laws.

I) BEREAVEMENT LEAVE

In the event of the death of a member of an employee's immediate family, the Town provides paid time off at the employee's regular base rate. The purpose of bereavement leave is to enable an employee to take care of personal arrangements, situations caused by the death of an immediate family member and/or attend services. Pay for part-time employees will be pro-rated based on the number of hours, if any, the employee regularly works on those days. "Immediate

family” includes spouse, children (including stepchildren), parents, brothers, sisters, stepparents, stepbrothers, stepsisters, mother-in-law, father-in-law, brothers-in-law, sisters-in-law, grandparents, and grandchildren of the employee.

Bereavement Leave does not include friends or neighbors; employees may use their accrued leave to attend these services.

Employees may be asked to provide documentation of the family member’s death.

m) JURY DUTY/WITNESS LEAVE

The Town considers it a civic duty to serve on a jury if summoned and will grant employees leave for this purpose. An employee shall be excused from employment for the days required to serve as a juror or witness in any court of the United States or the employee’s state of residence. For seasonal and temporary employees, jury or witness duty will be considered an excused unpaid absence.

Employees who are compensated for jury duty shall be paid the difference between their regular day’s pay and the amount of compensation they receive for performing their jury duty. To be paid for Jury Duty, evidence of payment by the Court is required by payroll.

Employees summoned for jury duty must inform the Human Resources Department and their Department Heads as soon as possible and must present a copy of the summons to the Human Resources Department. If released from jury duty on any day, the employee is expected to return to work if they can return for two or more hours of work time.

Employees subpoenaed to appear as witnesses for matters not related to their work shall be excused from work to testify. Employees shall provide a copy of the subpoena to the Human Resources Department as soon as is practicable. Witness leave is unpaid leave, though employees may utilize any applicable accrued time available to them.

n) LEAVE OF ABSENCE FOR VICTIMS OF CRIME

The Town will grant an employee unpaid time off from work to attend court or other legal or investigative proceedings associated with the prosecution of a crime in which the employee was a victim. For purposes of this policy, a “victim” is any person who suffers direct or threatened physical, emotional, psychological, or financial harm because of the commission or attempted commission of a crime.

Employees may also qualify for leave under this policy if they are part of the immediate family of a homicide victim or part of the immediate family of a child under the age of eighteen (18) or an incompetent adult who is the victim of a crime. For purposes of this policy, “immediate family” means the father, mother, stepparent, child, stepchild, sibling, spouse, civil union partner, grandparent, or legal guardian of the victim, or a person who is otherwise in an intimate relationship with and residing in the same household as the victim.

Employees needing time off under this policy should notify the Human Resources Department or their Department Head as soon as possible. The employee may be asked to submit copies of the notices of each scheduled hearing, conference, or meeting that is provided to the employee by

the court or agency involved in the prosecution of the crime. Employees must comply with any requests to submit these notices, and failure to do so may result in denial of the leave of absence. The Town will maintain any such notices or records in confidence and will disclose them only on a need-to-know basis.

The employee will be notified as soon as practicable whether the leave request is granted or denied. Requests falling within the definitions of this policy will typically be granted unless the leave of absence would cause an undue hardship on the Town. An “undue hardship” for purposes of this policy means significant difficulty and expense. In determining whether an undue hardship may exist, we will consider the size of the Town’s operations, the employee’s position, and the need for the employee to be at work. If necessary, leave requests may be granted in part and denied in part.

Leave taken under this policy is unpaid, although an employee may elect to use their accrued unused vacation time, sick leave, or personal days.

The Town will not terminate, threaten, or discriminate against an employee for taking leave under this policy. Employees taking leave under this policy will not lose any seniority during the leave of absence.

o) FIRST RESPONDER LEAVE

When a state of emergency is declared by the governor or general court of New Hampshire, Town employees who are members of fire departments, rescue squads and emergency medical services agencies are entitled to unpaid leave to respond to the emergency if they are not required to be part of the Town’s emergency response. No employee using First Responder leave shall be required to utilize accrued time off, though employees may choose to do so.

VI. MEDICAL AND OTHER BENEFIT PLANS

Employees should refer to their CBA, Non-Affiliated Employee Guide or individual employment agreement for details governing the benefits outlined in this section. Detailed benefit information and enrollment/change forms are provided by Human Resources during new hired orientation and each year during open enrollment. Employees seeking detailed benefit information should contact the Human Resource Department.

a) MEDICAL PLAN

Eligible employees may participate in the Town's medical insurance plan. Employees may enroll in either a single, two-person, or family plan after meeting the eligibility criteria stated in our plan documents. Employees are eligible for medical insurance on the first day of the month after completing 30 days of full-time employment with the Town. To assist you with the cost of this insurance, the Town pays a portion of the premium for single, two-person, or family coverage for full-time employees. Neither employee nor dependent can be covered under more than one Town sponsored health insurance plan. The employee must pay the balance through an authorized payroll deduction.

Newly hired employees will be provided with information about benefits enrollment and costs during the new hire orientation. Employees have ten working days to enroll in the Town's plans. Failure to meet this deadline will require the employee to wait to enroll until the annual open enrollment.

Part-time employees may enroll in the plan but must pay the full premium. Part-time employees who enroll in the plan are not eligible for the Town's contribution toward premiums or to a health savings account.

Employees who are full-time, but are temporarily working a part-time schedule due to an ADA or other non-worker's compensation accommodation, may remain on the health plan at their full-time cost-share for six months. Once the six-month grace period has elapsed, employees who are approved for continued leave must arrange to pay for their full health insurance premium with the Payroll Coordinator.

The Town's health and dental plans are administered per Section 125 of the Internal Revenue Code (IRS). Per the regulation, the Town deducts health and dental deductions as a pretax salary reduction. Employees should keep this in mind when covering dependents who may not meet the IRS definition of dependent.

Health Savings Account

The health savings account is a tax advantage account used to pay for qualified medical expenses. The HSA account works with the Town's high deductible health plan. The IRS governs the account. Employees are responsible for following the IRS guidelines when using funds from their HSA account.

Under no circumstances will the Town contribute more than \$3,750 annually to one family's health savings account due to a family status change.

b) DENTAL PLAN

Eligible employees may participate in the Town's dental insurance plan. Employees may enroll in either a single, two-person, or family plan after meeting the eligibility criteria stated in our plan documents. Employees are eligible for dental coverage the first of the month following the completion of 90 days of full-time employment with the Town. To assist full-time employees with the cost of this insurance, the Town currently pays the full premium for a single plan, and a portion of the premium for a two-person, or family coverage. The balance is to be paid by the employee through an authorized payroll deduction.

Part-time employees may enroll in the plan but must pay the full premium.

c) QUALIFYING LIFE EVENTS/STATUS CHANGES

A qualifying life event is something that dramatically changes your health/dental insurance needs. When such an event occurs, the employee is permitted to add, change, or cancel their insurance plan to reflect the life event.

Changes must be submitted to Human Resources within 31 days of the event. If you do not submit the required documentation, enrollment may be delayed until the next open enrollment period. Delayed notification may also result in imputed income tax due to a non-eligible dependent being covered by the Town's plan.

Employees must submit the required insurance change form along with the documentation. To add a spouse, a marriage certificate must be included with the insurance form. A divorce requires a copy of the decree and the section related to health insurance coverage along with the insurance change form. Please contact Human Resources to inquire on the appropriate documentation.

Divorce of a Town covered spouse

If your spouse is covered by the Town's insurance plans, it is your responsibility to notify the Human Resources Department within 31 days of a divorce. A copy of the health insurance section of the decree must be submitted to the Human Resources Department. Failure to do so may result in the employee's responsibility to reimburse the Town for the substantial full insurance premiums. (i.e., 2022 annual one-person premium for health and dental is over \$14,500).

If not mandated by a divorce decree, a former spouse may not remain on an employee's Town sponsored insurance plan. It is the employee's responsibility to confirm a former spouse has been removed from their health and dental insurance plan.

d) MEDICAL PLAN OPT-OUT INCENTIVE

Employees who are covered under another group's medical benefit plan may choose to opt-out of the Town's plan. Full-time employees are eligible for an opt-out incentive that is paid on a prorated weekly basis.

Employees choosing to opt-out of the Town's medical plan must demonstrate that they have medical insurance coverage at enrollment and annually during open enrollment. Employees opting out of medical plan coverage must provide proof of alternate coverage on an annual basis.

Employees are not eligible for retroactive payments if the required documentation is not provided or delayed.

e) HEALTH CARE FLEXIBLE SPENDING ACCOUNT (HCFSA)

Eligible Town employees may elect to contribute to a HCFSA on a pre-tax basis. The HCFSA funds may be utilized to pay for certain eligible medical and dental expenses.

HCFSA are not currently available to employees enrolled in the Town's Health Savings Account (HSA) plan.

f) DEPENDENT CARE FLEXIBLE SPENDING ACCOUNT (DCFSA)

Eligible Town employees may elect to contribute to a DCFSA on a pre-tax basis. The DCFSA funds may be utilized to pay for certain childcare expenses.

The IRS code governs HCFSA and DCFSA.

g) LIFE INSURANCE AND ACCIDENTAL DEATH AND DISMEMBERMENT COVERAGE

The Town offers a life insurance plan to eligible full-time employees at no cost to the employee. Information will be provided during new hire orientation. Employees are responsible for updating their designated beneficiary information after a life status change.

The Town also offers voluntary Supplemental Life Insurance coverage to active full-time employees, which allows employees to secure additional life insurance for themselves, their spouses, and children, at the employee's expense.

h) SHORT-TERM DISABILITY

The Town provides short-term disability (STD) insurance to its eligible full-time employees at no cost to the employee. Employees who are out of work for ten consecutive workdays due to an illness or non-work-related injury are required to apply for STD benefits. Eligibility begins on the fifteenth (15th) calendar day of disability. Employees will be advised of the nature of the coverage during new hire orientation.

Employees whose workers' compensation claims have been denied and meet the eligibility requirements for short-term disability must apply for benefits. Employees may wait until notification of denial from workers compensation to apply for short-term disability benefits.

i) LONG-TERM DISABILITY

The Town provides long-term disability (LTD) insurance to its eligible full-time employees at no cost to the employee. Employees will be advised of the nature of the coverage at new hire orientation.

