

CITY OF INKSTER

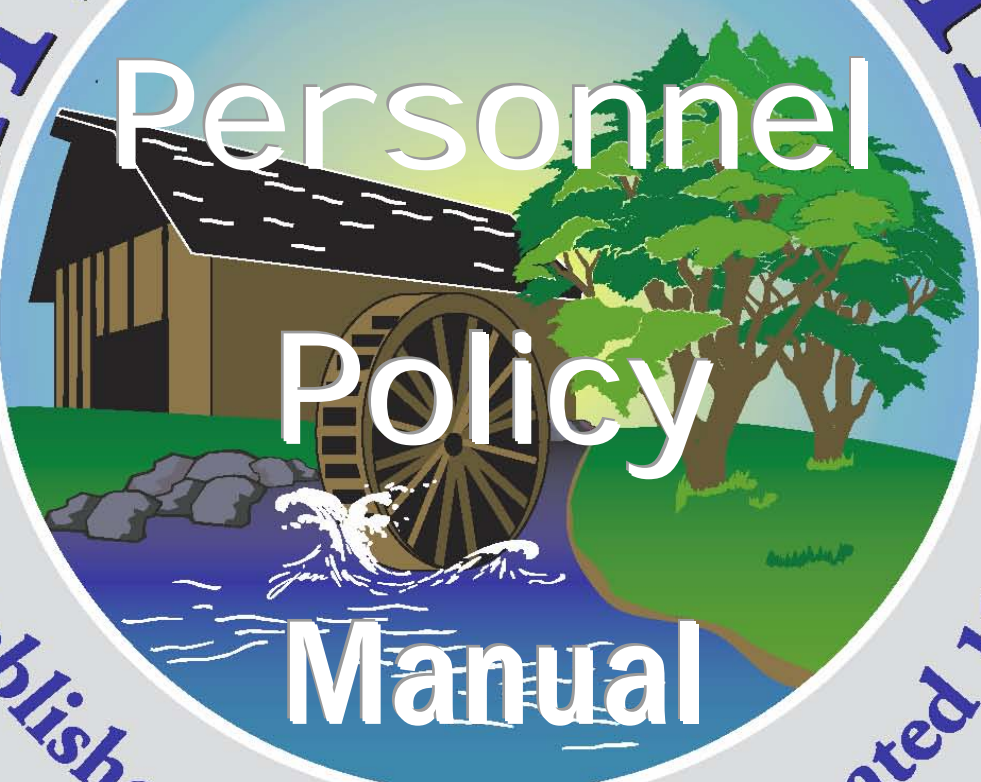
Personnel

Policy

Manual

Established 1923

Incorporated 1964



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PURPOSE OF THIS PERSONNEL POLICY MANUAL

Welcome to the City of Inkster! The elected officials and employees of the City are dedicated to providing equitable access to public services, and opportunities for the common good of our citizens. We are committed to responding to the needs of the community through cost effective, exceptional service that results in an enhanced quality of life. We welcome you as a new employee and hope you will fully embrace the potential every member of our staff has to positively impact the quality of life here in our community. You are the “front-line” to our residents and the interactions you have with them will impact their opinion of the City government and their perception of the value they receive for their tax dollars. We consider our employees to be our most valuable asset, and appreciate that you have accepted the responsibility that comes with serving the public.

Most municipalities have established departmental policies and procedures which address the specific functions of that work unit, rather than provide the organization-wide policy so critical when it comes to personnel matters. These departmental procedures should remain in effect as a complement to the personnel manual so long as they do not conflict with the personnel manual.

However, some policies must be centralized to ensure compliance; for example, requests for accommodations under the American with Disabilities Act.

This personnel policy manual is designed to acquaint you with information about working conditions, employee benefits, and some of the practices affecting your employment with the City of Inkster. It describes many employee responsibilities and City practices, and also outlines the programs developed for your benefit.

This personnel policy manual is not an employment contract (express or implied) and accordingly should not be considered as such. Nothing in this personnel policy manual should be relied upon as a guarantee for certain privileges, working conditions, or continued employment.

Effective Date

Effective January 1, 2009 this personnel policy manual supersedes all prior human resources policies, verbal communications, staff meeting minutes and/or management memos that may have been previously issued on subjects herein.

Who is Covered By This Personnel Policy Manual?

This personnel policy manual applies to all employees of the City of Inkster. It is important to note that in many instances the City has entered into collective bargaining contracts with employee unions (AFSCME, COAM, IAFF, IPOU, MAPE and UAW). This personnel policy manual is not intended to re-write, modify or change any provisions in the prevailing labor agreements or the Civil Service rules. All employees should use this personnel policy manual to clarify how City management will implement working policies throughout its divisions.

Personnel Policy Manual Contents and Revisions

This personnel policy manual is provided as a description of generally accepted guidelines and common practices, however—

Because it is not possible for us to foresee all situations that might arise, we reserve the right to deviate from the guidelines and practices outlined in this personnel policy manual, if in the City Manager's sole judgment, such deviation is warranted based on the facts of a particular situation.

Occasional revisions may be necessary to keep City policies up-to-date with current laws, bargaining agreement, etc. Revisions may include changing, rescinding, or adding to any procedures, benefits, or practices described in this personnel policy manual. ***Revisions to the personnel policy manual will take place with the approval of City Council and appropriate notice to Unions and employee's*** It is the employee's responsibility to keep their personal copy of the personnel policy manual up-to-date by immediately inserting revisions or changes when issued. The Human Resources offices will issue revisions and maintain an updated master copy of this personnel policy manual. Employees can contact the HR office for copies. Other verbal or written communications issued prior to or after the distribution of this personnel policy manual may appear to change some of the contents of this personnel policy manual. However, the guideline (s) set forth in this personnel policy manual will be considered the official position/practice of the City of Inkster, until a written revision or change is signed by the City Manager/designee and made available to employees.

Your Responsibility Regarding This Personnel Policy Manual

Employees are expected to read, understand, and comply with the guidelines set forth in this personnel policy manual. Questions for clarifications should be referred to the Human Resource Office. This personnel policy manual is the property of the City of Inkster and should not be provided to individuals who are not our employees. Upon termination, you must return this personnel policy manual and all other City property to your HR office, or your supervisor, before your final departure.

EMPLOYMENT AT THE CITY OF INKSTER

At-Will Employment Relationship (*Non-Union*)

You have voluntarily entered into your employment relationship with us, and accordingly are free to resign at any time, with or without cause or reason, with or without prior notice. Similarly, we may terminate this relationship at any time, with or without cause or reason, with or without prior notice. This mutual relationship is called “employment at-will.” In accepting or continuing your employment with us, you agree that our relationship is, and always has been, strictly voluntary and at-will on both sides. Nothing in this personnel policy manual, or in any other document issued by the City of Inkster or its representative (s), will alter this at-will relationship *except* a written contract for that express purpose, which is signed by both you and the City Manager.

You should not rely on verbal comments made by anyone in the City as a guarantee for specific privileges, working conditions, or future employment. Our at-will relationship may only be changed by written contract for that express purpose. Such a contract is only valid if signed by you and the City Manager.

Grievance Procedures for Unionized Employees

Employees who are represented by labor unions are entitled to have a “grievance” filed to settle an employment-related dispute with the City. A *grievance* is defined as a claim of a violation of a prevailing bargaining agreement. The grievance procedure is clearly defined in the AFSCME, COAM, IAFF, IPOU, MAPE and the UAW contracts. In order to resolve a matter in an expeditious fashion, employees should review the procedure to become familiar with it and be aware of the time limitations. New hires do not have recourse to the grievance procedure until they have successfully passed their probationary status. Status is defined by the appropriate Union Agreement.

GENERAL WORK POLICIES

What is expected of City of Inkster Employees

To ensure quality services, each City of Inkster employee is expected to:

- Read and follow the guidelines established in this personnel policy manual and updated communications from Human Resources.
- Perform duties as assigned by management. Your job description was designed as a guideline for achieving the results expected of your position. It can also be used as an instrument of communication between you and your supervisor. Ask your supervisor for a copy of your job description if you don't have it. Doing whatever is necessary to meet the needs of the City and public is everyone's job.
- Always conduct yourself in a polite, professional manner, treating the public and co-workers courteously and respectfully. (See the Appearance, Personal Conduct, and Service to the Public section.)
- Dress appropriately for the job as outlined under *Appearance, Personal Conduct, and Service to the Public*.
- Be on-time for work, for meetings and appointments, and deliver work projects by assigned due dates (or deadlines).
- Maintain assigned work areas in a clean and orderly fashion.
- Conduct a safety check of assigned equipment before beginning work.
- Immediately report any problems with equipment to management.
- Perform all job duties safely.
- Produce quality work with minimal errors and within established timelines.
- Provide honest, truthful, and accurate information regarding your work history, education, and training. Falsification of employment records (including pre-employment data such as your resume or employment application), time records, expense reports, and other City of Inkster records is grounds for corrective action up to and including immediate termination regardless of length of employment when the falsification is discovered.

ALCOHOL AND ILLEGAL DRUGS AT WORK *(Non-Union)*

We recognize that drug and alcohol abuse are serious problems present in today's society. We also recognize the importance of maintaining a safe, efficient, and healthy work environment. Being under the influence of any alcoholic beverage and/or illegal drug on the job poses serious risks to employee health and safety. To protect the safety and health of all employees, we have established the following policy regarding alcohol and illegal drugs at work: ("illegal drug" is defined as any substance deemed illegal under Michigan Control Substance Act.)

We absolutely prohibit the sale, purchase, transfer, or possession of any illegal or non-prescribed drug during work hours or on City property at any time. For the purpose of this policy, "City property" also applies to property of vendors/contractors, recipients of City services, or any locations where you may be performing work for the City. In addition, we strictly prohibit any employee from being under the influence of alcohol and/or any illegal drug while on duty or performing work activities. Taking legally prescribed medications or over-the-counter medications are permitted to the extent that use of such medications does not adversely affect your job performance or safety, or the safety of others.

Use of Prescription Medications While Working

If you are using prescription or over-the-counter medications that may impair your ability to perform your job safely, you must report such use to your supervisor or your Human Resources office before starting or resuming work. If you discover that such medication impairs or adversely impacts your ability to work, immediately stop working and report your condition to your supervisor. Working while affected by prescription or over-the-counter medications is dangerous! Consult with your physician if you are impaired or affected by prescription or over-the counter medications.

Alcohol Consumption at Work

The consumption of alcohol on City property is forbidden, except at City sponsored functions where, on occasion, limited quantities of alcoholic beverages may be provided by the City or for sale (at a cash bar) as a part of a catered or sponsored affair.

Employees who drink alcohol at City sponsored events are expected to do so in moderation. If while attending such an event you feel that you may have overindulged you are expected to seek assistance from a manager. In such situations, the City will provide transportation home and will pay reasonable expenses for such transportation. In the rare event that you become intoxicated at a City sponsored event, our primary concern is your safety and safety of others. You will not be disciplined or retaliated against if you acknowledge your overindulgence and responsibly present yourself to

management for transportation home. The above also applies to City sponsored social events held off the premises.

Alcohol or Drug Testing (*Non-Union*) (*Union Employees refer to contract*)

All new hires will be tested for illegal substances at a City approved laboratory. New hires will not be approved to begin work until the results of the tests are received in Human Resources.

For all employees, regardless of seniority or bargaining unit, we may require alcohol or drug testing when:

- A reasonable suspicion exists that you are under the influence of any controlled substance, drug, or alcohol while on the job, in the workplace, or at an off-site assignment; or,
- When an accident, near-miss, or incident occurs in which safety precautions are violated or careless acts are performed, and a reasonable suspicion exists that you are “under the influence.”

