



TOWN OF HOLLIS, NEW HAMPSHIRE

PERSONNEL POLICY AND EMPLOYEE  
HANDBOOK

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The Personnel Policy & Employee Handbook shall prevail, unless there is a conflict, in which the terms of the CBA will prevail as related to union-represented employees. Those statements not covered or included in the CBA and stated in the Personnel Policy and Employee Handbook, the Personnel Policy and Employee Handbook shall take precedent. Areas of known conflict are noted by an asterisk (\*) at the section header.

## **GENERAL STATEMENT**

The Town of Hollis' goals and objectives are to provide you equal employment opportunity and fair treatment without regard to race, color, ancestry, national origin, gender (including pregnancy, childbirth and related medical conditions), sexual orientation, sex, marital status, religion, age, physical or mental disability, gender identity, genetic information, veteran status, service in the military, or other criteria protected by applicable federal, state or local laws and ordinances; to provide competitive salaries and employee benefits; to establish reasonable hours of work based on the Town's service needs; to monitor and comply with applicable federal and state laws and regulations; to provide training opportunities consistent with the Town's requirements; to accept constructive suggestions which relate to methods, procedures, working conditions and the nature of the work performed; and to establish appropriate procedure for employees to discuss matters of interest or concern with their immediate supervisors or department heads. The Town expects you to give a productive day's work; to arrive at work and begin work on time; to demonstrate a considerate, friendly and constructive attitude toward fellow employees and the general public; and, to adhere to the policies adopted by the Town officials. As a Town employee, you have a right to expect to be dealt with in a fair and proper manner in all aspects of your employment.

This handbook is an outline of the basic personnel policies, practices, and procedures in our Town. It contains general statements of Town policy and it should not be read as including the details of each policy, nor as forming an express or implied contract or promise that the policies discussed in it will be applied in every case. The material contained in this handbook is constantly subject to change through state and federal legislation, and locally adopted policies. The Town may add to the policies in the handbook or revoke or modify them from time to time. The Town will try to keep the handbook current, but there may be times when policy will change before this material can be reissued. As changes occur, we will distribute revisions to you. Whenever possible, you will receive advance notice of changes.

Keep this book handy; it will answer many of the questions you might have about working for the Town of Hollis.

## **DEPARTMENT OPERATING RULES**

Each separate and identifiable department of the Town may develop, implement, and revise as necessary such policies, procedures, and rules pertaining to unique operational requirements and their effect upon employees as are needed for efficient and effective performance of the department. Such policies, procedures, and rules should not conflict with these policies and procedures, or amendments to implementation. Where conflicts may arise, the policies and procedures contained in this manual will prevail.

## **EMPLOYMENT**

It is the policy of the Town to be an equal opportunity employer and to hire individuals solely upon the basis of their qualifications and ability to do the job to be filled. Unless otherwise provided in writing, employment with the Town is considered to be at will, so that either party may terminate the relationship at any time and for any lawful reason.

Employment to fill a vacancy which falls within the jurisdiction of the Select Board shall be made by them following a joint review of all applicants with the Department Head in whose department the vacancy exists.

The rate of pay at the time of employment will be at the minimum rate for that position unless the applicant has above normal qualifications for the position to be filled, in which case the Select Board may

at their discretion employ the applicant at the rate of pay commensurate with his/her capabilities. If a former employee is re-employed in a class comparable with the one in which he/she was previously employed the Select Board may make an appointment at the same rate of pay as that which the employee had been receiving at the termination of his/her service.

## **EMPLOYMENT OF RELATIVES**

Nothing in the Town's equal employment opportunity policy is intended to be interpreted as preventing the Town from reasonably regulating nepotism for reasons of supervision, safety, security, or morale. Generally, employee's relatives will be eligible for employment with the Town as long as no conflicts in supervision, safety, security, morale, or potential conflicts of interest exist.

## **PROBATIONARY PERIOD\***

If an employee is covered under a Collective Bargaining Agreement (CBA), s/he should review the applicable CBA for specific information. Where there is a conflict, the terms of the CBA will prevail as related to union represented employees.