Employees are prohibited from working for another employer while collecting disability benefits.

j) RETIREMENT PLANS

The Town provides three different retirement plans to its eligible employees.

1. New Hampshire Retirement System

Participation in the New Hampshire Retirement System (NHRS) is mandatory for most full-time employees that work a minimum of 35 hours per week. NHRS rates are governed by statute; for current rates, contact the Payroll Coordinator. Specific questions regarding eligibility should be direct to the NHRS.

The NHRS divides employees into two groups:

- Group 1: All employees except those in Group 2
- Group 2: Police and Fire employees (except clerical and dispatch employees hired after July 1, 1981, who are Group 1)

2. Deferred Compensation Plan

The Town offers a voluntary Section 457 Deferred Compensation Plan as a supplemental retirement plan and a means of helping employees prepare for retirement. Employees may contribute to the plan via tax deferred payroll deductions.

3. Roth IRA Plan

The Town offers a voluntary Roth IRA retirement savings plan. Employees may contribute to the plan via payroll deductions.

k) COBRA

The Consolidated Omnibus Budget Reconciliation Act of 1985 (“COBRA”) provides eligible employees and their eligible dependents with the opportunity to continue medical and dental insurance for a period, at their own expense, if they would otherwise lose coverage due to certain qualifying reasons. Qualifying reasons include termination from employment, loss of eligibility due to diminished hours, divorce, loss of dependent child status eligibility due to reaching age 26, etc.

l) UNEMPLOYMENT INSURANCE

The Town pays into the unemployment compensation fund established by the State of New Hampshire. Individuals terminated from employment by the Town may be eligible for unemployment compensation benefits through the New Hampshire Department of Employment Security.

m) SOCIAL SECURITY

Social Security is a payroll deduction representing your contribution to the federal government's Social Security Program. The Town also contributes money on your behalf to the Social Security Program.

n) WORKER'S COMPENSATION INSURANCE AND REPORTING WORKPLACE INJURIES

On-the-job injuries are covered by Workers' Compensation Insurance, which is provided at no cost to the employee. We ask for your assistance in promptly alerting the Town to any condition which could lead or contribute to an employee accident.

Reporting Injuries

If you are injured on the job, no matter how minor, you must report the incident immediately to your supervisor or Department Head who, in turn, will report the injury to the Human Resources Department. Employees must complete the necessary workers' compensation forms following any injury. Failure to report an injury may compromise an employee's eligibility for benefits and/or subject the employee to discipline. When in doubt about reporting, employees are encouraged to report any injury, no matter how minor. The Town is not penalized in any way for filing reports of injury.

Weekly Income Benefits

The New Hampshire Department of Labor sets the amount of the weekly workers' compensation benefit. The weekly benefit is currently based upon 60% of an employee's average weekly wages. These benefits are paid by our worker's compensation carrier to eligible employees.

While on worker's compensation the injured employee shall have the treating physician complete the NH Workers' Compensation Medical Form (75 WCA-1). The completed form must be submitted to the department head or Human Resources within 72 hours of the medical visit.

The employee is responsible for obtaining an updated medical form completed by the treating physician following every medical appointment and returning the form to their department head or Human Resources within 72 hours of the medical visit. Department Heads are responsible for ensuring the Human Resources Department is provided the information.

While receiving workers compensation benefits, employees are prohibited from working for another employer.

Employees subject to a CBA may have additional workers' compensation benefits.

o) TEMPORARY ALTERNATIVE DUTY

The Town has established a Temporary Alternate Duty (TAD) Program in compliance with RSA 281-A: 23-b and the Town's leave and disability benefit programs. The Town's TAD program is intended to provide meaningful transitional or temporary alternatives to normal employment

activities for employees who have been released by a qualified medical provider to different or modified duties than their current position requires. This program is not intended to address a situation in which an employee has been deemed permanently disabled and unable to resume their previous position.

The goal of TAD is to enable an employee to return to work as contributing member of the team while gradually increasing their work capacity back to full duty. This benefits both the returning employee and the Town.

All employees must comply with the requirements of RSA 281-A:23-b and the Town's leave and disability benefit programs relative to temporary alternate work assignments. Department Heads (or designated representatives) shall coordinate with the Human Resources Department to identify and facilitate TAD assignments for employees who are temporarily unable to perform their usual duties because of an injury or illness.

The Town will attempt to provide TAD opportunities to employees who are temporarily disabled due to work-related injury or illness. Employees with non-work-related injuries may be eligible for accommodation and alternate assignments but are not covered by this provision. Employees with questions regarding non-work-related injuries should discuss their questions with their Department Heads or Human Resources.

When an employee has been released to work by their treating physician or an independent medical provider with temporary restrictions/modifications to their regular duties, the Town will endeavor to provide an appropriate TAD assignment that meets the employee's restrictions. TAD assignments may involve different schedules, duties, or work locations. In addition, the following shall apply:

1. TAD assignments are limited and transitional in nature. TAD assignments may vary as the employee's work capacity increases and/or due to the availability of work.
2. The Town will advise employees that there is a TAD program in place and of the established procedures to obtain a TAD assignment.
3. The Town's Class Specifications shall serve as a baseline description for each position. Class Specifications detail each position's present requirements and essential functions.
4. The Town shall provide the employee's treating physician with the appropriate Class Specification and/or job description as soon as possible after the injury occurs if lost time or restrictions are involved. The employee shall provide sufficient medical information to the Town to enable the employee and the Town to assess appropriate means to place the employee on a TAD assignment with the goal of bringing the employee back to their original position.
5. Once the employee's skills and abilities and the Town's needs have been assessed, the Town shall attempt to offer a TAD assignment to the employee that meets the employee's medical restrictions. When offered a TAD assignment, the employee shall demonstrate a reasonable effort to comply with the terms of the TAD assignment.

The TAD program will not apply to cases of permanent disability in which the employee is, and will be, unable to return to their previous position.

Procedures

The Human Resources Department shall communicate with the employee and the employee's Department to facilitate leave, including sick and/or disability leave claims processing, and TAD in accordance with applicable laws, guidelines, and governing contracts.

1. Each employee is responsible for obtaining and submitting the required physician's certification in timely manner. The Human Resources Department will facilitate leave and claims processing and work with the employee and Department representative to facilitate a safe return to work.
2. The employee will inform their physician the Town has a TAD Program.
3. The employee is responsible for obtaining and submitting the required physician's certification to the Human Resources Department as soon as possible so that appropriate work within their work restriction(s) may be identified.

Information required facilitating return to work and TAD includes:

1. The extent and expected duration of the employee's temporary disability.
2. Physician's assessment of the employee's capacity to perform modified or alternative duties.

Note: The form required for obtaining this information may vary depending upon the type of claim (worker's compensation, short-term disability, etc.).

The employee is responsible for keeping their supervisor or Department representative and Human Resources apprised of their work status.

1. The employee's Department representative or supervisor will work with Human Resources to assist in returning the employee to TAD work.
2. The Human Resources Department may contact the treating physician if additional information is necessary and provide the physician a NH Workers' Compensation Task Analysis, Class Specification, or other information that may facilitate the TAD process.
3. After each subsequent office visit the employee will submit an updated medical certification. Additional modifications will be made to the TAD assignment if possible and as required.
4. The process for providing TAD will be re-evaluated in 8-week intervals and, provided positive progress is being made, may continue until the employee is able to return to their normal position, or the employee is deemed permanently disabled.

p) REINSTATEMENT AFTER WORKERS' COMPENSATION INJURY

An employee who has sustained an on-the-job injury will be reinstated to their former position upon request within eighteen (18) months of the initial injury if the position exists and is available, and the employee is able to perform the duties of the position. A fitness-for-duty certificate is required before an employee is permitted to return to work.

Under New Hampshire law, an employee's reinstatement rights expire eighteen (18) months from the date of injury. An employee also will not be reinstated if they have accepted a job with another employer at any time after the date of the injury or if there is a medical determination that the employee cannot return to their former position. Other circumstances concerning reinstatement will be governed by the New Hampshire Department of Labor requirements.

VII. WORKPLACE CONDUCT

a) GENERAL STANDARDS OF CONDUCT

All employees are required to comply with the Town's standards of conduct, which are intended to promote consistency and harmony in the workplace, and to support the Town's objectives. The general standards of conduct are an overview and are not an all-inclusive list. Conduct, which is unacceptable may lead to disciplinary action, up to and including termination.

Town employees are expected to maintain common standards of honesty and decency. Employees should take responsibility for their actions and treat others with courtesy, be professional, act in a manner that promotes a good working relationship, and behavior that reflects positively on the Town.

Absence and Lateness

Town employees who are absent or tardy affect the services and efficiency of Town departments.

Excessive absenteeism and/or lateness, failing to call in when absent, overstaying allotted break time, leaving the work area or work early without permission, and misuse of any leave of absence time are all examples of inappropriate behavior.

Courtesy, Respect and Professional Conduct

Employees shall be courteous and respectful to the public and co-workers. Verbal abuse, disrespect, lack of cooperation, profane language or gestures, uncooperative behavior, harassment, undermining the directive of a supervisor or neglect of visitors or co-workers is not acceptable behavior.

The following areas are intended to guide you in recognizing certain behaviors which are clearly prohibited, and which are considered by the Town to constitute cause for disciplinary action, up to and including termination of employment:

Employment Records

Making a false statement on the application form, falsifying Town and/or employment records, falsifying, tampering or unauthorized viewing of time clock records, fraudulent off-site clocking in using the time and attendance system indicating you are working when you are not working, and clocking in or out for another employee are all prohibited. Failing to clock in or out of the time and attendance system for consecutive days or a history of failing to clock in or out may result in progressive discipline.

Safety

Violation of safety regulations or endangering the health or safety of other persons; failing to report any work-related accidents.

Crime

Conviction of a crime that reflects on or impacts the employee's continued ability to perform the essential functions of their position.

Dishonesty

Dishonesty to a coworker, supervisor, resident, visitor, or Town representative.

Incompetence

Repetition of avoidable mistakes after receiving performance coaching.

Use of Intoxicants

Bringing, possessing, dispensing, selling, buying, or using illegal drugs while on the job; being under the influence of or testing positive for these substances during working hours.

Consuming or possessing alcoholic beverages on Town property while engaged in work for the Town. Excessive use of alcohol while representing the Town at any function, including offsite conferences, meetings, and networking social events that are primarily for Town business purposes.