An employee who is exhibiting behavior that leads to suspicion of alcohol or drug influence will be ***brought to the attention of Department Head/or Human Resource to take appropriate action.*** Alcohol or drug testing will be offered at the City’s expense at a clinic selected by the City. Transportation will be provided to that employee to ensure safe arrival at the clinic. Testing will be conducted using appropriate scientific methods and in a manner designed to protect the employee’s dignity and privacy. The employee will be required to sign the appropriate consent form to allow the test and to release the results. A positive test is grounds for corrective action up to and including termination of employment. Employee’s who test negative will avoid discipline.

If an employee refuses to sign a consent form or take a test, the decision regarding discipline will be based upon the information available to management. Under no circumstances will the City be required to consider subsequent evidence submitted by the employee to exonerate him/herself (e.g., drug tests taken by the employee at his/her own expense.)

Treatment for Chemical Dependencies

We will assist employees with chemical dependencies (alcohol or drug) who voluntarily seek treatment and/or rehabilitation. Such assistance includes payment for treatment in accordance with our group health insurance plan, and leave of absence policies. We will make reasonable efforts to ensure that any disclosures you make to the City concerning your participation in any drug or alcohol counseling or rehabilitation program will be treated confidentially.

We are not obligated however, to continue to employ a person whose job performance is impaired because of drug or alcohol use, nor are we obligated to re-employ a person who has participated in treatment and/or rehabilitation if that person's job performance was below standard. Continued employment or re-employment of a person with chemical dependencies is reviewed by Human Resources on a case-by-case basis.

Our policy on treatment and rehabilitation is not intended to affect our position regarding employees who violate the guidelines regarding the use of alcohol and/or drugs at work as described above. Rather, rehabilitation is an option for an employee who acknowledges a chemical dependency and voluntarily seeks treatment to end that dependency. See the Employee Benefits section on Employee Assistance Programs for more information on how to get help.

Compliance with the Drug-Free Workplace Act

We comply with the Federal Drug-Free Workplace Act. Any employee convicted of violating a criminal drug statute that occurred in the workplace, must notify the Administrator of Human Resources of the conviction within five days. Failure to report the conviction may result in corrective action up to and including termination of employment.

Inspection of Employees and Personal Property for Possession of Alcohol and Drugs

The City reserves the right to conduct workplace searches *of city owned property* where the search is either for non-investigatory work-related purposes or investigations of work-related misconduct. The "workplace" has been defined by the United States Supreme Court as those areas that are related to work and are generally within the Employer's control. Any employee who improperly interferes with a workplace search or does not fully cooperate with a workplace search is subject to corrective action.

ATTENDANCE AND PUNCTUALITY

We recognize the need for employees to be absent from work due to illness or the need to take care of personal business during the normal workday. We instituted sick time off to provide for these needs as they arise. Employees may also qualify for a leave of absence for their own major illness, the major illness of a family member, the birth or adoption of a child, workers' compensation injury or military and/or National Guard duty. Having provided for these situations, it is important to remember that excessive absenteeism, tardiness and/or leaving early causes other employees within the organization to have to bear the burden of filling in for the absent employee.

Employees, who are not on an approved leave of absence and are absent from work without sufficient sick time to cover that absence, will be addressed through the normal Corrective Action Process.

Consecutive days of absence for the same reason are deemed to be one incident. If the employee is absent for more than three consecutive days, he/she must bring a doctor's note for those days.

Occasionally an employee will exhibit a pattern of absenteeism that must be corrected, despite having sufficient sick time to cover those absences (i.e., consistently missing a specific day of the week, the day before or after a holiday, the day before or after a scheduled vacation). Such cases should be reviewed with the Director of Human Resources before issuing any corrective action.

Employees who are going to be absent, tardy, or leave early from work are responsible for notifying their supervisors as soon as possible, regardless of whether they have sufficient sick time to cover the absences. Employees who are absent and fail to notify their supervisors will be subject to corrective action for failure to notify. Employees who have been absent three consecutive days without calling to speak with their supervisors will be considered to have voluntarily resigned.

ABSENTEEISM POLICY

Absenteeism will be evaluated over a four (4) week period and time cards are to be reviewed by the department head or supervisor each pay period.

Excessive absenteeism is defined as:

- Three (3) incidents in a four (4) week period.
- Any other continuous pattern of absenteeism
(i.e. repeated absence the Friday or Monday after pay day, etc.)

Discipline is to be administered in a progressive manner, in accordance with established City of Inkster policy.

TARDINESS/FAILURE TO BE AT WORK STATION

DEFINITION: An employee who punches in six or more minutes after the scheduled start of their shift shall be considered tardy.

Excessive tardiness is defined as:

- Four (4) or more tardies in a four (4) week period.
- Any continuous pattern or tardiness.

Tardiness will be evaluated over a four (4) week period and time cards are to be reviewed by the department head or supervisor each pay period.

Incidents of tardiness used to determine previous discipline are not to be considered in administering subsequent discipline. Discipline is to be administered in a progressive manner in accordance with established City of Inkster policy.

BULLETIN BOARDS

The organization uses bulletin boards to communicate important business information such as safety rules, (job postings), statutory and legal notices, company policies, and management memos. Each employee has the responsibility to read the information that is posted. Your manager or supervisor can give you the location of the bulletin board nearest your work area. Employees may not post material on bulletin boards without the prior written approval of Human Resources.

CITIZEN RELATIONS POLICY

I. Purpose

To establish a procedure in handling citizen complaints relating to city services, properties, or personnel.

II. Procedures

1. Citizen complaint relating to City Services, properties or personnel will be handled by the respective departments.
2. Initial complaints should be registered on a commonly used complaint form, numbered consecutively and dated as received. Each department will develop a complaint filing system for no less than one fiscal year.
3. Citizen complaints ***will be*** handled in the following matter:
 - a. Promptly and courteously direct the citizen to the right department after recording the initial complaint.
 - b. Listen actively
 - c. Tell citizens when their complaints will be resolved, if possible.
 - d. Be flexible in dealing with citizens.
 - e. Follow-up on all complaints.
 - f. Inform citizen of the status of their complaints – either by phone or letter.
4. Citizen complaints will not be handled in the following manner:

- a. Give the citizen the run-around, put the citizen on hold for a long period of time.
 - b. Be inattentive-uninterested.
 - c. Tell citizens that you will get back to them, without saying when.
 - d. Don't follow up.
 - e. Blame the City Manager, Mayor & Council or other City Departments for citizen complaints not being resolved.
5. Departments responding to complaints shall make an initial assessment of the problem and respond within three working days.

III. Non-Compliance

Any employee found to be in non-compliance with this order as herein written, will be subject to disciplinary action.

CHANGES IN PERSONAL INFORMATION

To ensure that needed records are accurate and up-to-date, it is mandatory for you to notify Human Resources, in writing, whenever changing the following:

Name Telephone Address Marital status Birth of a Child

This information must be submitted within thirty (30) days. Failure to notify Human Resources within this time frame may result in a lack of insurance.

Additionally, those employees driving a city owned car and those employees driving their own vehicle, while performing City business, must maintain a valid driver's license and notify Human Resources in a change in the status of their driver's license.

CITY HALL HOURS

City Hall will be open to the public from 8:30 a.m. until 4:30 p.m. City Hall employees will work the hours of 8:15 a.m. until 4:45 p.m. (Monday through Friday).

COMMUNICATION

We recognize that our continued success depends in large part on you. Communication is a significant part of a successful relationship with employees, as well as employees' relationships with each other. We all must work daily to keep the lines of communication open. This requires that everyone asks questions, gives complete information, and expresses their concerns openly. Good communication requires courtesy and respect. When discussing issues with others, we expect that you will listen carefully to the other party, respect their right to an opinion, and politely express your views to ensure that all communications are effective.

In addition to this personnel policy manual, communications of general interest will be announced verbally at staff meetings, by e-mail (with City Manager's approval), or on your department bulletin board. To keep fully informed, regularly read the communications posted on e-mail or the common area of your department.

To further ensure that our internal communications are effective, periodic staff meetings will be held in your department. Occasionally, the City will arrange an organized assembly for all employees. All employees are expected to attend staff meetings and assemblies, unless excused by a member of management.

CONFIDENTIAL INFORMATION

Employees of City of Inkster will receive and have access to information that is confidential in nature to the organization, its customers (clients) and vendors. Employees are not to disclose any such confidential information to (a) any other person in the organization unless there is a legitimate business reason for doing so; or (b) any person outside the organization unless management has expressly stated that the information can be disclosed to that person.

COMPUTER USAGE POLICY

The City of Inkster requires a General Computer Usage Policy to accomplish its business objectives in a secure and timely manner. Instituting such a policy demonstrates the commitment the City of Inkster has to safeguard corporate information assets. That commitment must extend from every individual involved in business operations.

- All data on information systems at the City of Inkster is classified as Company proprietary information.
- Any attempt to circumvent the City of Inkster's security procedures is strictly prohibited.

- Unauthorized use, destruction, modification, and/or distribution of the City of Inkster’s information or information systems is strictly prohibited.
- All the City of Inkster’s information systems will be subject to monitoring and auditing at all times. Users acknowledge that they have no expectation of privacy with regard to their activity on the City of Inkster’s information systems.
- Use of any of the City of Inkster’s information systems or dissemination of information in a manner bringing disrepute, damage, or ill-will against the City of Inkster is not authorized.
- Individual passwords will be kept strictly confidential. In no situation should a username and password be given to another individual.
- Misuse, as defined in this policy, will be handled directly with the offender and could include disciplinary action up to and including discharge.

CONTINUATION OF HEALTH PLAN COVERAGE (COBRA)

Under the Consolidated Omnibus Budget Reconciliation Act of 1985, or “COBRA” (Public Law 99-272, Title X), the City of Inkster will offer qualified persons the opportunity for a temporary extension of health coverage (called “continuation coverage”) at group rates in certain instances where coverage under the group health plans would otherwise end. Persons eligible to continue coverage under COBRA are known as “qualified beneficiaries,” and the events which trigger continuation coverage are known as “qualifying events.”

If an employee is covered by any of City of Inkster’s group health plans, the employee has the right to elect continuation coverage under those plans if the employee loses group health coverage as the result of either of the following qualifying events:

- Reduction in the employee’s hours of employment, or
- Termination of the employee’s employment for reasons other than gross misconduct.

If an employee’s spouse is covered by any of City of Inkster’s group health plans, the spouse has the right to elect continuation coverage under those plans if the spouse loses group health coverage as the result of any of the following qualifying events:

- Death of the employee;
- Termination of the employee’s employment (for reason other than gross misconduct) or reduction in the employee’s hours of employment with the City of Inkster;
- Employee’s Divorce or legal separation;

- Employee becomes entitled to Medicare; or
- The child ceases to be a “dependent child” under the City of Inkster’s health plans.

Retirees, their spouses, and their dependent children may also be entitled to elect continuation coverage under COBRA if the City of Inkster begins a bankruptcy proceeding and those persons lose health coverage within one year before or after the date the bankruptcy proceeding commenced.

The qualified beneficiary is responsible for informing the City of Inkster of a divorce, legal separation, or a child losing dependent status within 60 days of the later of the date of the qualifying event or the date on which coverage would end under the plan because of the event. If the City of Inkster does not receive notice within that 60-day period, the qualified beneficiary is not entitled to elect continuation coverage. The City of Inkster is responsible for notifying qualified beneficiaries of their right to elect continuation coverage as a result of the employee’s death, termination or reduction in hours of employment, or Medicare entitlement.