The probationary period shall be twelve (12) months from the date of hire. During this period employees shall be classified as probationary employees. Department Heads may request the Select Board reduce the probationary period to six (6) months when an employee demonstrates exceptional job performance, knowledge and abilities. Probationary employees are considered at will employees and may be terminated with or without cause, and with or without notice. Termination of a probationary employee shall not be subject to the grievance procedure. Probationary employees are eligible for Holiday pay. Probationary employees may not take any scheduled paid time off (PTO) within their first six (6) months of employment with the Town, without prior approval from the Department Head.

## **GENERAL HOURS OF WORK\***

If an employee is covered under a Collective Bargaining Agreement (CBA), s/he should review the applicable CBA for specific information. Where there is a conflict, the terms of the CBA will prevail as related to union represented employees.

Actual starting and ending times vary from department to department. The Department Head, with the approval of the Select Board, will determine the hours of work both daily and weekly. All schedules must be reviewed and approved prior to implementation. Although the hours set forth are those presently followed, these hours may be changed as conditions warrant or as the Select Board deem necessary. Any changes are subject to approval by the Select Board.

## **DEDUCTIONS FROM PAY**

**Pay Deductions For All:** The law requires that the Town make certain deductions from every employee's pay. These deductions will be itemized on your check stub.

The Town offers programs and benefits beyond those required by law. Eligible employees may voluntarily authorize deductions from their paychecks to cover the costs of participation in these programs. Employees may also authorize in writing, payroll deductions for other permissible purposes to

benefit the employee. Arrangements for these voluntary deductions can be made with the Human Resources or the payroll department.

**Pay Deductions For Exempt Employees:** The Town complies with all federal and state laws with regard to deductions from paychecks, including deductions from the salaries of exempt employees. In accordance with the laws, salaried exempt employees receive a predetermined salary which is not subject to reduction because of variations in the quality or quantity of work performed, and is not subject to reduction for absences requested by the Town or due to the operating requirements of the Town. The Town recognizes that under federal and state law there are only limited reasons for which an exempt employee's salary for a pay period can be subject to deductions. The Town prohibits deductions from salaries that are inconsistent with an employee's exempt status. Exempt employees should note that salaries are subject to modification from time to time such as at compensation review time, when an employee's position or responsibilities change, and at other appropriate times. Exempt employees should also note that it is permissible by law for the Town to apply earned time and other forms of paid time off to partial or full day absences for personal reasons, sickness, or disability, and that applying paid time is not considered a deduction from salary.

### **OVERTIME\***

If an employee is covered under a Collective Bargaining Agreement (CBA), s/he should review the applicable CBA for specific information. Where there is a conflict, the terms of the CBA will prevail as related to union represented employees.

Overtime will be paid to eligible full-time employees who work in excess of 40 hours per week. Overtime will be compensated at the rate of one and one-half times the regular rate of pay. Whenever the Fair Labor Standards Act (FLSA) provides a standard for a greater minimum benefit than the Town's policy, the FLSA standard shall apply.

### **COMPENSATORY TIME\***

If an employee is covered under a Collective Bargaining Agreement (CBA), s/he should review the applicable CBA for specific information. Where there is a conflict, the terms of the CBA will prevail as related to union represented employees.

The issuance and/or use of compensatory time by non-exempt employees in lieu of overtime payment is governed by the provision of the Fair Labor Standards Act (FLSA). As a condition for use of compensatory time in lieu of overtime payment, FLSA requires an agreement or understanding reached prior to the performance of work. This agreement or understanding must be in writing between the Town and the individual employee and signed by the employee. Compensatory time is accrued at the converted time and one half (1.5) the employee's regular rate, in the same manner as overtime. Unused compensatory time at the end of the year shall be paid and will not be permitted to carry over into the following year. Earned Compensatory time shall be at the discretion of the Department Head.

### **CLASSIFICATION PLAN\***

If an employee is covered under a Collective Bargaining Agreement (CBA), s/he should review the applicable CBA for specific information. Where there is a conflict, the terms of the CBA will prevail as related to union represented employees.

The classification plan provides an inventory of positions in the Town service and a description and specification for each class of employment. This standardization is indicative of a range of duties and responsibilities that have the same meaning throughout the classified plan.

The make-up of the plan shall be based on grouping and classes of positions which are approximately equal in difficulty and responsibility, which call for the same general qualifications, and which can be equitably compensated within the same range of pay.