Under no circumstances should Town funds be used to purchase alcoholic beverages.

Medical Marijuana

The Town will comply with New Hampshire law regarding use of lawfully prescribed medical marijuana. Employees are not permitted to work while under the influence of marijuana, whether prescribed or not unless the employee has been granted, in writing, an accommodation allowing such use. Employees seeking guidance about how a medical marijuana prescription will impact their work should see the Human Resources Director.

Employees who are concerned that they have substance abuse problems are encouraged to contact Human Resources or the Employee Assistance Program. (EAP information is available on the Town's website in the Human Resources section.)

Neglect of Duty

Negligence in the performance of duties which conflicts with the Town's interest. Neglect of duty resulting in inferior work, equipment breakdown, or waste of materials, supplies or products.

Incidental Use of Time

The Town understands that employees may, on occasion, need to take personal calls, engage in a brief personal visit, or run an errand during the workday. Employees are expected to do these things during break times or, if that is not possible, avoid personal tasks during peak times.

Unsatisfactory Job Performance

Failing to demonstrate the requisite skills or abilities to satisfactorily perform the employee's duties.

Weapons

Possession of weapons or ammunition on Town property or in Town vehicles unless authorized (i.e., police officers) or allowed by law.

Telephone, Facsimile, Computer, E-Mail, Copier

Excessive use of Town telephone, facsimile, computer, e-mail, Internet access and/or copier for personal purposes.

Theft or Destruction of Property

The theft, negligent or intentional destruction, or removal of Town assets with the intention of profiting from any Town property including time clocks or the personal property of a coworker, resident, visitor, or Town representative.

Sexual or Other Unlawful Harassment

Discrimination, sexual or other unlawful harassment, and/or inappropriate conduct in violation of Town policies. Retaliation against anyone who has complained of alleged harassment or discrimination or has participated in an investigation of a complaint.

Pornography

The Town prohibits any type of pornographic items (magazines, pictures, DVDs) on any Town devices or Town property unless job related (i.e., police work).

Insubordination

Acting in an insubordinate manner toward any supervisor or in disregard of any lawful directive of the Town.

Violation of the Town's Policies, Procedures or Rules

Violating or failing to follow the Town's policies, procedures, or rules.

b) WORKPLACE VIOLENCE POLICY

The Town has a zero-tolerance policy concerning workplace violence. This policy is intended to create an environment that is safe and comfortable for all Town residents and employees and is free from forms of violence, hostility, retribution, and intimidation. Acts or threats of physical violence, including intimidation, harassment and/or coercion, which involve or affects the Town, Town employees, or takes place on Town property will not be tolerated.

Acts or threats of violence include conduct that is sufficiently severe, offensive, or intimidating to create a reasonable concern or fear for physical safety. For example, hitting, shoving, threatening an individual or family members, harassing phone calls, stalking, or the suggestion that violence is appropriate.

All employees have a duty to warn their Department Head if they believe any acts of physical violence, aggressive behavior, or similar offensive acts of which they believe is a threat against another employee, resident, or elected Official. Department Heads must immediately notify the Town Manager or Assistant Town Manager. All suspicious individuals or activities should also be reported to a Department Head who will then report to the Town Manager or designee.

Do not place yourself in danger. The Town will investigate all reports of threats or actual violence and/or suspend individuals. If an employee is found to be responsible for threats, actual violence or other conduct that is in violation of this policy they will be subject to discipline as provided in the applicable CBA including termination.

If the threat is immediate call 911.

c) DOMESTIC VIOLENCE IN THE WORKPLACE

The Town will not tolerate acts of domestic violence perpetrated by or against any employee while in offices, facilities, work sites, or vehicles owned or controlled by the Town, or while Town business is being conducted. Acts of domestic violence include the display of any violent or threatening behavior by a perpetrator (verbal or physical) that is likely to result in physical or emotional injury or otherwise places a victim's safety or productivity at risk.

In response to a voluntary request by an employee who is a victim of domestic violence, the Human Resources Director shall provide immediate support and assistance. This includes identifying a person to whom an employee can go to seek help and obtaining appropriate resource and referral information, including to the EAP and other available counseling.

All information relating to an employee's involvement in a situation relating to domestic violence shall be kept confidential to the extent possible and shall not be made a part of the employee's personnel file.

When an employee requires time off from work for medical or legal assistance, court appearances, counseling sessions related to the domestic violence, relocation or other related matters, the Town should take into consideration these factors and, to the extent possible, provide the required time off.

In cases where an employee's work performance falls below expectations as a direct result of being a victim of domestic violence, the employee shall be encouraged to develop a workplace safety plan consistent with this policy, and shall be provided clear information about performance expectations, priorities, and evaluations. If a disciplinary process is initiated, the disposition of the grievance will remain consistent with existing CBAs, statutes, and Town policies.

If performance problems persist and the employee is terminated or voluntarily separates from employment, the employee shall be informed of any appeal rights, and of their potential rights to collect unemployment compensation. New Hampshire law states that employees voluntarily separating from employment due to domestic violence may, under certain circumstances, be eligible for unemployment compensation benefits.

The Town will hold employees accountable if they commit any act of domestic violence while using Town resources, while at any Town facility, or in any Town vehicle, or misusing job-related authority in an act of domestic violence.

d) ATTENDANCE

Attendance and punctuality are key factors for your successful employment with the Town. If an employee is unable to report to work, or if an employee will arrive late, the employee must contact their Department Head or supervisor. The Department Head should be given as much time as possible to arrange for someone else to cover the position until the employee arrives. If the employee knows in advance that they will need to be late or absent, the employee is required to request this time off directly from the Department Head.

For late arrivals, the employee should indicate when they expect to arrive for work. If the employee is unable to call in because of an illness, emergency or for some other reason, the employee should arrange to have someone call on their behalf.

Absence from work for three (3) consecutive days without notifying the Department Head or Human Resources will be considered a voluntary resignation.

Tardiness or leaving early without authorization is detrimental to the Town. Three (3) such unauthorized incidents in a 90-day period will be considered a “tardiness pattern” and will be considered excessive, and the reasons for tardiness or leaving early may come under question. Other factors, like the degree of lateness, may be considered.

All employees should be aware that excessive absenteeism, lateness, or leaving early may lead to disciplinary action, up to and including dismissal from employment.

Attendance records will be considered when evaluating requests for promotions, transfers, leaves of absence, and approved time off, as well as disciplinary, termination, and layoff decisions.

This policy is subject to the Town’s ADA and FMLA policies.

e) CONFIDENTIALITY

While much of the Town’s information is public pursuant to R.S.A. 91-A, employees should recognize that much of the Town’s information and records relating to Town business, operations, plans, projects, strategies, employees, or citizens may be confidential. Therefore, employees must treat all matters accordingly.

The contents of the Town’s records may not be disclosed to anyone, except as required by law.

Employees unsure about the confidential nature of specific information are expected to seek clarification from the Town Manager, the Assistant Town Manager, or their Department Head. Employees will be subject to appropriate disciplinary action, up to and including dismissal, for knowingly or negligently revealing information of a confidential nature.

f) COMPUTER USE AND COMMUNICATIONS EQUIPMENT POLICY

The Town provides communication tools including computers, fax machines, telephones, voice mail, e-mail, and access to the internet to employees as essential tools to support operations. It is the responsibility of each employee to ensure that this technology is used solely for Town purposes and in a manner that does not compromise the Town.

All employees should be aware that the Town has the right, but not the duty, to monitor the computer, network, fax, voice mail, e-mail, and internet use of all employees during working hours and on Town-issued equipment. For this reason, employees should not have any expectation of privacy in their use of our computers or other communications equipment, including e-mail and voice mail systems. The Town reserves the right to suspend individual user accounts for violation of this policy and to take disciplinary action up to and including termination of employment for the misuse of these resources or other violations of this policy.

The following guidelines apply to all employees:

- Employees should be aware that in addition to having the ability to monitor e-mail messages sent and received on our system (including e-mail messages sent and received from personal e-mail accounts accessed from our system), the Town has the ability and the right to monitor such things as internet web site visits, newsgroup discussions, chat room discussions, computer network use, and voice mail accounts. The Town's computers and other communications equipment and the communications, information, and documents created on them are the property of the Town and may be monitored by the Town at any time.
- The Town's computers and other communications equipment may not be used to violate any federal, state, or local laws or regulations. Use of any Town resources for illegal activity is grounds for immediate termination of employment, and we reserve the right to report the matter to law enforcement authorities. The Town will cooperate with any resulting law enforcement investigation.
- The Town reserves the right to inspect all files stored on its computer network, including any files in restricted areas of our network, to assure compliance with this policy.
- The display or transmission of any sexually explicit image or document by e-mail or through any other means using the Town's system is a violation of our policy on sexual harassment. The Town's computers and other communications equipment may not be used to transmit or display ethnic or racial slurs, or any other comment, message, or image that offensively addresses age, race, sex, sexual orientation, religion, national origin, disability, veteran status, marital status, or other protected status in a manner that may be viewed as harassing, discriminating, or disparaging of others. Transmission of harassing, discriminatory or otherwise objectionable e-mail or files is prohibited.
- Access to obscene or offensive web sites is prohibited.
- Any personal use of Town computers or other communications equipment for any commercial activity (other than Town business) is prohibited, as is the use of Town computers and communications equipment for anything that may not be in the best interest of the Town including, but not limited to, activities that disclose any confidential or proprietary information of the Town.
- Non-employees may not use the Town's computers, network, or other communications equipment for any reason without the approval of the Department Head.
- Use of another employee's account, username, or password, or access to their personal files without their consent (by anyone other than authorized representatives of the IT department) is prohibited. Obtaining, or trying to obtain, other users' passwords, or using programs that compromise security in any way is prohibited.
- All passcodes and passwords are the property of the Town. Users of the Town's computers, network, and other communications equipment must take reasonable

precautions to prevent unauthorized access to our systems. Passwords should not be divulged to unauthorized persons.