Once qualified beneficiaries receive notice of their right to elect continuation coverage, the qualified beneficiaries have 60 days from the later of the date they are provided notice or the date they lose coverage to inform the City of Inkster that they want to continue their health coverage under COBRA. If the qualified beneficiaries do not elect continuation coverage by the end of the 60-day period, they forfeit their right to elect that coverage.

If a qualified beneficiary elects continuation coverage, the City of Inkster will provide health coverage that is identical to the coverage the qualified beneficiary had immediately before the qualifying event occurred. Thereafter, the qualified beneficiary will be allowed to maintain coverage that is the same as the coverage provided under the plan to similarly situated employee’s, spouses, and/or dependents who have not experienced a COBRA qualifying event.

Generally, qualified beneficiaries may continue coverage under COBRA for 36 months from the date of the qualifying event. However, if the qualifying event is an employee’s termination or reduction in hours of employment, continuation coverage under COBRA will last for only 18 months from the date of the qualifying event. This 18-month period may be extended to 36 months if other events (such as death, divorce, legal separation, or Medicare entitlement) occur during the initial 18-month period. Also, the 18-month period may be extended for an additional 11 months (to a total of 29 months) if a qualified beneficiary is determined by the Social Security Administration to be disabled at any time during the first 60 days of continuation coverage. In order to qualify for this extension, the City of Inkster must be notified of the disability determination within 60 days of the determination, and before the expiration of the original 18-month period. The affected individual must also notify the City of Inkster within 30 days of any final

determination that the individual is no longer disabled. If the qualified beneficiary entitled to the disability extension has non-disabled family members, those non-disabled family members are also entitled to the 29-month extension.

Continuation coverage under COBRA will be cancelled for the following reasons:

- If the City of Inkster no longer provide group health coverage to any of its employees;
- If the COBRA premium is not paid on time;
- If the qualified beneficiary becomes covered, after the date of the COBRA election, under another group health plan which does not exclude or limit coverage for the qualified beneficiary's preexisting conditions;
- If the qualified beneficiary is no longer determined to be disabled, where coverage was extended beyond 18 months because of disability.

Continuation coverage under COBRA is not in effect until the qualified beneficiary elects that coverage, but, once elected, the coverage is retroactive to the date of the qualifying event. Qualified beneficiaries do not have to show that they are insurable to choose continuation coverage; however, they must be eligible for such coverage. The City of Inkster reserves the right to retroactively terminate COBRA coverage if an individual is determined to be ineligible.

If the qualified beneficiary is a covered former employee, he/she may add newborn or adopted child (ren) to his/her continuation coverage, provided the child (ren) are added within 30 days of the birth or adoption and the additional premium is paid. The children that are added will be considered qualified beneficiaries under the law.

Qualified beneficiaries must pay the designated premiums for their continuation coverage in a timely fashion. Qualified beneficiaries have 45 days from the date they elect continuation coverage to pay the initial COBRA premium. Thereafter, they will have a grace period of 30 days to pay any subsequent premiums.

At the end of the COBRA continuation coverage period, qualified beneficiaries may be allowed to convert their group health policy to an individual policy.

EMERGENCIES AFFECTING OPERATIONS

We will always be open for business during normal working hours. In the event of emergencies that affect normal business operations (e.g., earthquake, unusual storm conditions, etc.) management will make a determination whether the office will be open or closed, and will notify employees by phone or other possible means. The City also utilizes local media outlets to get the word to employees in the event that the City is closed due to inclement weather.

If any department is unable to occupy their office due to any emergency or situation beyond their control, employees may be asked to report to work elsewhere.

EMERGENCY EVACUATION

You will find the Evacuation Plan for your office posted in a common area of your department. Please take time to become familiar with this plan. Employee safety and the safety of others is dependent on knowing what to do in the event of an emergency.

In the event of an emergency evacuation, all employees must immediately report to their designated location – ask your Human Resources office for a copy of your building’s emergency evacuation plan. All employees are to remain at their designated location until a roll call is completed and instructions are given. Employees may only leave Emergency Headquarters after receiving permission from the designated person on your floor or group. Strict compliance with this procedure is essential to your safety.

EMPLOYMENT ELIGIBILITY DOCUMENTS

Federal regulations require the City of Inkster to comply with Immigration Reform and Control Act of 1986. All new employees must complete an I-9 Form and provide proof of their identity and their ability to work in this country. The Human Resources Department is responsible for obtaining the I-9 Form and verifying the eligibility to work in the United States. Employees will be expected to complete the I-9 Form during orientation on their first day of work. Human Resources will properly complete the Employer Section of the I-9 Form. If a new employee is unable to provide the necessary documentation within three working days from the date of hire, he/she must provide proof that he/she has applied for the required documents. If this not provided, the employee will be terminated.

EMPLOYMENT LAWS THAT AFFECT EMPLOYEES

Equal Employment Opportunity

The City of Inkster is an Equal Opportunity Employer (EOE), Accordingly, we promote equal opportunity in the areas of recruitment, employment, training, development, transfer, and promotion. Our employment practices are without regard to race, color, religion, creed, sex, age, disability or medical condition, national origin, veteran status, and all other categories protected by federal, state, and local anti-discrimination laws.

Disability Accommodation

The City of Inkster aims to keep with the spirit of the Americans with Disabilities Act and the religious discrimination provisions of Title VII of the Civil Rights Act. Whenever possible, we will make appropriate accommodations for employees with qualified disabilities or religious needs, as long as the accommodation does not cause the City or other employee's undue hardship or as may otherwise be determine by Federal Law.

If you require an accommodation for a medical condition or disability contact your supervisor or the Human Resources Labor Relations Administrator so that we can evaluate if and how the City may accommodate your needs. Your request for disability accommodation *will be handled in a sensitive and confidential manner.*

Religious Accommodation

If possible, a reasonable accommodation will be provided to allow time off without pay to observe religious holidays that are not otherwise City holidays. Requests for time off for bona fide religious observances will be considered on a case-by-case basis. So that we can reasonably accommodate your request, you must notify your supervisor of your request to take time off to observe a religious holiday at least three weeks before the date of your planned absence. If vacation time or personal business time is available, you may use it for the observance of such holidays, otherwise, such time off is without pay.

NOTE: This policy applies only to religious holidays. It does not apply to regular weekly days of worship. If an employee's regular work schedule falls on his/her worship days, generally he/she will be required to work as scheduled. Questions regarding work schedule/worship day conflicts should be directed to the Human Resources Labor Relations Administration.

MICHIGAN WHISTLEBLOWERS' PROTECTION ACT

The Michigan Whistleblowers' Protection Act (469 P.A. 1980) creates certain protections and obligations for employees and employers under Michigan Law.

Protection:

It is illegal for employers in Michigan to discharge, threaten or otherwise discriminate against you regarding your compensation, terms, conditions, location or privileges of employment because you or a person acting on your behalf reports, or is about to report, a violation or a suspected violation of federal, state or local laws, rules or regulations to a public body.

It is also illegal for employers in Michigan to discharge, threaten or otherwise discriminate against you regarding your compensation, terms, conditions, location or privileges of employment because you take part in a public hearing, investigation, inquiry or court action.

Obligations:

The Act does not diminish or impair either your rights or the rights of your employer under any collective bargaining agreement.

The Act does not require your employer to compensate you for your participation in a public hearing, investigation, inquiry or court action.

The Act does not protect you from disciplinary action if you intentionally make a false report.

Enforcement:

If you believe that your employer has violated this Act you may bring a civil action in Circuit Court within 90 days of the alleged violation of the Act.

Penalties:

Persons found in violation of Act MCL 15.365 shall be liable to a civil fine of not more than \$500.00 per section of the Act.

If your employer has violated this Act the court can order your reinstatement, the payment of back wages, full reinstatement of fringe benefits and seniority rights, actual damages, or any combination of these remedies. The court may also award all or a portion of the costs of litigation, including reasonable attorney fees and witness fees to the complainant if the Court believes such an award is appropriate.

DISCRIMINATION

Discrimination of any kind in the workplace is against the law. If you feel that you are a victim of discrimination **immediately** report it to the Human Resources Labor Relations Administrator or the City Manager, even if you have discussed it indirectly with the individual(s) involved.

Please provide the following information when reporting discrimination:

- 1) Date(s), time(s), and location(s) of the incident/incidences that took place;
- 2) Description of each incident: e.g., Was any physical contact made? What was said and/or done? Etc.;
- 3) Name(s) of anyone present during each incident; and,
- 4) Anyone with whom you've discussed the incident/incidences.

The Human Resources Department of the City will form an investigative team, which will be assigned to investigate all complaints of discrimination. The results of the investigation will be reported to the complaining party. Investigation of a discrimination complaint may include, but is not limited to, interviewing the complaining party as well as other employees or witnesses necessary to obtain sufficient information upon which to make an assessment of the situation. While we will make every effort to be sensitive to privacy issues, in the course of an investigation we will discuss relevant information with appropriate parties on a need-to-know basis. Witnesses and members of management are required to cooperate in investigations if it is determined that they have information that could assist the investigation team.

Retaliation against an employee who complains of discrimination is strictly prohibited and will not be tolerated.

We are committed to investigation and correcting any form of discrimination taking place in our City. We are committed to addressing these issues within our organization, and we believe we can effectively address such matters internally when employees advise us of a problem in this area.

HARASSMENT

State and Federal laws do not permit, nor will the City tolerate harassment of employees by other employees, by the recipients of City services, or the vendors/contractors with whom we do business. Likewise, the City will not tolerate harassment of a recipient of City services or vendors/contractors by any employee of the City.

This includes harassment because of race, sex, religious creed, color, national origin, ancestry, disability or medical condition, age, or any other basis protected by federal,

state or local law, ordinance or regulation. Such conduct by an employee could result in corrective action up to, and including termination of employment.

Employees should also be aware that they may be held personally liable for monetary damages if they are found guilty of harassment. Employees, recipients of City services, and vendors/contractors should immediately report incidents to the Human Resources Labor Relations Administrator or the City Manager who will request that the investigative team act to find the facts and make a determination on how to handle the situation.

SEXUAL HARASSMENT

Freedom from sexual harassment in the workplace is also included in Title VII of the Civil Rights Act. While many situations are different, sexual harassment is generally defined as:

Any unwelcome sexual advances, requests for sexual favors and other visual, verbal or physical conduct of a sexual nature. Such conduct constitutes harassment when –

- 1) Submission to the conduct is made either an implicit or explicit condition of employment;*
- 2) Submission to or rejection of the conduct is used as a basis for an employment decision; or,*
- 3) The conduct interferes with a person's work performance or creates an intimidating, hostile or offensive work environment.*

The following are some examples of conduct that may be considered sexual harassment. This list is provided as a sample of inappropriate workplace conduct, but is by no means all-inclusive.

- Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations or comments;
- Visual conduct such as derogatory and/or racially/sexually-oriented cartoons, clothing, drawings, posters, photographs or gestures;
- Transmitting sexually suggestive, derogatory or offensive materials via City computers (e.g., E-mail) or accessing such information on the Internet while at work;
- Physical conduct such as assault, unwanted touching, blocking normal movement, or interfering with work because of sex, race or any other protected basis;
- Threats and demands to submit to sexual requests as a condition of continued employment or receipt of products/services, or to avoid some other loss, and offers of employment benefits or extra services in return for sexual favors; and,
- Retaliation for having reported or threatened to report harassment.

Such behavior is unacceptable in the workplace and in other work-related settings such as business trips, conferences/workshops, and social events with co-workers (whether or not the social event is sponsored by the City). Such conduct by vendors/contractors or visitors to our City also will not be tolerated.