- Destruction, theft, alteration, or any other form of sabotage of the Town's computers, programs, software, hardware, networks, websites, files, data, and other communications equipment and resources is prohibited and will be investigated and fully prosecuted of the law.
- The breaking into and/or corrupting of any of the Town's computers, network, or other communications equipment is prohibited. Hacking into third party computer or other information systems using the Town's technology is also prohibited and will be reported to the authorities.
- Any vulnerability in the Town's computers, network, or other communications equipment or resources should be reported immediately to the Department Head, or Town Manager.
- The use of viruses, worms, or other destructive programs is prohibited. If a virus, worm, or other destructive program is identified, it should be immediately reported to the Town's IT consultant and the employee's Department Head.
- Disruptive behavior such as intentionally destroying or modifying files on the network is prohibited. Any form of tampering, including, but not limited to, snooping, drilling down, hacking, or introducing mal-ware or spy-ware is prohibited.
- Confidential information is not to be transmitted over the internet or otherwise disclosed without prior authorization and proper encryption. All Town data and information is considered confidential unless the Town has granted permission for an employee to disclose that information or unless required by law. Accessing or attempting to access confidential data is prohibited. Confidential information should be used only for its intended purpose. Employees' responsibility for confidentiality continues outside of work, and employees who choose to work on Town documents and business on home computers must ensure the security of the Town's information.
- All employees are responsible for taking precautions to safeguard the physical security of the Town's network, internet, computers, and other communications equipment. Disks, CDs, USB portable drives, zip drives, and other removable drive devices containing sensitive, confidential, or proprietary information should be stored in a locked drawer whenever possible. Computers should be turned off when not in use for an extended period or when an employee is out of their office or work area.
- Employees may not copy, transmit, or otherwise remove any information from the Town's network, intranet, computers, or other communications equipment to CDs, disks, zip drives, personal digital assistants, USB portable drives, or other removable drive devices without prior authorization from their Department Head.

- Employees may not intentionally download anything from the internet without prior authorization. This includes, but is not limited to, screensavers, music, E-mail stationery, and other images.
- All downloaded files or applications are to be scanned for viruses by approved software before being saved on the Town's network.
- The Town retains the copyright to any Town-related material posted to any forum, newsgroup, blog, chat, or web page by any employee in the course of their duties.
- All information on the network, intranet, computers, and other communications equipment is the property of the Town. Deleting, altering, or sharing confidential, proprietary, or any other information during employment or after separation from employment is prohibited, unless you have received prior authorization. Upon separation from employment, any computer or other equipment, including CDs, disks, zip drives, USB portable drives, personal digital assistants, and other removable drive devices, must be returned with the appropriate passwords, identification codes, and other information necessary for the Town to continue using its equipment.

Personal Identity Information (PII)

The Town recognizes its need to maintain the confidentiality of Personal Identity Information (PII) and understands that such information is unique to everyone. For this policy, PII refers to information which can be used to distinguish or trace an individuals' identity either alone or when combined with other personal identifying information.

For example, unique personal identification numbers or data may include:

- Social Security Numbers
- Taxpayer Identification Numbers (or their equivalent issued by governmental revenue entities).
- Employer Identification Numbers (or their equivalent issued by government entities outside the United States).
- State Driver's License numbers.
- Date(s) of birth.
- Credit or debit transaction card numbers/ bank account numbers

The PII covered by this policy may come from several types of individuals performing tasks on behalf of the Town and includes employees, applicants, independent contractors, residents and any PII maintained in the Town's network. PII may reside in hard copy or electronic records; both forms of PII fall within the scope of these guidelines.

Department Heads are required to develop and implement procedural guidance for ensuring their departmental responsibilities under this policy. Employees who have access to PII must take additional steps to ensure the security of the information. For example, locking your computer screen when leaving your desk and keeping passwords confidential.

Access to data classified as PII shall be limited to authorized employees whose job responsibilities requires access. Authorized employees who have remote access to company networks shall be authenticated using the Town's remote software (LogMeIn). Employees with access to PII shall use a Town laptop provided by the IT Department.

The Town maintains multiple IT systems where PII data may reside; thus, user access to such IT systems is the responsibility of the IT department. The IT department has created internal controls for such systems to establish legitimate access for users of data and access shall be limited to those approved by IT. Any change in vendor status or the termination of an employee or independent contractor with access will immediately result in the termination of the user's access to all systems where the PII may reside.

All employees should report concerns to their supervisor, Department Head, and IT Department.

Passwords/Passphrases

Passwords are an important aspect of computer security. They are the front line of protection for user accounts. A poorly chosen password may result in the compromise of the Town's network. As such, all employees (including contractors, volunteers, and interns) with access to Town's system are responsible for taking the appropriate steps, as outlined below, to select and secure their passwords.

All passwords are to be treated as sensitive, confidential information. If someone requests your password(s), please inform them that you cannot provide that information per the Town's policy and notify your supervisor. Passwords should not be shared with anyone.

If you suspect an account or password has been compromised, report the incident immediately and change all related passwords.

Passphrases are different from passwords. A passphrase is a longer version of a password and is, therefore, more secure. A passphrase is typically composed of multiple words. Because of this, a passphrase is more secure against "dictionary attacks."

A good passphrase is long and contains a combination of uppercase and lowercase letters as well as numeric and punctuation characters. Good examples of passphrase are "Vaca@The#OBX!\$MyDreamin! or TmB1w2R!"

Password Requirements

- Employees should change their passwords every 90 days.
- New passwords cannot be the same as the previous four passwords.
- Passwords must be at least eight characters in length. Longer is better.
- Passwords must contain both uppercase and lowercase characters (e.g., a-z & A-Z).
- Passwords must contain at least one number (e.g., 0-9).
- Accounts shall be locked after three failed login attempts within 30 minutes and shall remain locked until the System Administrator unlocks the account.

Separation of Employment/ Extended Leave of Absence

Separated employees no longer need access to the Town's computer system. A delay in removing or disabling access exposes the Town to risk. The purpose of this section is to provide guidance on the steps that should be taken on employee separation from the Town.

Department Heads must ensure all Town data has been removed from an employee-owned device including observing the user deleting email accounts from their phone. The Department Head or designee should compile a list of all locations where the employee stored data including cloud storage platforms. The employee's computer shall have remote access software removed. Contact IT to provide instructions on who should have access to the employee's local and network files.

Ensure all Town Computer property is returned including but not limited to laptops, cell phones, printers, and mobile devices.

Ensure the employee's telephone is not forwarded to any external numbers, such as their cell phone. Change the outgoing message and voicemail password. Assign someone to monitor the voicemail until the phone number has been reassigned.

All employees are required to report any violations, or suspected violations, of this policy to their supervisors, Department Heads, IT, or Human Resources.

g) MOBILE DEVICE POLICY

Town Issued Mobile Devices

The Town recognizes that mobile phones/devices used for business purposes are necessary for many employees. Additionally, that it is a benefit to both the Town and to the employee to have communication equipment accessible to them. It shall be the policy of the Town to provide eligible employees with a Town-issued mobile phone if it is deemed necessary by the Town Manager/designee and necessary to perform the essential functions of their job. The following criteria will be used as determination of eligibility:

- The job responsibilities require considerable time outside their assigned work area and for efficient operations the employee is required to be accessible; or
- The job responsibilities require the employee to be accessible outside their normal work hours to manage time sensitive decisions/notifications.

Any reference to "mobile phone", "cellular phone," "cell phone," or "mobile device" herein will be inclusive of any wireless two-way conversation system, including, but not limited to, standard cellular devices both analog and digital, Smartphones, tablets, Personal Digital Assistants (PDA) with telephone service, or other future products that operate as a similar communications device.

This policy applies to all employees who are assigned a Town-issued mobile phone or device for the performance of official Town duties. Incidental or occasional use of a Town phone is allowed if such calls are kept to a minimum and do not interfere with the employee's official duties. Mobile devices issued by the Town are property of the Town. This policy does not attempt to articulate

all required and prohibited behavior by mobile device users. Non-exempt employees are prohibited from checking emails, handling work calls, etc. outside of normal working hours unless explicitly given permission to do so by the Town Manager.

All usage and mobile device content is subject to random auditing and shall not be deemed private. The Town reserves the right to monitor, review, audit, intercept, access and disclose all data generated, sent, and received including but not limited to phone logs, text messages, and internet usage. There is no right of privacy in material generated on and stored in the Town's equipment. Users should further be aware that such records may be subject to discovery under RSA Chapter 91-A (the "Right to Know" law).

The use of a Town-issued mobile device is to be considered a privilege and may be revoked at any time without notice. Mobile phones issued by the Town are property of the Town. Upon resignation or termination of employment or at any time upon request, the employee will produce the device for return and inspection. Any mobile phone usage that conflicts with the "best interest" of the Town or creates an ethical breach or conflict of interest is prohibited. Individual employees are subject to additional costs attributed to charges over and above the plan assigned to them or for those charges occurring from excessive personal use. Mobile devices shall not be used to harass or threaten any individual. It is prohibited to allow any unauthorized or undesignated person use of a Town mobile device including friends or family.

No expenses will be approved or reimbursed for extra features or downloads including but **not** limited to internet usage (except for pre-approved email connection), games, ringtones, GPS navigation, text messaging, or video messaging.

Employees shall immediately report lost or stolen phones to their Department Head and to the Finance Department.

Supervisors are responsible for ensuring mobile device use is consistent with this policy. At end of employment, Department Head's or designees are responsible for instructing Finance to cancel the employee's service. Mobile devices and accessories are property of the Town and must be returned to Finance at end of employment.

If a serious violation of this policy occurs, disciplinary action taken will depend on the seriousness of the violation. Disciplinary action will be taken by the appropriate Department Head in accordance with the Town's policy, appropriate union contract, or the appropriate disciplinary procedures. Such action may include counseling, informal or formal reprimands, verbal or written warnings, suspension, demotion, transfer, or other forms of sanctions including termination of employment or contract. Department Heads and/or supervisors are responsible for strictly enforcing adherence to this policy.

Every Town-issued mobile phone will be included and procured through the Town's overall wireless service plan. Any request for equipment or service plan upgrades must be approved by the Town Manager. Employees shall confer with the Finance Department for service or equipment issues, rather than dealing directly with the vendor.

Personal Cell Phones in the Workplace

While at work, employees are expected to exercise discretion in using personal cellphones. Excessive personal calls and texting during the workday can interfere with employee productivity and be distracting to others. Employees should make personal calls/text messages during nonwork time unless in an emergency.

The Town will not be liable for the loss of personal cell phones.

h) SOCIAL NETWORKING AND BLOGGING

The Town recognizes that social networking websites such as, but not limited to, Facebook, LinkedIn, Twitter, Pinterest, Instagram, Vine, Foursquare, Snapchat, YouTube, and blogs are commonly accessed and used by employees and Town officials.

The Town recognizes and respects both employees' and officials' rights to free speech and expression in personal and political matters. The Town asks that all employees and officials seek to foster civil discourse about Town matters, and that employees and officials comply with the letter and spirit of the Town's policies while engaging with others online. This means avoiding posting any commentary that is malicious, obscene, intimidating, disparaging, or bullying.

Employees and officials should ensure that posts that they make about the Town, its operations, and governance are true and accurate, and that they are not posting unsubstantiated rumors or gossip.

The Town will not tolerate violations of its policies against Harassment, Discrimination, or its Workplace Code of Conduct on social networking or blogging sites, whether those sites are accessed at home, at work, or during non-working hours. Specifically, the Town will not tolerate employees or officials engaging in harassment, bullying, intimidation, threatening, defamation, slander, or other illegal conduct regarding other employees, officials, or members of the public.

Employees and officials are prohibited from disclosing and disseminating confidential information over social media and on blogging sites.

Employees and officials are advised that they are responsible for the content of their personal web pages, social networking profiles and blogs, whether they believe these profiles and blogs to be anonymous and/or private. Employees and officials who violate Town policies regarding conduct on social media and blogging websites may face censure or discipline. Further, employees and officials are advised that they may face individual civil liability for postings that are not made in furtherance of their work for the Town, and that the Town's insurance carrier may not provide for a legal defense if the employee or official is sued for conduct that is outside the employee's or official's official duties and tasks.

i) SOCIAL MEDIA POLICY

Unless you have been specifically authorized to do so by the Town, you are not permitted to make any statements on social media that conveys to be on behalf of the Town, authorized by the Town, or in an official capacity for the Town.

Unless you have been specifically authorized to do so by the Town, you are not permitted to use any of the Town's equipment and/or devices to access social media.

When you are on duty, you are expected to devote your full attention and efforts to the completion of your job responsibilities. As such, while you are on-duty, you may access social media accounts if it is related to your job responsibilities.

When you are off duty your use of social media may still be subject to review by the Town. The Town reserves the right to take disciplinary action against you, up to and including termination of employment if your use of social media, whether on duty or off duty, unduly interferes with the Town's legitimate interests as an employer in managing the workplace.

Questions or concerns about this policy and complaints about internet postings made by employees or officials should be directed to the Human Resources Director, Town Manager, or designee.

j) PERSONAL DRESS

The Town provides a casual yet professional work environment for its employees. Even though the dress code is casual, it is important to project a professional image.

All employees are expected to come to work with a neat, well-groomed appearance and workplace appropriate clothing. Dress requirements may vary by department; however, certain rules apply to all employees. Clothes should be clean and neat in appearance. Torn or tight-fitting clothing, gym clothes, bulky sweatshirts, low riding pants, tank tops, shirts with bare backs, short skirts or dresses are not considered appropriate workplace attire. Dress leggings (dark color and not patterned) may be worn with a skirt, dress or a very long top but should not be interchangeably used as pants.

Footwear such as flip-flops or other beach-type sandals are not safe or acceptable. The Town's policy regarding safety footwear can be found in Section IX. d) Safety Footwear Policy.

If an employee is not dressed or groomed appropriately for work, the employee may be sent home to change. This time will be unpaid unless otherwise required by law.

Employees who wear clothing pursuant to religious beliefs (i.e., head scarfs and/or hijabs) will be accommodated barring a legitimate safety concern.

Any questions concerning dress should be directed to the Human Resources Director.

k) INCLEMENT WEATHER

Employees are expected to report to work during inclement weather. However, there may be occasions when the Town's offices will be closed due to severe weather conditions, power outages and the like.

Closures will be reported to WMUR/Channel 9. The Town Manager will notify Department Heads of closure status via text or telephone prior to 6:30 a.m. on the day of the closure. Department Heads shall be responsible for notifying employees in their departments.

Certain departments may operate skeleton crews. These include Assessing, Building, Engineering, Finance, Planning, Collections, Town Manager and Human Resources. This means that even if offices are closed, some employees in these Departments may be required to report to work.

If the Town's departments are not closed due to severe inclement weather, but you are unable to get to work due to weather or road conditions, then you must call your Department Head to advise him or her that you cannot get to work. If you do not come to work because of inclement weather, you must use your applicable accrued leave days. If your earned benefits have been exhausted, you will not be paid for the time missed, unless otherwise required by law.

If you are an hourly employee and you come to work and the Town closes because of weather, loss of electricity, or an emergency beyond our control, you will be paid a minimum of two (2) hours or the time you worked, whichever is greater.

If you had previously requested time off, you will be required to use accrued leave as scheduled.

l) SOLICITATION AND DISTRIBUTION

No solicitation of any kind is permitted during working time, unless first approved by the Town Manager. "Solicitation" is defined as requests for contributions, donations, raffles, lotteries, memberships in organizations, attendance at events, or other similar conduct. "Working time" is defined as time during which the employee is scheduled to be working, exclusive of established break periods, mealtimes, and time before and after work hours. This rule applies to solicitations of both charitable and non-charitable causes.

No distribution of any non-work-related written materials is permitted in any work area of any kind, unless first approved by the Human Resources Department. "Work areas" are defined as any Town office or facility, other than designated break areas. Employees may distribute written material in break areas. Any material left in break areas must include the name of the employee responsible for it and is subject to removal. Employees are cautioned not to leave material that may be deemed offensive, harassing or otherwise inappropriate in break areas.

Employees may solicit or distribute materials only during break time or outside of scheduled work hours. Persons not employed by the Town are likewise prohibited from distributing materials or soliciting employees on the Town's premises at any time, unless authorized by the Town Manager.

m) USE OF TOWN VEHICLES

Town vehicles are not to be taken home by employees unless authorized by the Town Manager or Department Head.

Use of the Town's vehicles is a privilege offered to employees holding certain positions. It is not a right of employment. Improper or unauthorized use of a Town vehicle will result in disciplinary action of the employee, up to and including termination of employment.

Town-owned vehicles should only be used for conducting official Town business.

Only those employees with emergency response responsibilities on a 24-hour basis may take Town vehicles home with them and use those vehicles to commute to work. Should employees assigned vehicles be on an extended absence (more than 3 days) due to vacation, illness or other cause, the vehicle may be reassigned by the Town Manager to another Town employee for use during that time. The vehicle may also be ordered to be garaged on Town premises for use during the employee's absence.

Town-owned vehicles shall only be operated by trained and authorized Town employees who possess an appropriate State driver's license for the vehicle they are operating (i.e., CDL). Town employees without proper training or an appropriate driver's license may be allowed to operate a Town-owned vehicle only when participating in Department-authorized training under direct the direct supervision of a qualified operator.

All vehicles being used by Town employees for official Town business shall be operated in a safe and courteous manner. Town employees operating vehicles shall comply with all applicable traffic laws, rules, regulations, and safe operating standards. Employees shall not operate vehicles in such a way to cause public criticism or nuisance.

All drivers and passengers are required to always use seatbelts when in a Town vehicle if the vehicle is equipped with seatbelts.

Individual departments may implement additional guidelines for Town vehicle operation.

Any accidents occurring in a Town vehicle must be immediately reported, whether there is property damage or personal injury.

In accordance with IRS Publication 15-B, employees with Town owned vehicles are subject to taxable fringe benefits that must maintain a daily mileage log. The log will note the date and starting mileage each day. This log is to be provided to the Finance Department upon request.

Department Heads who oversee the use of Town vehicles shall develop, implement, and ensure their employees follow departmental SOP's and Town policies related to motor vehicles.

At no time shall Town vehicles be used to transport family members, run errands, or conduct business that is not in keeping with the employee's Town responsibilities. Furthermore, at no time shall Town vehicles be used for vacations.

Employees shall not operate any Town vehicle at any time while using or consuming alcohol, illegal drugs or prescription medication that may affect their ability to drive.

n) USE OF PERSONAL VEHICLES FOR TOWN BUSINESS

On occasion, employees may use their personal vehicles to conduct Town business. The Finance Department shall prepare and distribute procedures governing documentation and reimbursement for this use. The Town uses the IRS standard mileage rate for reimbursement. Employees who utilize their personal vehicles for Town business may be required to use a magnetic decal.

Employees with questions about whether mileage will be reimbursed should discuss the matter with their Department Heads prior to incurring the mileage expense.

o) USE OF DEVICES WHILE DRIVING PROHIBITED

The Town advocates safe and responsible driving habits. This includes adherence to traffic laws, speed limits, and use of seat belts. NH RSA 265:79-c specifically prohibits the use of “any hand-held mobile electronic device capable of providing voice or data communication” while driving or temporarily halted in traffic. This includes mobile phones as well as navigation systems, tablets, iPads, or other devices that require data entry.

p) MOTOR VEHICLE VIOLATIONS

All employees who operate Town vehicles are required to notify their supervisors and the Human Resources Department if they have been convicted of or plead nolo-contendere to all motor vehicle violations within 72 hours. If any employee who operates a Town vehicle has their license suspended, revoked, or otherwise restricted, the employee must notify their supervisor and the Human Resources Department within one working day of learning of the suspension, revocation, or restriction. No employee is authorized to operate any vehicle on Town business while their license is under revocation or suspension. Employees who are required to but are unable to drive, and/or who fail to comply with this policy, may be subject to discipline, up to and including termination of employment.

All employees who operate Town vehicles may be required to provide an official copy of their driving record annually at the Town’s expense.

q) TOWN SECURITY

It is each employee’s responsibility to help ensure that proper security measures are always exercised. You should be familiar with emergency exits and with alarm systems and the proper steps to take upon hearing them. Any suspicious persons, packages, or events should be reported to the Department Head and/or Police Department.

r) CONFLICT OF INTEREST

The Town expects its employees and officials to conform to the highest ethical and legal standards. A conflict of interest is defined as an actual or perceived interest by an employee in an action that results in, or has the appearance of resulting in, personal, organizational, or professional gain. While it is impractical to describe all situations that may create a conflict of interest, the following provides policy guidance about some of the most common situations. These activities are considered inappropriate and are grounds for disciplinary action up to and including immediate termination of employment.