If you feel that you are a victim of sexual harassment, or observe sexual harassment of another employee or recipient of court services, vendor or contractor, immediately tell the person displaying offensive behavior to “**stop**”. He or she may not be aware that his or her conduct is unwelcome or offensive. We encourage employees to address harassment directly when it occurs. However, this is not required. Even if you have discussed the incident directly with the individual(s) involved, employees should **immediately** report any incident of harassment to the Human Resources Labor Relations Administrator or the City Manager. **IMPORTANT:** In some cases, the harasser may be the employee’s supervisor or manager; therefore, employees are **not required** to inform his/her supervisor or manager before reporting incidents to the Human Resources Labor Relations Administrator or the City Manager.

To assist the investigative team in fact-finding, please provide the following information when reporting harassment.

- 1) Date(s), time(s), and location(s) of the incident/incidences that took place;
- 2) Description of each incident: e.g., Was any physical contact made? What was said and/or done? Etc.;
- 3) Name(s) of anyone present during each incident; and,
- 4) Anyone with whom you’ve discussed the incident/incidences.

All complaints of harassment will be investigated by the Human Resources investigative team, and the results of the investigation will be reported to the complaining party. Investigation of a harassment complaint may include, but is not limited to, interviewing the complaining and accused parties as well as other employees or witnesses necessary to obtain sufficient information upon which to make an assessment of the situation. While we will make every effort to be sensitive to privacy issues, in the course of an investigation we will discuss relevant information with appropriate parties on a need to-know basis.

Retaliation and/or discrimination against an employee who complains of harassment or sexual harassment is strictly prohibited and will not be tolerated.

We are committed to addressing these issues if, and when, they occur within our organization; and we believe we can effectively address such matters internally when employees advise us of a problem in this area. Accordingly, we need your cooperation in immediately reporting conduct you feel may be a form of harassment.

If a manager is notified by any governmental agency that it is going to conduct an inspection of the I-9 documents, the manager should contact Human Resources immediately.

EMPLOYMENT OF RELATIVES

While the organization has no prohibition against hiring relatives of other employees, close family members such as parents, children, spouses, siblings, or in-laws will not be hired into, or transferred from, positions where they directly or indirectly supervise or are supervised by another close family member. The City of Inkster reserves the right to determine in all cases if a close enough familial relationship exists to prohibit a supervisory relationship.

EMPLOYMENT RECORDS

The City of Inkster is required to keep accurate, up-to-date employment records on all employees to ensure compliance with state and federal regulations, to keep benefits information up-to-date, and to make certain that important mailings reach all employees. The organization considers the information in employment records to be confidential.

Employees must inform the City of Inkster of updates to their personnel file such as a change of address, changed telephone numbers, emergency contact, marital status, number of dependents, or military status. Employees should also inform their supervisor and Human Resources of any outside training, professional certifications, education, or any other change in status. In addition to a general personnel file, the City of Inkster maintains a separate medical file for each employee. Access to an employee's medical file is extremely limited.

The City of Inkster will only verify dates of employment and job titles to outside agencies inquiring by telephone. No other information will be provided without written authorization from the employee, except what is required to comply with the law.

All current employees will be permitted to review their personnel files at reasonable times with reasonable notice.

EMPLOYEES WITH LIFE-THREATENING ILLNESSES

Employees with life-threatening illnesses such as cancer, heart disease, and AIDS often are able to continue working with minimal impact on the workplace. We support the efforts of such employees and will provide reasonable accommodation whenever possible as long as the employee is able to perform his or her essential job functions.

AIDS AND RELATED MEDICAL CONDITIONS

We recognize that Acquired Immune Deficiency Syndrome (AIDS), and related conditions such as AIDS-Related Complex (ARC), or persons who are HIV positive, as well as those with Hepatitis-type viruses pose significant concerns for employees in the workplace. Accordingly, we have established the following guidelines for handling issues that arise when an employee is affected with any of these conditions.

- Based on overwhelming medical evidence and scientific opinion, including statements from the U.S. Public Health Service Center for Disease Control, these conditions are not casually transmitted in ordinary social or occupational settings. Therefore, subject to changes in available medical information, employees with AIDS or any of its related conditions may continue to work as long as they are certified able to perform essential job functions by a licensed health care provider.
- Co-workers may not refuse to work with affected employees, or withhold service to affected members of the public for fear of contracting any of these conditions.
- Employees may not harass or otherwise discriminate against an HIV/ARC/AIDS affected employee or recipients of City services.
- Employees who engage in such behavior by refusing to work with, or by harassing or otherwise discriminating against employees or recipients with these conditions are subject to corrective action up to and including termination of employment.
- We will treat any of these conditions the same as other illnesses in terms of our employee policies and benefits, group health and life insurance, disability leaves of absence and other disability benefits.

We are committed to maintaining a safe and healthy work environment for all employees. Recognizing the need to be accurately informed about these conditions, we will provide on request, information regarding the facts about these medical conditions. Employees who would like this information should contact their Human Resources office.

DISCLOSURE OF MEDICAL INFORMATION

Medical information is considered confidential. We will make every effort to maintain the confidentiality of medical information divulged to us, however, we cannot guarantee absolute confidentiality when such information is shared with other than the Administrator of Human Resources or his/her designee.

Supervisors, managers, and employees are expected to respect the sensitivity of medical information and to maintain confidentiality when they become privy to such information. Employees who disclose confidential medical information about another employee are subject to corrective action up to and including termination of employment.

EMPLOYMENT VERIFICATIONS AND REFERENCES

From time-to-time you may need the City to verify your employment for loans or to prospective employers. While we are not required to provide such information, we do as a courtesy. All employment verification/reference requests, either by mail or phone, must be directed to the Human Resources Department. We will not be liable for information provided when the request is directed to someone other than Human Resources. To protect confidentiality, we will only release the employee's dates of employment and job title, unless we have written authorization from the employee to release additional information.

ETHICS AT THE CITY OF INKSTER

Employees are expected to adhere to the highest standards of personal, professional, and business ethics, and to always use common sense, good judgment and conduct when on duty or representing the City. Honesty, respect and care in dealings with others on the job, in performing your duties, and in dealings with the public, vendors, and visitors should be standard benchmarks of your behavior. It is important to avoid even the appearance of unethical behavior in all business relationships. Please contact your supervisor or the Human Resources Labor Relations Administrator with any questions or concerns you have regarding business ethics at the City of Inkster. Engaging in unethical conduct may result in corrective action up to and including termination of employment. "Unethical conduct" includes but is not limited to:

- Engaging in business conduct which is damaging to our reputation;
- Disclosing or misusing confidential or proprietary information belonging to the City or any recipients of City services;
- Promising or giving something of value to anyone doing or seeking to do business with us in order to influence them in matters relating to us;
- Accepting gifts, entertainment, services, or other benefits where the purpose is to unduly influence our business decisions. Gifts or benefits valued at over \$50.00 or \$25.00 lasting for more than one day may not be accepted;
- Selecting vendors based on non-business reasons, such as personal or non-city business relationships;
- Directing business to a relative, friend, or City in which you or one of your family members has a direct or indirect financial or personal interest;
- Representing or discussing City affairs with the media without proper authorization;
- Undermining business decisions.
- Engaging in any illegal activity on City property or on behalf of the City,
- Using City confidential information, facilities, supplies, and/or merchandise for personal gain.

ETHICS AND CONFLICTS OF INTERESTS

Employees are expected to use good judgment, adhere to high ethical standards and avoid situations that create an actual or perceived conflict between their personal interests and those of the organization. The City of Inkster requires that the transactions employees participate in are ethical and within the law, both in letter and in spirit.

The City of Inkster recognizes that different organizations have different codes of ethics. However, just because a certain action may be acceptable by others outside of the City of Inkster as “standard practice,” that is by no means sufficient reason to assume that such practice is acceptable at our organization. There is no way to develop a comprehensive, detailed set of rules to cover every business situation. The tenets in this policy outline some basic guidelines for ethical behavior at the City of Inkster. Whenever employees are in doubt, they should consult with their manager.

Conflict of interests or unethical behavior may take many forms including, but not limited to, the acceptance of gifts from competitors, vendors, potential vendors, or customers of the organization. Gifts may only be accepted if they have a nominal retail value and only on appropriate occasions (for example, a holiday gift). Employees are cautioned not to accept any form of **remuneration** or non-business related entertainment, nor may employees sell to third parties any information, products, or materials acquired from the organization. Employees may engage in outside business activities, (see requirement on Other Employment) provided such activities do not adversely affect the organization or the employee’s job performance and the employee does not work for a competitor, vendor, or customer. Employees are prohibited from engaging in financial participation, outside employment or any other business undertaking that is competitive with, or prejudicial to, the best interests of the City of Inkster. Employees may not use proprietary and/or confidential information for personal gain or to the organization’s detriment, nor may they use assets or labor for personal use.

If an employee or someone with whom the employee has a close personal relationship has a financial or employment relationship with a competitor, vendor, potential vendor, or customer (client) of the organization, the employee must disclose this fact in writing to Human Resources. The organization will determine what course of action must be taken to resolve any conflict it believes may exist. If the conflict is severe enough, the City of Inkster may be forced to ask the employee to tender his/her resignation. The City of Inkster has sole discretion to determine whether such a conflict of interest exists.

Employees are encouraged to seek assistance from their managers with any legal or ethical concerns. However, the City of Inkster realizes this may not always be possible. As a result, employees may contact Human Resources to report anything that they cannot discuss with their manager.

FAMILY AND MEDICAL LEAVE ACT

The organization's family and medical leave policy is available to employees with at least 12 months of service and who have worked at least 1,250 hours within the preceding 12-month period. If eligible, an employee may be able to take up to 12 weeks of unpaid leave during the calendar year (based on a 12-month rolling calendar) for the following reasons:

- The birth of a child or to care for a child within the first 12 months after birth;
- The placement of a child with the employee for adoption or foster care within the first 12 months of placement;
- To care for an immediate family member who has a serious health condition; or
- For a serious health condition that makes the employee unable to perform the functions of his/her position.

When requesting leave, the employee must provide the organization with at least 30 days of advance notice whenever possible. Medical certification will be required if the leave request is for the employee's own serious health condition or to care for a family member's serious health condition. Failure to provide the requested medical certification in a timely manner may result in denial of the leave until it is provided.

Qualifying FMLA leave will not be counted as an absence under the organization's attendance policy.

The organization, at its expense, may require an examination by a second health care provider designated by the City of Inkster if the organization has a reasonable question regarding the medical certification provided by the employee.

The City of Inkster will maintain health care benefits for the employee while on FMLA leave, but the employee is responsible for paying the normal monthly contribution. If the employee elects not to return to work at the end of the leave period, the employee will be required to reimburse the organization for the cost of premiums paid for maintaining coverage during the leave period. All other benefits cease to accrue during the unpaid portion of the leave.

Employees must use any accumulated sick, may use vacation time, or personal time (PTO) to the extent available during this leave period, unless such leave is covered under Worker's Compensation, in which case the employee may only use accumulated leave time for the purpose of satisfying any waiting period. Absences in excess of these accumulated days will be treated as leave without pay. Upon return from leave, the employee will be restored to his/her original or an equivalent position. If an employee fails to return at the end of FMLA leave, the employee will be considered to have voluntarily resigned his/her position with the organization.

If the employee and his/her spouse both work for the organization, they are both eligible for leave. In case other than the employee's own serious health condition, the total leave period for the employee and the employee spouse may be limited to 12 weeks total (combined).

It may be medically necessary for some employees to use intermittent FMLA leave. The organization will work with employees to arrange reduced work schedules or leaves of absence in order to care for a family member's serious medical condition or their own serious medical condition. Leave because of the birth or adoption of a child must be completed within the 12-month period beginning on the date of birth or placement of the child. It may not be taken intermittently without special permission from Human Resources.

If an employee requests an extension of leave beyond the 12-week period because of his/her own serious medical condition, the employee must submit medical certification of a continued serious health condition in advance of the request. The organization will review such requests on a case-by-case basis in order to determine whether it can reasonably accommodate such a request. Reinstatement is not guaranteed when granted extended leave and will depend upon the business needs of the organization.

Hepatitis B Vaccine Policy

All employees who have been identified as having occupational exposure to blood or other potentially infectious materials will be offered the Hepatitis B vaccine, at no cost to the employee, under the supervision of a licensed physician or licensed healthcare professional. The vaccine will be offered after blood borne pathogens training and within 10 working days of their initial assignment to work involving the potential for occupational exposure to blood or other potentially infectious materials unless the employee has previously received the complete Hepatitis B vaccination series, antibody testing has revealed that the employee is immune or that the vaccine is contraindicated for medical reasons.

Employees who decline the Hepatitis B vaccine will sign a declination statement. (See appendix A of this exposure control plan)

Employees who initially decline the vaccine but who wish to have it at a later date may then have the vaccine provided at no cost.

APPENDIX A

Hepatitis B Vaccine Declination Statement

I understand that due to my occupational exposure to blood or other potentially infectious materials I may be at risk of acquiring Hepatitis B virus (HBV) infection. I have been given the opportunity to be vaccinated with the Hepatitis B vaccine at no charge to myself. However, I decline Hepatitis B vaccination at this time. I understand that by declining this vaccine, I continue to be at risk of acquiring Hepatitis B, a serious disease. If in the future I continue to have occupational exposure to blood or other potentially infectious materials and I want to be vaccinated with the Hepatitis B vaccine, I can receive the vaccination series at no charge to me.

Employee Signature _____

Date _____ Witness _____
Date

HOUSEKEEPING

Good housekeeping by all of us is important to maintain a safe and healthy work environment. It means better and more pleasant working conditions, helps reduce accidents, adds to the efficiency of our operations, and contributes to the quality of our work and the services we provide.

The appearance of our workplace and our employees is very important to our efficiency, and to conveying the right message to our customers and prospective customers.

Some examples of how employees can assist with housekeeping tasks include:

- All desks/work tables should be kept neat and orderly at all times with all materials put away in files or cupboards at the end of the day.
- Empty coffee cups, dishes and other kitchen items should be removed from desks and washed at the end of each day. **DO NOT** stack dishes in the sink!
- The break room and other common employee areas should be kept neat and tidy at all times. This is everyone's responsibility.
- Conference areas should be straightened up immediately after each meeting.
- Recyclable materials such as computer papers, soft drink cans, etc., should be put in the appropriate "recycling" containers.
- Employees are encouraged to conserve energy. Turn off lights when not needed, close doors in heated or air conditioned areas, turn down the heater/air conditioner half an hour before the end of the work day.
- Eating areas should be thoroughly cleaned immediately after eating, before returning to work.
- Shut off lights and equipment, and lock up the office when you are the last one to leave at night.

IDENTIFICATION BADGES AND BUILDING ACCESS

In order to protect the safety and maintain the security of all employees, every employee is required to wear a picture identification badge at all times while on company premises. Failure to do so will subject the employee to corrective action. Employee badges must be visible to the public.

Human Resources will issue an ID badge to all new employees during orientation on their first day of employment. Loss or damage of the ID badge should be reported to Human Resources immediately in order for the badge to be deactivated in the system. The badge is the property of the City of Inkster and must be returned upon termination of employment. ***Employees will be able to replace their employee ID at no cost, once per year. The cost for any additional replacement will be \$15.***

Because employee ID badges are also the means by which employees enter and leave the premises, employees must not loan their badges to anyone including other employees, nor should employees allow anyone to enter the premises that the employee does not know to be an employee of the City of Inkster. Failure to observe these safety regulations could endanger the safety and security of all other employees and could subject the employee to corrective action up to, and including, termination.

INSURANCE COVERAGE

The City of Inkster carries Liability Insurance to limit the City's exposure to lawsuits, claims and settlements. Each person covered under the existing city insurance program (employee, administrator, council member, board or commission member, part time employee or volunteer) is subject to the terms and conditions of the policy of insurance in effect at the time.

These terms and conditions excludes coverage for any work, act or conduct which is committed outside the course and scope of their employment and/or the respective duties of any board members and commissioners and includes any matters requested by any of the above listed individuals of any subordinate employees by their respective supervisors. These terms and policy conditions expressly excludes coverage for work, acts or duties which are independent revenue producing acts or conduct and which are beyond any salary and benefits which are provided by the City.

Any work, act or conduct performed by any employee, administrator, council member, board or commission member, part time employee or volunteer which is committed outside of the scope of their employment and/or the duties of their respective offices will not be covered by the City's Liability Insurance Policy. In the event that any such individual listed above performs any work, act or conduct beyond the scope of their employment and/or the duties of their respective offices, then in the event that any claim or law suit is filed against such individual and the City, such individual must defend and indemnify the City and provide their own insurance policy naming the City as an additional insured and provide proof of same.

Approved by Inkster City Council July 6, 2010

JOB DESCRIPTIONS

A job description is a formal document describing the nature, scope, physical requirements, and responsibilities of a specific job within the organization. Job descriptions are used for purposes of training and development, annual performance appraisals, promotions, recruiting, and hiring. Job descriptions are prepared by the Human Resources Department.

Human Resources are responsible for:

1. Administering the overall job description program;
2. Providing the necessary training, instructional materials, and assistance to employees, supervisors, and department managers;
3. Monitoring job descriptions for proper format;
4. Maintaining a central file of all current job descriptions; and
5. Ensuring that all positions have a job description.

Supervisors and department managers are responsible for reviewing and approving job descriptions for their areas.

The organization's job evaluation program provides a systematic and equitable method of evaluating all jobs within. All jobs within the organization must be evaluated and assigned a job grade and classification. All new positions must be evaluated and approved before the job can be posted. When the duties of a job change significantly, it may be necessary to reevaluate the job's classification.

LOBBY ETIQUETTE

- Employees are not to take or initiate personal cell phone calls in the lobby.
- Employees are to immediately provide service to those entering City Hall.
- Casual conversation while citizens are present at your station/counter is prohibited.
- Loud conversation from one department to another (those departments off of the lobby) is not allowed. If conversation is warranted, use the telephone to make contact and speak with someone in that department.
- Loud laughing and horse playing while in the view of citizens is prohibited.
- Any discussion concerning citizen's personal/business matters in the lobby, which may be overheard by others, is prohibited.
- Employees must wear their employee identification badges at all times.

We, as business professionals, need to maintain a proficient level of professionalism when dealing with our citizens.

We should strive to assure that all citizens feel that they are receiving the best service possible when they visit City Hall.

Your support and adherence to these guidelines is appreciated.

MEDIA RELATIONS GUIDELINES

1. Whenever time permits, the City Manager will be notified before any press release or news conference is conducted. This applies in all cases except where it is a routine release of current or general information that is released on a regular basis. City Department Heads are authorized to speak with reporters regarding routine matters. If the information to be released is about a significant occurrence or is potentially damaging to the reputation of the City or City Administration, the City Manager **will** be notified without delay.
2. Prior to any scheduled press conference, a briefing will be attended by the City Officials involved and the City Manager. The following will be determined at this briefing:
 - a. Who will be the spokesperson for the City.
 - b. What information will be released.
 - c. What other entities should be involved, i.e. County or State agencies.
 - d. Where the conference will be conducted.
 - e. Who will prepare the written press release.
 - f. When the press conference will be held.
3. City labor union representatives cannot conduct union press conferences or discuss union issues with the news media while on duty, unless they receive permission from their Department Head. Prior approval must be received before any on-duty discussions with the media are conducted.

MILITARY/RESERVE LEAVE

The City of Inkster will abide by all the provisions of the Uniformed Services Employment and Re-Employment Act (USERRA) and will grant military leave to all eligible full-time and part-time employees. Military leave may be granted to full-time and part-time employees for a period of four (4) years plus a one-year voluntary extension of active duty (5 years total), if this is at the request and for the convenience of the United States Government.

As with any leave of absence, employees must provide advance notice to their supervisor of their intent to take military leave and must provide appropriate documentation.

An employee's salary will not continue during military leave unless required by law. However, employees may request to use any vacation or personal leave time (or PTO)

accrued during military leave. Benefit coverage will continue for 31 days as long as employees will be eligible to continue health benefits under COBRA and will be required to pay 102% of the total cost of their health benefits if they wish to continue benefits.

Upon return from military leave, employees will be reinstated with the same seniority, pay, status, and benefit rights that they would have had if they had worked continuously. Employees must apply for employment within ninety (90) days of discharge from the military. Employees who fail to report for work within the prescribed time after completion of military service will be considered to have voluntarily terminated their employment.

If employees are reservists in any branch of the Armed Forces or members of the National Guard, they will be granted time off for military training. Such time off will not be considered vacation time (or PTO). However, employees may elect to have their reserve duty period be considered as vacation time (or PTO) to the extent they have such time available.

NEW EMPLOYEE ORIENTATION

In an effort to insure a smooth transition to the City of Inkster, all newly hired employees will participate in an orientation. Orientation is the joint responsibility of the new employee's supervisor and the Human Resources Department. Human Resources will be responsible for providing new employees with:

- A history of the organization;
- An explanation of the operations of the organization, and
- An overview of the organization's policies, procedures, and benefits.

All new employees must attend an orientation session. During the orientation session, the employee will receive an employee personnel policy manual and will be given an opportunity to ask questions about any information contained in the employee personnel policy manual.

The new employee's supervisor is responsible for ensuring that each employee attends an orientation session. In addition, supervisors are responsible for all job training. Supervisors should communicate often with new employees during the first few weeks of their employment to ensure they are progressing satisfactorily.

NON-FRATERNIZATION

While the City of Inkster encourages friendly relationships between members of management and their subordinates, it recognizes that involvement in a romantic relationship may compromise or create a perception that compromises a member of management's ability to perform his/her job. Any involvement of a romantic nature

between an officer, director, manager, supervisor, or agent of the organization and anyone he/she supervises, either directly or indirectly, is prohibited. Violation of this policy will lead to corrective action up to, and including, termination of the management individual involved in the relationship.

OTHER EMPLOYMENT

While the City of Inkster does not prohibit employees from having a second job, secondary employment must not affect the employee's work hours, interfere or conflict with the employee's regular duties, raise any ethics concerns, or necessitate long hours that may impact the employee's working effectiveness. Employees that are contemplating secondary employment are required to submit a written request for approval to their supervisor. The written request should identify the secondary employer, the nature of the duties to be performed, and the anticipated hours the employee will be working. This request will be promptly answered in writing and a copy placed in the employee's personnel file. All Police Departments personnel must comply with General Order No: 98-1 "Secondary Employment".

PARKING

Parking at our facilities, or when driving on City business is at your own risk. We do not assume liability for theft or damage to your car or personal belongings.

PERFORMANCE APPRAISALS

To provide employees feedback about their performance, and to facilitate two-way communication, periodically supervisors will provide employees with an evaluation of their performance. Performance appraisals are conducted yearly and for new hires and those receiving promotions as follows:

Unionized Employees:

Refer to specific contractual language for the length of the probationary period for new hires and for promotions. An evaluation should be completed prior to the end of the probationary period.