- Investing in any of the Town’s vendors or suppliers (unless the securities are publicly traded and the investments are on the same terms available to the public, and not based on any inside information), or having any financial interest in a vendor or supplier that could cause divided loyalty or even the appearance of divided loyalty.
- Receiving any individual gifts or favors in any amount or value from members of the public, or from any Town vendors or suppliers.

- Using, directly or indirectly, Town funds, assets, or other resources for any unlawful goal or purpose.
- Utilizing Town funds, assets or resources for personal gain or personal purposes.
- Engaging in practices that violate federal, state, or local laws or ordinances.

On occasion, residents and/or vendors may provide gifts of nominal value to employees. These gifts must be reported to the Human Resources Department. Employees are not permitted to retain cash or cash-equivalent gifts (gift cards) in any amount. The Human Resources Director will return such gifts to the resident or vendor. If the gift cannot be returned, it will be used in a manner that allows all employees in the Department to share the gift.

Employees are permitted to keep gifts of nominal value such as food, flowers, and non-alcoholic beverages, provided those gifts are placed in a public area to be shared with other employees.

It is the employee’s responsibility to be aware of the potential for a conflict of interest in his/her own particular situation and to resolve the issue in accordance with this policy. It should be noted that while conflicts of interest may arise from time to time, the purpose of this policy is not to forbid such conflicts, but rather to establish a process for identifying and addressing such conflicts so that decision-making can be performed by disinterested individuals. Any conflict of interest, potential conflict of interest, or the appearance of a conflict of interest is to be reported to the employee’s manager or Human Resources immediately.

Employees with questions regarding these guidelines are required to discuss them with their Department Head and/or Human Resources. Engaging in any activity or conduct that may violate this policy may lead to disciplinary action, up to and including termination of employment.

s) OUTSIDE WORK

The Town recognizes that both full-time and part-time employees may have other employment outside of their work for the Town. This type of work is not prohibited, but is subject to the following guidelines:

- Employees may not engage in outside work while “on the clock” for the Town.
- Employees will not be excused during their regularly scheduled workday to engage in work for another employer or for their own business. Employees who must leave work are required to seek permission from their supervisor and/or Department Head and use accrued vacation, personal or holiday time available to them. Sick time may not be used to engage in outside work.
- Employees may not use Town equipment including, but not limited to, phones, office supplies, computers, postage meters, servers, email accounts, and vehicles to engage in or solicit outside work.
- Employees are subject to discipline, up to and including termination of employment, if their outside work unduly interferes with their work for the Town.

Employees with questions about outside work should see the Human Resources Director.

t) HIRING AND EMPLOYMENT OF RELATIVES

To avoid conflicts of interest or preferential treatment, employment of relatives in the same Department or in supervisory roles may be restricted.

In general, close relatives (defined here as parent, spouse, child, sibling, grandparent, grandchild, aunt, uncle, cousin, in-law, step relative, and non-relative romantic partners, or co-habitants) may not have supervisory responsibility over one another. For example, employees may not:

- Be placed under direct or indirect supervision of a relative.
- Hold positions which audit, verify, receive, or are entrusted with money received or managed by a relative.
- Be employed in positions where one or both relatives would have access to the Town's confidential information regarding the other, including payroll and personnel records.

It is the affirmative duty of all applicants who are relatives of employees to make the Town aware of such relationships. Failure to notify the Town of such a relationship may result in disciplinary action up to and including termination of employment.

If two employees become subject to the restrictions of this policy after they are hired, one or both employees must request a transfer or reassignment that eliminates the actual or potential conflict of interest as specified in this policy. Barring transfer, employees must seek an exception to the provisions of this policy (temporary or permanent) from the Town Manager. The Town Manager has the right to deny such an exception in circumstances of clear conflict of interest.

u) FRAUD POLICY

This fraud policy formalizes the expectations of personal honesty and integrity required of Town officials and employees. The Town is committed to maintaining an environment of fairness, ethics, and honesty for the officials, employees, and citizens of the municipality. This document includes specific guidelines and responsibilities regarding the deterrence and investigation of suspected fraud and other similar irregularities.

As used in this policy, these terms are defined as follows:

- a. *Theft by unauthorized taking or transfer (embezzlement)*: any loss resulting from the misappropriation of any assets belonging to the Town.
- b. *Misappropriate*: to take or make use of any item without authority or right.
- c. *Loss*: The Town losing possession or control of any type of asset through fraudulent activities.
- d. *Assets*: The entire property of the Town, including, but not limited to, all Town owned vehicles and buildings, property, computers and software, cash receivables, wages, and benefits.

- e. *Fraud*: the intentional deception, misappropriation of resources or the manipulation of data to the advantage or disadvantage of a person or entity.
- f. *Equipment*: a fixed asset that is not consumable or expandable. It is movable and may be attached to other objects or buildings. Some examples are office equipment including computers, desks, printers, cabinets, scanners, training/educational equipment, furnishings, cameras, and recording devices. Equipment also includes, but is not limited to, all construction and maintenance equipment, air conditioners, firefighting equipment, and tools.

The Town has a zero-tolerance policy regarding fraud.

No employee shall remove any asset from the Town's property, misuse any Town asset for personal gain, or willfully misappropriate any Town asset. Any Town official or employee found to have committed fraud, theft, or embezzlement of Town assets and equipment may be subject to discipline, including suspension, termination, restitution, criminal charges, and discipline pursuant to CBAs. It is the responsibility of every employee, supervisor, or manager to immediately report suspected misconduct or dishonesty to their supervisor or those who exercise authority over the supervisor. Any reprisal against any employee who reports an act of misconduct or dishonesty shall be prohibited.

The Town respects and will abide by the various disciplinary, grievance and/or dispute articles set forth in the following CBAs: AFSCME, SEA, SPAA, Fire, and Police. For employees who are not affiliated with a union, the Town Manager will determine the appropriate discipline, including but not limited to, any relevant provision in the individual employment agreement.

Examples of fraud and misuse of Town assets include but are not limited to the following:

- Theft by unauthorized taking or transfer (embezzlement)
- Alteration or falsification of documents
- Misrepresentation of fact
- Theft of any asset (for example: money or tangible property)
- Misappropriation, destruction, concealment, removal, or misapplication of property belonging to the Town
- Authorizing or receiving compensation for hours not worked, services not performed, or compensation for goods not received
- Misstatements and other irregularities in municipal records
- Forgery
- Any other similar acts

Complaint Procedure

Employees shall be provided a copy of the policy and are expected to read it. Known or suspected fraudulent acts by employees shall be reported to the employee's supervisor. If an employee has reason to believe that their department head may be involved, the employee shall notify the Town Manager.

Supervisors shall:

- a. Communicate the provisions of this policy to all staff.
- b. Take no action regarding suspected fraud without consulting the Department Head.
- c. Recommend appropriate disciplinary action upon a finding of violation of this policy.
- d. If suspension or termination is recommended, consult with the Town Manager and/or Human Resources Director.

Department Heads shall report any known or suspected fraudulent act to the Town Manager.

All participants in a fraud investigation shall keep the details and results of the investigation confidential unless required to disclose them by law and/or as part of a legal proceeding.

Any employee reporting an act of fraud, assisting, testifying, or participating in a fraud investigation or acting in accordance with the requirements of this policy, shall not be subject to any adverse employment action unless employee participated in such fraud, or knowingly made a false allegation of fraud. Examples of adverse employment action include, but are not limited to, discipline, suspension, threatening to discipline or suspend, coercion, acts of intimidation, and termination.

Investigation

The Police Department or other appropriate law enforcement agencies are responsible for criminal investigations involving the Town and all its departments. The Police Department may request the assistance of the Finance Director in any investigation which could include access to periodic examinations and evaluations of internal controls.

All investigations of alleged wrongdoing will be conducted in accordance with all applicable laws, CBAs, and town policies procedures.

Procedures for follow-up and investigation of reported incidents are as follows:

- a. Employees and others must immediately report all factual details as stated in the above policy.
- b. The Town Manager has the responsibility for follow-up and, if appropriate, investigation of all reported incidents.
- c. All records related to the reported incident will be retained wherever they reside.
- d. There will be no communication with the suspected individuals or organizations about the matter under investigation.
- e. The Police Department will also notify the Town Manager of all reported incidents so it may be determined whether this matter should be brought to the attention of legal counsel and or the Town's auditors.

- f. The results of the investigation will only be disclosed or discussed with those persons who have a legitimate need to know to effectively perform their duties and responsibilities.
- g. Any investigative or other follow- up activity will be conducted without regard to the suspected individual's position, CBA provisions, or relationship to the municipality.

Prevention

Each department will maintain an internal control environment to protect the department and the Town from loss or other damages because of fraud.

False Allegations

False allegations that result in loss of time and/or Town resources which could cause harm to the professional or personal reputation of an employee or official, shall be prohibited. These allegations may result in disciplinary action up to and including termination and in keeping with the provisions of the respective CBA or, for unaffiliated employees, the decision of the Town Manager.

Corrective Actions and Discipline

Appropriate and timely action will be taken against those individuals who are proven to have committed a fraudulent act. These remedial actions may include the following:

- a. Disciplinary action.
- b. Restitution for all losses, including investigation and legal expenses, to the fullest extent allowed by law.
- c. Forwarding information to the appropriate authorities for criminal prosecution.
- d. The Town may take corrective or disciplinary action without awaiting resolution of criminal proceedings arising from fraudulent conduct.

Confidentiality

All investigations will be conducted in confidence as reasonably as possible. The names of those communicating information about a fraudulent act or the name of those suspected of a fraudulent act will only be revealed when required by law in conjunction with the investigation or legal action.