Evaluations have ratings of *Exceeds Expectations*, *Meets Expectations*, and *Needs Improvement/Unsatisfactory*. The supervisor will use these ratings to evaluate an employee in terms of job knowledge, performance, quantity, quality, timeliness of work, personal accountability, and personal skills. Probationary employee must receive a rating of a least *Meets Expectations* for any upgrade.

For At-Will Employees:

At-will employees have no probationary period. They can be evaluated at any time of their employment; however, an annual evaluation is kept in that employee's Personnel file. At will evaluations have ratings of *Exceeds Expectations*, *Meets Expectations*, and *Needs Improvement/Unsatisfactory*. The supervisor will use these ratings to evaluate an employee in terms of job knowledge, performance, quantity, quality, timeliness of work, personal accountability, and personal skills. At-will employees must receive a rating of at least *Meets Expectations* for any upgrade.

PERSONAL BELONGINGS

Every employee is urged to be mindful of any personal property they bring to the City. Money, wallets, purses, etc., should never be left unattended or in unlocked desks. The City cannot be responsible for any personal items you bring in to personalize your desk, office or work area.

In a facility of this size that is open to the public, theft will occur. Each one of us needs to do our share to minimize these thefts by being aware of the problem and actively work at not becoming a victim of theft.

- Purses and wallets should not be left in areas exposed to others including the public.
- Personal items in your work area are your own responsibility.
- All missing items should be reported on an Incident Report Form and sent to the Human Resources Office.

PHONE CALLS AND INTERNET USAGE

Business Phone Calls:

A great majority of our business is conducted over the phone making our telephone techniques extremely important. A friendly but business like telephone manner should always be projected. When you are away from your work area, make a habit of forwarding your phone to the appropriate extension.

Personal Phone Calls:

We recognize that periodically, personal calls must be made or be received during business hours. Such calls should be held at a minimum so that they do not interfere with the workflow.

Personal Cellular Phone Calls:

In order to provide an optimum work environment, employees are expected to have cell phones turned off during work hours. Ringing cell phones are a distraction to other co-workers and can interfere with productivity. Cell phones should only be used during breaks/lunches and outside of the office. Flexibility will be provided in circumstances demanding immediate/emergency attention.

Voicemail:

Voicemail was installed to help maintain our high quality of service for clients and to increase efficiency throughout the office. Voicemail will only be an option to the caller; the call will not be put directly into voicemail. It is recommended that employee greetings be changed daily. They should be brief and communicate your availability to clients.

Internet Usage:

Internet usage is provided to the City of Inkster employees to conduct work-related business. Incidental and occasional personal use is permitted based upon supervisory approval. This privilege should not be abused and must not affect a user's performance of employment related activities. Non-business Internet activity will be restricted to non-business hours.

E-mail Usage:

E-mail accounts are provided to the City of Inkster employees to conduct work-related business. While this resource is to be used primarily for business, the Company realizes that employees may occasionally use the privilege for personal matters, and therefore permits limited personal e-mail during non-business hours.

- All e-mail on the City of Inkster information systems, including personal e-mail, is the property of the City of Inkster. As such, all e-mail can and may be periodically monitored.
- Outgoing and incoming e-mail of an offensive, pornographic, or otherwise inappropriate nature is prohibited. Violations of this may result in disciplinary action, up to and including termination of employment.

Desktop Services

The City of Inkster prohibits the downloading of software from the Internet because of significant risk of infecting the Company systems with a virus and the unreliability of such downloaded software. All the City of Inkster's information systems will be subject to periodic inventory and inspection for compliance.

USE OF E-MAIL AND VOICE MAIL

Electronic mail and telephone voice mail are efficient and valuable business tools. They are also the property of the organization. Neither of these systems is considered to be confidential, nor should they be used to meet an employee's own personal needs. If an employee receives a message that is not addressed to him/her, he/she is not authorized to read or use information contained in that message.

The rule of thumb when it comes to e-mail and voice mail is that employees should not say or write anything that they would not want someone other than the intended receiver to hear or read. Remember that even when an e-mail or voice mail message has been deleted from a location, it is still possible to retrieve and read that message.

The City of Inkster reserves the right to access and read any information contained in computers, computer files, e-mail messages, or voice mail messages. Employees should have no expectation of privacy with regard to these communications and will be in violation of the organization's discrimination and harassment policy if they send, receive, or access discriminatory, harassing, or otherwise inappropriate e-mails or voice mails.

PLAYING COMPUTER GAMES ON CITY-OWNED COMPUTERS DURING WORKING HOURS

This communication is to put every employee on notice that playing computer games on City-owned computers during working hours is prohibited and any employee observed playing these games will be dealt with in an appropriate manner. City-owned computers are for work and not for playing games.

POLITICAL CAMPAIGN ACTIVITIES

Involvement with political campaigning while on the job is prohibited. This includes but is not limited to wearing political buttons, distributing campaign literature, selling political fund raising tickets, etc. It is inappropriate for City employees to associate in partisan activities while on the job, not only because it takes away from your City job but also it gives the appearance that the City favors a particular candidate.

Participation of City employees in the election campaigns of incumbent officials during work hours is prohibited.

Such activities shall not be allowed on any City-owned property at any time. Further, no officer or employee shall be coerced, either directly or indirectly, into performing any

political activities. Nor shall the refusal by any officer or employee to perform any political activities result in any punishment or disciplinary action being taken against said officer or employee. Any officer or employee found to have violated the provisions of this section may be removed from office by action of the Civil Service Commission, or in the case of non-civil service employees, by the appropriate appointing authority.

This regulation, however, does not prevent nor preclude individuals from exercising their constitutional right to support the candidate (s) of their choice during non-duty hours.

PROGRESSIVE DISCIPLINE

Managers and supervisors of the City of Inkster practice progressive discipline when corrective action is necessary to improve an employee's behavior or performance. However, in some instances, an employee may be subjected to suspension or termination without progressive discipline.

Generally, before discipline is imposed upon an employee, the City encourages its managers to hold *coaching meetings* – where the employee's supervisor identifies and discusses unsatisfactory behavior or performance with the employee and works in concert with the employee to bring about improvement. During these coaching meetings the employee and supervisor may create a plan of work and goals for the employee to achieve in order to improve work performance. The coaching meetings give the employee an opportunity to avoid discipline.

If the employee's behavior is not changed by coaching, then the supervisor or manager may move into a progressive discipline action. Progressive discipline may be imposed upon either a represented or non-represented employee for failure to fulfill his/her job responsibilities or for improper conduct while on the job.

The normal steps in progressive discipline are as follows:

- Oral Reprimand
- Written Reprimand
- Suspension or Demotion
- Discharge

Nothing in the progressive disciplinary policy prevents the City from directly discharging an employee depending upon the severity of the offense. Employees who are part of bargaining units should consult their written contract for specific information on the disciplinary procedures allowed in their agreements.

Should progressive discipline be necessary, it will be conducted in a confidential and professional manner so as to not cause embarrassment to the employee. Information on progressive discipline may appear in portions of an employee's personnel file located in Human Resources.

PROFESSIONAL ATTIRE

Personal Appearance and Hygiene

The appearance of our employees is important to demonstrating the professionalism of our organization. For this reason, each employee is expected to report for work each day with appropriate hygiene, appearance and attire for his or her position.

Attire should be consistent with job responsibilities and should not jeopardize the safety of the employee or distract others. Anyone reporting to work in inappropriate clothing will be sent home to change.

It is impossible to describe or define every possible acceptable or unacceptable example of attire. Generally speaking, clothing should be in keeping with the image of a professional organization and generally does NOT include:

- Excessively worn, torn or dirty clothing.
- Clothing with suggestive or offensive logos, pictures, insignia, etc.
- Sexually suggestive clothing.
- Casual footwear such as flip-flops or athletic shoes.
- Exercise attire including "sweats".

If in doubt, ask prior to wearing the item. The Department Head will determine whether or not attire is acceptable for their work unit and will apply the policy and their interpretation consistently among staff with similar job duties.

Personal cleanliness is a must for all employees. Body odors, strong perfume or smoke may all be particularly offensive to the public or coworkers. Employees should take pride in their personal hygiene and appearance and report to work clean and groomed appropriately.

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SAFETY AND HEALTH

At The City of Inkster, we believe that an effective safety program requires proper job performance from everyone in the workplace. The City has formed a committee of employees who meet regularly as a *Safety Committee* and recommend best safety practices to the City Manager.

We have made a commitment to ensure that all employees know about the materials and equipment they are working with, what known hazards are present and what is being done to control or eliminate these hazards.

It is extremely important that each employee understand the following rights and responsibilities:

- No employee is expected to undertake a job until he or she has received instructions on how to do it properly and has been authorized to perform that job.
- No employee should undertake a job that appears to be unsafe or use chemicals without understanding their toxic properties.
- Mechanical safeguards must be in place before operating any piece of machinery, and must stay in place while that machinery is being operated.
- Each employee is expected to report all unsafe acts or conditions encountered during work or on City property to his or her immediate supervisor.
- Any injury or illness which you believe to be related to work at the City of Inkster, no matter how slight must be immediately reported to your supervisor and Human Resources.
- Every employee is responsible for housekeeping duties. Good housekeeping is one of the important factors in accident prevention.
- Employees are expected to assist management in accident prevention activities. Our safety and health program will continue to be improved only through the joint efforts of all employees.

Questions help us identify areas where more information is needed, and then allows us to provide you with sufficient information to perform your job safely. **PLEASE** ask questions!!! Employee suggestions and identification of potential hazards are critical to the success of our safety efforts, so **PLEASE** make suggestions.

CODE OF SAFE PRACTICES

The following safe practices apply to all employees. As a condition of employment, each employee is expected to adhere to the following safe work practices:

- 1) Follow all safety practices, render every possible aid to safe operations, and immediately report all unsafe conditions to your supervisor or Human Resources.
- 2) Immediately report all accidents, injuries and illnesses related to work to your supervisor and Human Resources.
- 3) In the event of a fire, sound the alarm and then evacuate the building in accordance with designated evacuation procedures.
- 4) Upon hearing the alarm, stop work and proceed to the nearest clear exit. Gather at the appointed location (emergency headquarters).
- 5) Only trained and designated workers may attempt to respond to a fire or other emergency.
- 6) Fire extinguishers shall be kept clear at all times.
- 7) Employees shall not store excessive combustibles (paper, etc.) in work areas.
- 8) Aisles, hallways and doorways shall be kept clear at all times.
- 9) No horseplay is allowed at any time. The use of intoxicating substances on the premises is prohibited.
- 10) VDT screen positions should be positioned to prevent eye, back and muscle strain.
- 11) Chairs and VDT keyboards should be positioned to prevent eye, back and muscle strain.
- 12) Workstations and surrounding areas should be kept free of debris and excess electrical cords.
- 13) Caution should be exercised when moving about the office to prevent falls or collisions with furniture, equipment and/or other employees.
- 14) File cabinet and desk drawers shall be opened one at a time and closed when work is finished.

- 15) Care should be exercised when closing file drawers to prevent finger/hand injuries.
- 16) When carrying objects, care should be exercised to avoid overexertion and strain. When lifting heavy objects, the large muscles of the leg instead of the smaller muscles of the back shall be used.
- 17) Employees should take regular rest periods, and should vary work periodically to minimize strain.
- 18) Employees shall follow all prevention methods outlined in training sessions provided.
- 19) Work shall be well planned and supervised to prevent injuries in the handling of all materials and equipment.
- 20) Employees shall cleanse themselves thoroughly after handling hazardous substances and follow all instructions pertaining to the use of such substances.

Workplace Search Policy

All property belonging to the City, including City vehicles, desks, file cabinets, lockers and other storage areas, is subject to inspection at any time, without notice, to investigate a violation of workplace rules. Employees should not have any expectation of privacy with regard to City premises or property. Searches may be required to comply with federal, state and safety regulations.

SOCIAL SECURITY NUMBER PRIVACY POLICY

I. Policy

Pursuant to Michigan state law, it is the policy of the City of Inkster to protect the confidentiality of social security numbers. No person shall knowingly acquire, disclose, transfer, or unlawfully use the social security number of any employee or other individual unless in accordance with applicable state and federal law and the procedures and rules established by this policy.

II. Administrative Procedures/Rules

A. Social Security Number Defined

As used in this policy, the term “social security number” includes both the entire nine-digit number and more than 4 sequential digits of the number.

B. Public Display

Social security numbers shall not be placed on identification cards or badges, membership cards, permits, licenses, time cards, employee rosters, bulletin boards, or any other materials or documents that are publicly displayed. Documents, materials, or computer screens that display social security numbers or other sensitive information shall be kept out of public view at all times.

C. Access to Social Security Numbers

Only persons authorized by the responsible department or other administrative unit head shall have access to information or documents that contain social security numbers.

D. Mailed or Transmitted Documents

Documents containing social security numbers shall be mailed or transmitted in the following circumstances:

- (i) State or federal law, rule, regulation, or court order or rule authorizes, permits, or requires that a social security number appear in the document.
- (ii) The document is sent as part of an application or enrollment process initiated by the individual whose social security number is contained in the document.
- (iii) The document is sent to establish, confirm the status of, service, amend, or terminate an account, contract, policy, or employee or health insurance benefit or to confirm the accuracy of a social security number of an individual who has an account, contract, policy, or employee or health insurance benefit.
- (iv) The document or information is a copy of a public record filed or recorded with the county clerk or register of deeds office and is mailed by that office to a person entitled to receive that record.
- (v) The document or information is a copy of a vital record recorded as provided by law and is mailed to a person entitled to receive that record.
- (vi) The document or information is mailed by or at the request of an individual whose social security number appears in the document or information or his or her parent or legal guardian.

Documents containing social security numbers that are mailed or otherwise sent to an individual shall not reveal the number through the envelope window, nor shall the number be otherwise visible from outside the envelope or package.

Social security numbers shall not be sent over the internet or a computer system or network (e.g. through E-mail) unless the connection is secure or the transmission is encrypted. No individual shall be required to use or transmit his or her social security number over the internet of a computer system, or to gain access to an internet website, computer system, or network (e.g. through e-mail) unless the connection is secure, the transmission is encrypted, or a password or other unique personal identification number or other authentication device is also required to gain access to the internet website or computer system or network.

E. Storage and Disposal

All documents or files that contain social security numbers shall be stored in a physically secure manner. Social security numbers shall not be stored on computers or other electronic devices that are not secured against unauthorized access.

F. Information Collected

Social security numbers should only be collected where required by federal and state law or as otherwise permitted under the Michigan Social Security Number Privacy Act. If a unique identifier is needed, a substitute for the social security number shall be used.

G. Accountability

Any person who fails to comply with this policy shall be subject to discipline up to and including discharge.

H. Policy Guidance

If any questions regarding social security number privacy and security should arise, contact the Human Resource Labor Relations Administrator for policy clarification and guidance.

SOLICITATION

Solicitation and/or distribution of material on company property by persons not employed by (the City of Inkster) are prohibited at all times. Solicitation by non-profit and/or charitable organizations must be approved by the City Manager. Solicitation by an employee of another employee is prohibited during the working time of either person. Working time is defined as time when an employee's duties require that he/she be engaged in work tasks. Distribution of printed materials or literature of any nature shall be limited to non-work areas at non-work times. No literature shall be posted anywhere on the premises without the authorization of Human Resources. *If approved by the City Manager solicitation can only be done on their break time.*

SUSPENSION, DEMOTION AND REMOVAL FROM CITY OF INKSTER SERVICE

Listed below are some of the most important of the City's employee work rules and regulations. **THIS LIST IS NOT EXHAUSTIVE.** Instead, it is assumed that each City employee has a general understanding of what is expected of him or her by the City and that he or she will work diligently to accomplish the goals of the City and will exercise good common sense when doing so. Violations of some of the rules listed are more serious than others. Violations that will normally result in the employee's immediate discharge regardless of his or her length of service or work record are stated first. Violations of the second set of work rules will normally warrant less severe penalties and the severity of such penalties will depend on a number of factors.

Although the City of Inkster is committed to the concept of progressive discipline, the City reserves the right to take immediate and appropriate disciplinary action (not use progressive discipline) should it be required by the circumstances.

GROUND FOR IMMEDIATE DISCHARGE:

- Falsifying City records or intentionally/or giving false information to anyone whose duty it is to make such records; misusing or removing such records from City premises; punching (time clock) in and/ or out for fellow employees.
- Immoral conduct while on City premises or during work time.
- Intoxication, possession of open intoxicants or consuming alcoholic beverages on City premises (without the benefit of a sanctioned social occasion); under the influence of or in possession of narcotics or other illegal substances.

- Disobeying authority and not respecting the rights of co-workers; gross insubordination, physical assault or attempted physical assault on any other City employee or recipient of City services.
- Dishonesty or breach of trust.
- Failure to cooperate in any investigation.
- Lack of courtesy and respect and/or physical or mental abuse to citizens, prisoners, and other persons coming in contact with City.
- Soliciting or receiving a fee, gift, or other valuable item when that fee, gift, or valuable item is given by any person with the hope or expectation of receiving a favor or better treatment.
- Theft, intentional misrepresentation, or sabotage of the property of the City or the property of City employees.

OTHER RULES

Violations of the following work rules will normally warrant less severe penalties than discharge, but the severity of such penalties will depend on a number of factors.

1. Every employee must show a responsible attitude toward his or her work and other employees. *Specifically all employees must:*
 - a. Report for work promptly and regularly and not leave early;
 - b. Meet established standards for quantity, quality, and timeliness of work;
 - c. Exercise self-control, even under provocation, and refrain from practical jokes, fighting, horseplay, or other conduct which is offensive to other employees such as the making of vile, obscene, prejudicial, and provocative remarks or gestures; and
 - d. Work consciously to accomplish the goals of the City and refrain from the misuse of work time.

2. Every employee is expected to obey reasonable orders and directives. If an employee feels that an order is unreasonable, he or she should obey under protest and then bring the matter to the attention of the Human Resource/Labor Relations Administrator.

The only two exceptions to this rule are:

- a. An order or instruction that may jeopardize the employee's safety.
- b. An order or instruction that the employee reasonably believes to be illegal or immoral. In such a case, the employee should ask for a written order or directive and bring the matter to the immediate attention of the Human Resource/Labor Relations Administrator.

3. City employees must be courteous to the public. They should be professional in the performance of their duties and exercise the utmost patience and discretion in dealing with members of the public.
4. The dress and appearance of City employees must be in conformance with the City's policy, reflect positively on the City, and be appropriate when due consideration is given to the employee's job duties.
5. Work outside the City is not prohibited, but it must not interfere with performance of the duties and responsibilities of the City. The position must not create a conflict of interest, and must not detract from the image of the City. Prior authorization for outside employment must be obtained from the City Administrator/Designee. An annual review of the outside employment will be conducted.
6. The property and image of the City must also be respected. Employees must refrain from:
 - a. Intentionally making or publishing false, vicious, or malicious statements concerning any other City employee, the City itself, or an action taken by the City.
 - b. The misuse of the property of the City or the property of City employees. Deliberately damaging, defacing or misusing City property or the property of others.

OTHER REASONS FOR SUSPENSION OR REMOVAL FROM CITY SERVICE

Severe actions may also be imposed if any employee:

- a. Has some permanent or chronic physical or mental ailment or defect which incapacitates the employee from the proper performance of the duties of their position.
- b. Has been habitually tardy in reporting for duty or has absented himself frequently from duty.
- c. Has been convicted of a felony, or of a misdemeanor involving moral turpitude.
- d. Has been charged with the commission of a felony, or of a misdemeanor involving moral turpitude.
- e. Has taken for personal use a fee, gift or other valuable thing in the course of his work or in connection with it, when such fee, gift or other valuable thing is given him by any person in the hope or expectation of receiving a favor or better treatment than that accorded other persons.

TELEPHONE ETIQUETTE

Answering calls for your Department:

1. Answer promptly (before the third ring if possible).
2. State your name; identify your department; state “may I help you”.
3. Speak clearly and distinctly in a pleasant tone of voice. Be courteous and friendly at all times.
4. Before picking up the receiver discontinue any other conversation or activity such as chewing gum, typing, etc. that can be heard by the calling party.
5. Use the hold button when leaving the line so that the caller does not accidentally hear conversations being held near by.
6. When transferring a call, be sure to explain to the caller that you are doing so and are transferring them.
7. Remember that you may be the first and only contact a person may have with your department, and that first impression will stay with the caller long after the call is completed.
8. If the caller has reached the wrong department, be courteous. If possible, attempt to find out where they should call/to whom they should speak. They will greatly appreciate it.

TEMPORARY EMPLOYEES

Every effort should be made to hire residents of the City of Inkster in Temporary positions. If there is a particular specialty or unique qualifications involved, an attached memo to the Personnel Action form should be prepared.

TRAVEL GUIDELINES

The City of Inkster will pay travel expenses as outlined in this policy for transportation, lodging, meals, conferences, training and interviews to personnel traveling on official business for the City. Travel requests of Department Heads must have prior approval of the City Manager.

Employees will be reimbursed for round – trip mileage to a mandatory conference or approved official business only. Carpooling for employees attending the same function is encouraged. For employees who are authorized to use personal cars on city business, mileage will be paid at the standard rate allowed by the Internal Revenue Service.

Employees authorized to use their personal vehicle must possess a current valid driver's license and carry a minimum of \$100,000, \$300,000, \$100,000 (per person) accident/property damage or \$300,000 combined single liability insurance coverage. A certificate of insurance, or a copy of a policy reflecting the amounts and effective dates of coverage, is required as proof of coverage.

Individuals will be reimbursed for actual lodging expenses. Receipts for lodging must be included in the final financial (expense) report to the City Manager. If an individual is sharing a room with other travelers not authorized by the City, the reimbursement for the room will be at the single occupancy rate of the hotel or motel. The single occupancy rate should be noted on the receipt.

Individuals approved for travel will be allotted \$50.00 per day (per diem) for breakfast, lunch and dinner. The amounts for the meals will be paid as a per diem amount to each approved traveler for meals that occur during the time of travel. If meals are part of the conference fee paid by the City, the per diem for that meal will be subtracted from the total per diem paid to the traveler. The City Manager may approve a higher reimbursement rate when it is determined that the per diem amounts are inadequate to cover the expenses of the traveler. In this event, receipts must be provided to substantiate the higher travel expenses. Individual will be reimbursed for meals that occur or in route to the approved destination, based upon the allowances above and based on actual receipts as approved by the City Manager.

Expenses for air fare shall be at the coach rate. Car rentals may be necessary depending on the situation. Department Heads should exercise discretion for use of car rentals. Receipts for car rentals must be attached to the expense report.

No reimbursements will be made relating to a non-authorized, non-employee who is traveling with the employee on an approved conference or business trip unless previously authorized by the City Manager.

TOBACCO USE

The use of tobacco products including, but not limited to cigarettes, cigars, pipes, and smokeless tobacco, is prohibited inside any of the organization's facilities or vehicles. The use of tobacco products will be allowed in company designated areas outside any facility. Appropriate signage will be placed at entrances to all buildings advising employees and visitors that the City of Inkster maintains a tobacco-free environment. The management of each facility will designate areas outside the building where the use of tobacco products will be allowed. This policy relates to all work areas at all times, including before and after normal working hours.