Any questions or clarifications of this policy and any related responsibilities should be addressed to the Town Manager who shall be responsible for the administration, revision, interpretation, and application of this policy.

v) WHISTLEBLOWER PROTECTION POLICY

The Town will not retaliate against, discharge, threaten, or otherwise discriminate against an employee regarding the employee's compensation, terms, conditions, location, or privileges of employment:

- 1. Because the employee, in good faith, or a person acting on behalf of the employee, reports orally or in writing to the Town or a public body what the employee has reasonable cause to believe is a violation of a law or rule adopted under the laws of the State of New Hampshire, a political subdivision thereof, or the United States;

2. Because the employee, in good faith, or a person acting on behalf of the employee, reports orally or in writing to the Town or a public body what the employee has reasonable cause to believe is a condition or practice that would put at risk the health or safety of that employee or any other individual.
3. Because the employee is requested by a public body to participate in an investigation, hearing, or inquiry held by that public body, or a court action;
4. Because the employee, in good faith, has refused to carry out a directive to engage in activity that would be a violation of law or rule adopted under the laws of the State of New Hampshire, a political subdivision thereof, or the United States, or that would expose the employee or any individual to a condition that would result in serious injury or death, after having sought and been unable to obtain a correction of the illegal activity or dangerous condition from the Town.

Employees with questions regarding this policy, who believe this policy to have been violated, or who wish to make a report in accordance with (1) above, should contact the Human Resource Director.

w) COMPLAINT PROCEDURES FOR RESIDENTS, VENDORS AND VISITORS

NOTE: Policy removed from this document. See Complaint Policy on the Town's website.

x) DISCIPLINE

Affiliated employees should consult their CBA for rules governing discipline.

It is the Town's policy to take corrective action when employees violate rules, regulations, or standards of conduct, or who endanger the safety of others, or perform in an unsatisfactory manner. There are four (4) types of disciplinary actions used by the Town: documented verbal warning, written warning, suspension, and termination. While the Town will apply the concept of progressive discipline when appropriate, it reserves the right to determine the appropriate level of discipline in any circumstance.

In addition, nothing in this personnel manual undermines the at-will nature of the employment relationship, which may be terminated at any time by either party with or without cause, and regardless of whether any prior disciplinary action has been taken. The Town may also place an employee on administrative leave, paid or unpaid, on a temporary basis, as permitted by the governing CBA and federal or state law.

Department Heads may issue warnings. All suspensions and terminations must be reviewed by the Human Resources Department and approved by the Town Manager.

Written documentation of all disciplinary action (including warnings) must be provided to the Human Resources Department.

VIII. DISCRIMINATION, HARASSMENT & RETALIATION PREVENTION

The Town is committed to providing a work environment that is free of discrimination, harassment, or retaliation. In keeping with this commitment, the Town maintains a strict policy prohibiting discrimination, harassment and retaliation of or against our job applicants, contractors, interns, volunteers, or employees by another employee, supervisor, vendor, customer, or any third party based on race, color, creed, religion, age, sex or gender (including pregnancy, childbirth and related medical conditions), gender identity or gender expression (including transgender status), sexual orientation, marital status, national origin, ancestry, citizenship, physical or mental disability, genetic information, military service or veteran status, or any other category protected by applicable federal, state or local laws and ordinances. Such conduct will not be tolerated by the Town.

Our management team is dedicated to ensuring the fulfillment of this policy as it applies to all terms and conditions of employment, including recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities, and general treatment during employment.

Each Town employee is responsible for helping to keep the work environment free of discrimination, harassment, and retaliation, including while on Town premises, while on Town business (whether or not on Town premises) or while representing the Town.

Discrimination for purposes of this policy generally is defined as treating differently or denying or granting a benefit to an individual because of any protected characteristic.

Harassment, for purposes of this policy generally is defined as unwelcome verbal, visual or physical conduct that demeans or shows hostility or aversion towards an individual because of these protected characteristics, and that (1) has the purpose or effect of creating an intimidating, hostile or offensive working environment; or (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. Harassment can be verbal (including slurs, jokes, insults, epithets, gestures or teasing), visual (including offensive posters, symbols, cartoons, drawings, computer displays, or e-mails) or physical conduct (including physically threatening another, blocking someone's way, etc.) that denigrates or shows hostility or aversion towards an individual because of any protected characteristic. Such conduct violates this policy, even if it is not unlawful.

Sexual harassment, for purposes of this policy generally is defined as sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

- submission to or rejection of such advances, requests or conduct is made either explicitly or implicitly a term or condition of employment or as a basis for employment decisions; or
- such advances, requests or conduct have the purpose or effect of unreasonably interfering with an individual's work performance by creating an intimidating, hostile, humiliating or sexually offensive work environment.

While it is not easy to define precisely what types of conduct could constitute sexual harassment, examples of prohibited behavior include unwelcome sexual advances; requests for sexual favors; obscene gestures; displaying sexually graphic magazines, calendars, or posters; sending or disseminating sexually explicit e-mail, voice-mail, graphics, downloaded material or websites;

and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually-related comments. Depending upon the circumstances, the conduct can also include sexual joking, vulgar or offensive conversation or jokes, commenting about an employee's physical appearance, conversation about your own or someone else's sex life, teasing or other conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment. Sexual harassment is unlawful.

Retaliation, for purposes of this policy generally means adverse conduct taken because an individual reported an actual or perceived violation of this policy, opposed practices prohibited by this policy, or participated in the reporting and investigation process described below. "Adverse conduct" includes but is not limited to: shunning and avoiding an individual who reports harassment, discrimination or retaliation; express or implied threats or intimidation intended to prevent an individual from reporting harassment, discrimination or retaliation; and denying employment benefits because an applicant or employee reported harassment, discrimination or retaliation or participated in the reporting and investigation process described below.

The following steps have been put into place to ensure the work environment at the Town is respectful, professional, and free of discrimination, harassment and retaliation. If an employee believes someone has violated this policy, they should immediately report the matter to his or her supervisor. If the supervisor is unavailable or if you believe it would be inappropriate to contact that person, you should immediately contact the Director of Human Resources or any other supervisor of the Town with whom you feel comfortable. If you are unsure of to whom to raise an issue of a perceived violation of this policy, or if you have not received a satisfactory response within five (5) business days after reporting any incident, please immediately contact the Town Manager or the Director of Human Resources to the extent they were not the initial point of contact.

Every supervisor who learns of any employee's concern about conduct in violation of this policy, whether in a formal complaint or informally, must immediately report the issues raised to the Director of Human Resources or the Town Manager.

Every report of perceived discrimination, harassment and retaliation in violation of this policy or our Equal Employment Opportunity policy will be promptly, thoroughly and impartially investigated and corrective action will be taken where appropriate, up to and including discharge for any employee(s) who violate this policy. Employees are required to cooperate in all investigations conducted pursuant to this policy. The identity of individuals who report a perceived violation of this policy, as well as any information obtained during the Town's investigation, will be kept confidential to the extent possible, consistent with a thorough and impartial investigation with relevant legal requirements, but confidentiality cannot be guaranteed. During the investigation, the Town generally will interview the complainant and the accused, conduct further interviews as necessary and review any relevant documents or other information. Upon completion of the investigation, the Town will determine whether this policy has been violated based upon its reasonable evaluation of the information gathered during the investigation. The Town will inform the Complainant and the accused of the results of the investigation.

The Town will take corrective measures against any person who it finds to have engaged in conduct in violation of this policy, if the Town determines such measures are necessary. These measures may include, but are not limited to, counseling, suspension, or immediate termination. Anyone, regardless of position or title, whom the Town determines has engaged in conduct that violates this policy will be subject to discipline, up to and including termination. In addition to being a violation of this policy, harassment, discrimination or retaliation based on any protected characteristic pursuant to applicable federal, state, or local laws and ordinances also is unlawful. For example, sexual harassment and retaliation against an employee because the employee filed a complaint of sexual harassment or because an employee aided in an investigation of a complaint of sexual harassment are unlawful. Employees who engage in conduct that rises to the level of a violation of law can be held personally liable for such conduct.

IX. EMPLOYEE SAFETY AND HEALTH

a) HEALTH & SAFETY PROGRAM

It is important that we all keep safety foremost in our minds to ensure that our work environment is as safe as possible. Safety can only be achieved through teamwork. Each employee, supervisor, and official must practice safety awareness by being alert, anticipating unsafe situations, and reporting unsafe conditions immediately. Please observe the following precautions:

- Notify your supervisor of any emergency situations. If you are injured or become sick at work, no matter how slightly, you must inform your supervisor immediately.
- The use, adjustment, and/or repair of machines or equipment is to be performed by you only if you are trained and qualified.
- Get help when lifting or pushing heavy objects.
- Understand your job fully and follow instructions. If you are not sure of a safe procedure for performing work, ask your supervisor.
- Know locations, contents, and intended use of all first aid and firefighting equipment.
- Wear personal protective equipment as directed in accordance with the job you are performing.
- Understand and practice all safety procedures when handling, loading, or transporting hazardous materials.
- All job descriptions include keeping our facilities and lots clean and safe. Every employee must participate in this effort.

Violations of safety precautions may lead to disciplinary action, up to and including termination.

b) JOINT LOSS MANAGEMENT SAFETY COMMITTEE

The Town maintains an active Joint Loss Management Safety Committee comprised of management and employees, which meets throughout the year. The meeting schedule is posted on the Town's website under Human Resources. Participation is voluntary and is strongly encouraged. If you are interested in becoming a member, please contact the Human Resources Department.

c) INFECTIOUS DISEASE CONTROL POLICY

The Town will take proactive steps to protect the workplace in the event of an infectious disease outbreak. It is the goal of the Town during any such time to operate effectively and ensure that all essential services are continuously provided and that employees are safe within the workplace. The Town is committed to providing authoritative information about the nature and spread of infectious diseases, including symptoms and signs to watch for, as well as required

steps to be taken in the event of an illness or outbreak.

All employees are requested to cooperate in taking steps to reduce the transmission of infectious disease in the workplace. The best strategy remains the most obvious—frequent hand washing with warm, soapy water; covering your mouth whenever you sneeze or cough; and discarding used tissues in wastebaskets. The Town has installed hand sanitizers throughout the workplace and in shared areas.

Unless otherwise notified, the Town’s normal attendance and leave policies will remain in place during an outbreak. Individuals who believe they may face challenges reporting to work during an infectious disease outbreak should take steps to develop any necessary contingency plans.

The Town provides paid sick time and other benefits to compensate employees who are unable to work due to illness. If you are sick, please stay home.

Employees who report to work ill will be sent home in accordance with these health guidelines.

d) SAFETY FOOTWEAR POLICY

The Town is committed to providing a healthy and safe working environment for all employees. The guidelines for footwear requirements by position classification is communicated to eligible employees by the Department Head or supervisor.