Employees are to confine the use of tobacco products including, but not limited to cigarettes, cigars, pipes, and smokeless tobacco to designated smoking areas only. Appropriate signage will be placed in designated areas advising employees and visitors that tobacco usage is permitted only in these areas. This policy relates to all work areas at all times, including before and after normal working hours.

Smoking must be confined to rest and meal breaks. **Additional breaks are not provided to smokers.** Smokers may not leave the premises to smoke during the workday, except during their lunch or break time.

USE OF PERSONAL ELECTRONIC DEVICES (TELEPHONES, CELL PHONES, PDA'S, IPODS, IPADS, etc.) IN THE WORKPLACE

Office telephones are a vital part of our business operation. Because of the large volume of business transacted by telephone, personal use of the telephone should be limited and personal calls should be brief. Personal long-distance calls must be billed to the employee's home phone, credit card, or placed collect.

Cell phones are furnished to certain employees in connection with their duties. Employees who are issued cell phones by the City of Inkster should make all long distance telephone calls while traveling from their cell phone. Employees need to limit personal use of cell phones in the same way they limit personal use of their office telephone. Employees that have excessive cell usage, for personal calls, will be subject to corrective action up to and including termination.

The City of Inkster requires the safe use of its cell phones and other electronic devices, by employees, while conducting business. Employees should not use cell phones or other electronic devices while driving, because of safety concerns, but should instead pull over or stop prior to receiving a cell phone call. Employees should utilize a hands free device for increased safety, keep the business conversation brief, and immediately locate a safe area to park. The City of

Inkster **does not permit** employees to text while driving, using a hand held cell phone or other electronic device.

During work time, employees should limit the use of their personal cell phones and other electronic devices. Employees should set personal cell phones on the silent mode during work hours to avoid disturbing those working around them.

Regardless of whether a cell phone or other electronic device is company issued or personal in nature, employees should never use any type of photographic feature on their electronic devices to take pictures on company premises (unless it is job related or permission has been given by management to do so). This includes all City functions.

CELL PHONE POLICY APPROVED 12-20-2010

VACATION AND SICK LEAVE DONATION POLICY FOR THE CITY OF INKSTER

Employees of the City may voluntarily donate certain vacation and sick leave days which they have accrued to other employees of the City who have exhausted their sick leave and vacation leave banks due to personal illness or disability of spouse, son, daughter or parent as defined by the Family Medical Leave Act. Such donations shall be governed by the following conditions:

1. No employee may donate in excess of five (5) vacation days per contract year. Once donated, the gift shall be deemed irrevocable and the employee's vacation bank reduced by the number of vacation days donated. The recipient's bank shall be credited by the number of days donated.
2. No employee may donate in excess of five (5) sick days per contract year. Once donated, the gift shall be deemed irrevocable and the employee's sick leave bank reduced by the number of sick leave donated. The recipient's bank shall be credited by the number of days donated.
3. The donation of sick time will not negatively impact the donor's eligibility for bonus days.
4. In order to be eligible for donations the recipient must:
 - a. Be out of sick time
 - b. Be out of vacation time
 - c. Scheduled to be off work for at least three (3) weeks with a certified health problem
 - d. Will not be eligible for any bonus

This policy shall apply to all unrepresented employees, and to represented employees subject to the approval of their respective bargaining unit. Any bargaining unit disapproving this policy may be rescinded at the discretion of the City Manager upon thirty (30) days notice to the participating bargaining units.

**CITY OF INKSTER
VACATION AND SICK LEAVE DONATION FORM**

I, _____, agree to donate the following days that I have accrued to City employee _____ for the contract year _____:

Vacation Days: _____ days
(no more than 5 days)

Sick Days: _____ days
(no more than 5 days)

I understand that my donation is irrevocable. I agree that the number and type of days donated as stated above will be permanently deducted from my vacation and/or sick leave banks and shall no longer be available for my use or benefit.

Employee

Date

VIOLENCE IN THE WORKPLACE

The safety and security of all employees is of primary importance at the City of Inkster. Threats, threatening and abusive behavior, or acts of violence against employees, visitors, customers (clients), or other individuals by anyone on company property will not be tolerated. Violations of this policy will lead to corrective action up to, and including, termination and/or referral to appropriate law enforcement agencies for arrest and prosecution. The City of Inkster reserves the right to take any necessary legal action to protect its employees.

Any person who makes threats, exhibits threatening behavior, or engages in violent acts on company premises shall be removed from the premises as quickly as safety permits and shall remain off company premises pending the outcome of an investigation. Following investigation, the organization will initiate an immediate and appropriate response. This response may include, but is not limited to, suspension and/or termination of any business relationship, reassignment of job duties, suspension or termination of employment, and/or criminal prosecution of the person or persons involved.

All employees are responsible for notifying management of any threats that they witness or receive or that they are told another person witnessed or received. Even without a specific threat, all employees should report any behavior they have witnessed that they regard potentially threatening or violent or which could endanger the health or safety of an employee when the behavior has been carried out on a company-controlled site or is connected to company employment or company business. Employees are responsible for making this report regardless of the relationship between the individual who initiated the threatening behavior and the person or persons being threatened. The organization understands the sensitivity of the information requested and has developed confidentiality procedures that recognize and respect the privacy of the reporting employee.

VISITORS/VENDORS

To further protect our employees, all visitors and/or vendors must be escorted by an employee when on City premises. You are responsible for ensuring that visitors and vendors meeting with you at our facilities conduct themselves in a manner that is consistent with our general practices.

Visitors and vendors should wait in the reception area until the person they are visiting comes to greet them. Visits for the purpose of conducting personal business should be avoided.

WAGE AND SALARY ADMINISTRATION

- In establishing its wage and salary administration program, City of Inkster strives to achieve the following:
- Attract and retain highly competent employees;
- Offer employees incentives to excel in their work;
- Maintain internal equity among employees based on similar education, skills and responsibilities;
- Reward individual efforts; and
- Comply with all governmental regulations.

The procedure for establishing wage scales and job ranges is:

- To evaluate each job in objective terms;
- To establish a salary range for each job, taking into account its relative importance to the organization;
- To determine a job's work in comparison to other jobs in the organization;
- To determine a job's worth in comparison to the marketplace; and
- To set an individual's salary within the job range by using such factors as performance, time in the specific job, the employee's education, and the employee's unique skill set.

Employees have the right to know the salary range of their current job upon request. They should also be made aware of the salary range of any job for which they apply within the organization.

Human Resource is responsible for the overall administration of all wage and salary programs and for developing and publishing specific guidelines and policies for its implementation.

Wages and salary adjustments are subject to bargaining.

WEAPONS

Despite some laws that allow people to carry firearms in public, the City of Inkster prohibits anyone from possessing or carrying weapons of any kind on company property, in company vehicles, or while on company time. This includes:

- Any form of explosive;
- Any form of weapon;
- All firearms; and
- All illegal knives with blades that are more than four (4) inches in length.

If an employee is unsure whether an item is covered by this policy, please contact Human Resources. Employees are responsible for making sure that any item they possess is not prohibited by this policy. Police Officers, Code Enforcement Officers, Security Guards, Arson Investigators and other individuals who have been given consent by the organization to carry a weapon on the property will be allowed to do so.

While the organization has a policy prohibiting weapons, nothing in this policy shall be construed as creating any duty or obligation on the part of the organization to take any actions beyond those required of an employer by existing law.

WORKER'S COMPENSATION CHECK DISTRIBUTION PROCEDURE

1. Upon notification of a work-related injury, Personnel will notify Payroll that a potential lost time exists.
2. Accident Fund Company will be notified by Personnel of lost time employees.
3. When the Worker's Compensation check is received by the City, two (2) copies will be made: one (1) for the payroll clerk and one (1) for Personnel.
4. The first Worker's Compensation check is always mailed to the City and thereafter to the employee's residence.
5. Copies of the Worker's Compensation checks will be utilized as follows:
 1. By the payroll clerk for the computation of the wage supplement.
 2. By Personnel for verification that the checks were issued by the Accident Fund Company.

3. Employees will be charged sick time until a determination is made by Accident Fund. The sick time will be restored to the bank per Worker's Compensation rules and the prevailing Labor Agreement.
6. If Worker's Compensation is denied for any reason, payroll will be notified by Personnel.

REPORTING WORK-RELATED INJURY/ILLNESS

In the event of work-related injury or illness, you are required to contact your supervisor and Human Resources **immediately**. The notification is required even if the injury/illness seems minor and/or no time is lost from work. This is necessary to ensure that any subsequent claim is handled correctly and to comply with legal reporting and record maintenance requirements. Failure to immediately report such injury or illness also may result in a claim being denied by both the workers' compensation and our medical insurance companies.

FRAUDULENT CLAIMS

While it is our intent that employees who have legitimate claims will receive benefits due under workers' compensation, we also strongly support all laws designed to protect us against fraudulent claims or fraudulent extension of claims. Workers compensation is a valuable, but expensive benefit and we ask your help in protecting it by promptly reporting any evidence of fraudulent activity related to workers' compensation.

KEY POINTS TO REMEMBER ABOUT INJURY & ILLNESS PREVENTION

Every employee should know that:

- We place a high priority on employee safety and health.
- Creating and maintaining a safe and healthy work environment is **EVERYONE'S** job.
- All employees are expected to adhere to established safety standards, and to actively participate in our safety program, including training programs.
- Employees who do not adhere to established safety standards will be subject to corrective action, including the possibility of termination.
- Good housekeeping is essential to maintain a safe and healthy work environment. Employees are expected to maintain a neat work area, properly discard all waste materials, and avoid creating hazards by properly storing materials and equipment.
- As part of our efforts to maintain a safe and healthy work environment, we will conduct worksite inspections on an as-needed basis.

- Accidents and/or injuries, no matter how minor should be immediately reported to your supervisor and Human Resources. All accidents and/or injuries will be investigated, and appropriate corrective action will be taken in a timely manner.
- Matters pertaining to occupational safety and health will be communicated to employees through memos, bulletin board notices and verbally in staff meetings.
- Employees are encouraged to report safety/health hazards either verbally, or in writing.
- Employees who report hazards and/or make suggestions will not be retaliated or discriminated against in any way. If an employee believes he or she has been retaliated or discriminated against, he or she should immediately discuss the situation with Human Resources.

WORKPLACE SECURITY

Workplace security is a safety issue that requires everyone's attention. Unfortunately, acts of aggression and violence have become common in the American workplace. The types of workplace violence that may affect us at the City of Inkster:

- A violent act by an assailant with no legitimate relationship with our City, who enters our premises to commit a robbery or other criminal act.
- A violent act or threat of violence by a recipient of a service provided by our City.
- A violent act or threat of violence by a current or former employee, or another person who has some employment-related involvement with our business (e.g., spouse, lover, relative, friend, or another person who has a dispute with one of our employees).

To ensure that our employees do not become victims of such acts, all employees must:

- Understand that violent acts or threats of violence toward another employee, visitor, recipient of City services, or vendor of the City will not be tolerated and could be grounds for immediate termination.
- Follow the procedures for unlocking and locking offices. These procedures have been designed to protect against intruders gaining entry to our premises.
- Be aware of your surroundings and report any unusual or suspicious activity.
- Immediately report any threats of violence or acts of aggression to your supervisor.
- Immediately advise your supervisor if you are having a domestic or other non-work related dispute that may come into the workplace (this is important for your protection and the protection of your co-workers).