Eligible employees identified in this policy are required to wear the required footwear while performing their duties. Failure to wear appropriate footwear may be grounds for disciplinary action, up to and including termination.

e) SLIP, TRIP AND FALL POLICY

The purpose of this policy is to reduce and/or eliminate the incidence of slip, trip and fall related events and injuries. In cooperation with Salem’s Joint Loss Management Committee (JLMC), the Town will work to ensure that the workplace is safe for all employees and expects employees to take a proactive approach to managing the risks associated with slips, trips, and falls. Employees are asked to wear appropriate footwear for the conditions and to report hazardous situations and circumstances to avoid accidents.

Sidewalks, walkways, parking lots, stairs, and other areas that employees and the public utilize are to be maintained so that snow and ice do not build up and other slip, trip and fall hazards are abated.

Interior hallways, stairs, floors, and other areas should be kept free of obstructions such as boxes, extension cords, frayed carpeting, and debris.

Proper signage shall be utilized to warn of wet floors or hazardous conditions.

A Slip, Trip and Fall log shall be maintained at each public facility in Town. At Town Hall, the Human Resources Department will maintain this log.

All instances of slips, trips and falls are to be recorded for review by the Joint Loss Management Committee.

f) EMPLOYEE ASSISTANCE PROGRAM

The Town recognizes that a considerable number of people experience serious personal problems that may become so severe that their job performance suffers. Because personal problems have a direct impact on employment, the Town provides an Employee Assistance Program (EAP). This professional counseling service is available to employees and to their immediate family members at no cost. EAP information is emailed to all employees during the year. Departments are responsible for ensuring EAP information is posted and available at their locations.

Employees may access the EAP directly and confidentially at any time. Information for contacting the EAP is provided at the new hire orientation and is available any time from the Human Resources Department.

EAP referral may also be done as part of a disciplinary or performance improvement process.

It is the Town's policy that:

1. No one will be discriminated against regarding their job security or for future promotion based only on their supervisory referral to EAP or to subsequent counseling assistance or treatment.
2. Confidentiality will be maintained by the EAP office and discussion with the appropriate Town liaison about progress or treatment recommendations will only come following written authorization of the employee.
3. EAP records will not be placed in the official personnel files.
4. No one will be required to utilize the EAP involuntarily. If, however, job performance does not return to acceptable standards, usual disciplinary will be implemented.
5. Any employee who seeks assistance independently of the EAP office should be encouraged to do so. The individual will be responsible for that cost. Any recommendation for on-going care or treatment will be the financial responsibility of the employee.
6. Determination of improvement in work performance will be made by the supervisor via job performance evaluation (if applicable).
7. When deemed appropriate, an employee will be allowed time away from work for counseling sessions (using their applicable accrued leave).
8. An employee's participation in the EAP does not prevent discipline for performance deficiencies or rule infractions.

Within the guidelines of this policy, it is understood that the Town is providing this confidential counseling resource to its employees and immediate family for assistance in dealing with personal problems. The EAP will not participate in any decision regarding an employee's job continuation or dismissal.

g) EMPLOYEE WELLNESS PROGRAM

The Town encourages its employees to strive to be as healthy as possible. The Town has developed an Employee Wellness Program. The program includes such activities and benefits as flu vaccine clinics, health screenings, attendance at health-related classes and other health-promoting activities. Participation in the wellness program is strictly voluntary.

Information (such as health assessments and biometrics) that employees provide through the wellness program is shared with the Town on an aggregate basis, meaning that no health information about specific employees is given to the Town.

Employees with ideas about programs the Town can incorporate into its wellness program are encouraged to bring them to the attention of the Human Resources Director.

For more information about the Wellness Program, please contact the Human Resources Department.

h) ALCOHOL AND DRUG POLICY

The use of illegal drugs or abuse of prescription drugs and/or alcohol by Town employees poses a significant threat to other Town employees, citizens, and visitors. The Town is committed to providing a safe work environment that is free from the effects of drugs and alcohol. In support of this commitment, the Town prohibits the following conduct and other conduct, which, in our determination, is inconsistent with our commitment:

- the manufacture, distribution, sale, dispensation, possession, storage, or use of a controlled substance, unauthorized prescription drug, or drug paraphernalia at any time on Town premises, on Town business, or during work hours.
- use, possession, storage, manufacture, distribution, dispensation, or sale of alcohol at any time while on Town premises, on Town business, in Town vehicles or during work hours.
- reporting to work or otherwise working under the influence of drugs or alcohol, or under the influence of legal drugs that may impair your ability to safely perform your job functions.
- reporting to work in a condition that is not fit for work. In addition to being under the influence as mentioned above, other indications of a lack of fitness for duty are smelling of alcohol, appearing to be hung over, or otherwise appearing or being unable to effectively interact with citizens, visitors, and co-workers, and to work safely and properly without impairment.
- failing to submit to a required fitness for duty exam.

The Town also maintains the following reporting requirements:

- Any employee who is taking medication that may impair their ability to safely perform job functions must inform their supervisor or the Human Resources Department immediately and must not perform any work until authorized to do so by the Town.

- If any employee is involved in drug misconduct (including the use or possession of illegal drugs or unauthorized prescription drugs) on Town premises or while working for the Town, the Town reserves the right to report the incident to law enforcement authorities.
- If any person observes an employee exhibiting behavior that may be indicative of impairment by drug or alcohol use, they should immediately report the behavior to the Human Resources Department.

Violations of this Policy

Employees must, as a condition of employment, abide by the terms of this policy. Violations of this policy will result in disciplinary action up to and including termination and may also have legal consequences.

Fitness for Duty Exams

The Town reserves the right to require any employee to submit to a fitness for duty exam when there is a reasonable basis for the Town to believe that the employee may be under the influence of alcohol or drugs or may be otherwise unfit for duty. Fitness for duty exams may include, but not be limited to, tests for the presence of drugs or alcohol. Employees must consent to fitness for duty exams as a condition of employment. The cost of any such fitness for duty exams will be covered by the Town. Within the Town's discretion, an employee may be placed on paid or unpaid administrative leave or suspension pending the results of a fitness for duty exam. This policy is subject to the Town's ADA policy. This means that employees who are concerned that they may have an alcohol or drug dependence issue may seek accommodations to secure treatment, and that employees who are recovering from alcohol and/or drug addiction will not face discrimination. This policy in no way alters the Town's no-tolerance policy regarding intoxication and drug/alcohol use while working in any capacity for the Town.

i) DRUG AND ALCOHOL TESTING

Some Town employees are subject to random Drug and Alcohol Testing pursuant to state and federal law. Employees subject to random testing will be advised of this during new hire orientation and provided with the Town's Drug and Alcohol Screening policy governing such testing.

Some employees in safety-sensitive positions are subject to random drug and alcohol testing pursuant to their CBA or required by the Department of Transportation rule 49 CFR Part 40. If you are one of these employees, you will be notified upon hire and provided with the Town's drug testing policy that is applicable to you.

An employee who has violated DOT drug and alcohol regulations must complete a substance abuse evaluation/program by a certified Substance Abuse Professional (SAP). The SAP must meet the qualifications required under the DOT regulations. Questions about drug testing should be directed to the Human Resources Director.

j) SMOKING/VAPING POLICY

The Town is committed to providing a safe and healthy work environment for our employees, visitors, and vendors. Consistent with our commitment and state law, we have declared a no smoking policy within Town buildings and in Town vehicles.

Anyone wishing to smoke/vape must do so only during authorized breaks in the designated areas.

Smoking is defined as the “act of lighting, smoking or carrying a lighted or smoldering cigar, cigarette or pipe of any kind.” Vaping refers to the use of electronic nicotine delivery systems or electronic smoking devices such as e-cigarettes, e-pipes, e-hookahs, and e-cigars.

If you have a concern with respect to any employee, visitor, or vendor violating this policy, please report such concern or complaint to the Human Resources Department.

X. SEPARATION FROM EMPLOYMENT

a) REQUESTED NOTICE OF DECISION TO TERMINATE EMPLOYMENT

Should you decide to resign or retire from your employment, please notify your Department Head, in writing, of your decision at least two (2) weeks in advance of your planned departure date.

The Town reserves the right to not allow the resigning or retiring employee to work during the notice period.

b) EXIT INTERVIEWS

In most instances, employees who terminate their employment will be asked to participate in an exit interview with a human resource representative. The exit interview is voluntary. The purpose of the exit interview is to discuss any relevant separation benefits and benefit continuation, and to receive feedback from you on ways in which our Town can improve our operations and retention of employees.

c) FINAL PAYCHECKS

Town employees terminated involuntarily will receive their final paychecks within 72 hours of termination. Employees who voluntarily resign will receive their paychecks on the next regular payday.

d) REFERENCES

Employees leaving Town employment may seek references from their supervisors on a personal basis. These references are not to be drafted on Town stationery or signed by an official title.

The Town's policy is to release the employee's position and job tenure if the information is sought. The Town will not provide substantive information about an employee's performance without a written release from the employee. Employees seeking detailed references should direct their inquiries to the Human Resources Department.

XI. RECEIPT AND ACKNOWLEDGMENT OF PERSONNEL MANUAL

Please read the following statements and sign below to indicate your receipt and acknowledgment of this manual.

- I have received a copy of, and understand that it is my obligation to read, the personnel manual.
- I understand that the policies described in the manual are subject to change at the Town's sole discretion at any time.
- I understand this manual supersedes and replaces all other previous manuals and personnel policies for the Town.
- I understand that if my employment is governed by a CBA, that CBA supersedes this Manual. I also understand that my department may have Standard Operating Procedures that take precedence over this Manual, and that this Manual is not intended to supplant lawful and established Department policies.
- I acknowledge that unless altered by contract, CBA or statute, my employment is at-will. This means that I have the right to terminate my employment with the Town at any time without notice. In turn, I acknowledge that the Town has the right to terminate my employment with or without cause or notice.
- I am aware that the descriptions of benefits in this manual are not contractual in nature, and that benefits programs may change.
- I am aware that during my employment, confidential information may be made available to me. I understand that this confidential information must not be given out or used outside of Town premises or with non-Town employees, except as required by law.

I understand that my signature below indicates that I have read and understand the above statements and have received a copy of the personnel manual.

Employee's Name (please print)

Date: _____

Employee's Signature