There will be written specifications for each class of positions. The specifications are to be interpreted in their entirety and in relation to others in the classification plan. Specifications are deemed to be descriptive and explanatory of the kind of work performed and not necessarily inclusive of all duties performed.

### **PAY PLAN\***

If an employee is covered under a Collective Bargaining Agreement (CBA), s/he should review the applicable CBA for specific information. Where there is a conflict, the terms of the CBA will prevail as related to union represented employees.

The Select Board shall be responsible for establishing a uniform and equitable pay plan for the classified service, which shall consist of a minimum and a maximum rate of pay for each class of positions and other in-between rates as they consider necessary or equitable. Salary ranges shall be tied to the classification plan and will be determined with due consideration to ranges of pay for other classes, prevailing rates of pay for comparable work, and other public and private employment in the area, suggestions of Department Heads and other benefits received by employees, the financial policy of the Town and other available economic considerations. Cost of living adjustments may be made to the pay plan by the Select Board as it deems appropriate and will be made effective April 1 in recognition of the appropriation authority of the Annual Town Meeting.

Salary adjustments within established ranges in the approved budget shall not be automatic but shall be based upon the merit system as recommended by the Department Head and approved by the Select Board. Promotions from one job classification to another may be made by the Select Board at any time, subject to a six-month probationary period.

1. The basic hourly salaries of employees are determined from a wage schedule, subject to approval of necessary appropriations by the voters of the Town.
2. Starting pay at the time of initial hiring shall be based on years of related work experience and shall be negotiated with each prospective employee at time of employment and must have the approval of the Select Board.
3. Advancement from one grade to another within the pay structure will only be made upon recommendation of the appropriate Department Head and after approval of the Select Board.
4. No changes to the salary schedule will be made except by the Select Board as a preparation for their annual budget. Preliminary schedules, for budgeting purposes, will not be in force until approved and signed by a majority of the Select Board after the annual March Town Meeting.

5. Employees shall be paid every other week. Employee approved deductions, State and Federal withholding and any deductions due to unauthorized absence shall be made from your paycheck prior to issuing it.
6. Longevity payments are paid to Regular Full Time, non-union employees on April 1<sup>st</sup> in the amount of \$150 for each year of employment, once the employee has reached the last step on the pay schedule. The amount of longevity payments will be pro-rated for Regular Part Time, non-union employees.

## **GENERAL CONDUCT**

It is the policy of the Town that all employees are expected to comply with the Town's Rules and Regulations, which are included in this personnel policy. Under normal circumstances, the Town endorses a policy of progressive discipline in which it attempts to provide employees with notice of deficiencies and an opportunity to improve. The Town reserves the right to accelerate discipline in the event of a serious infraction or repeated infractions.

As an employee of the Town of Hollis, you are expected to accept and adhere to high standards of personal and professional conduct at all times. Should your performance, work habits, overall attitude or demeanor become unsatisfactory in the judgment of the Supervisor, you will be subject to disciplinary action, including termination. Town employees are expected to be at their work station during working hours and working on Town business.

## **PROGRESSIVE DISCIPLINE\***

If an employee is covered under a Collective Bargaining Agreement (CBA), s/he should review the applicable CBA for specific information. Where there is a conflict, the terms of the CBA will prevail as related to union represented employees.

This policy does not modify the status of employees-at-will nor in any way restrict the Town's right to bypass the disciplinary procedures suggested.

Disciplinary action will normally be taken in the following order:

- (a) Verbal warning
- (b) Written warning
- (c) Suspension without pay
- (d) Discharge

However, the above sequence need not be followed if an infraction is sufficiently severe to merit immediate suspension or discharge. Additionally, the Town reserves the right to take disciplinary action in a manner consistent with the efficiency of operations and appropriate to the involved.

## **DISCIPLINARY PROCEDURE\***

If an employee is covered under a Collective Bargaining Agreement (CBA), s/he should review the applicable CBA for specific information. Where there is a conflict, the terms of the CBA will prevail as related to union represented employees.

It is the policy of the Town that employees should have an opportunity to present their work-related complaints and to appeal management decisions through a dispute resolution or grievance procedure. Probationary Employees are not eligible for the Grievance Procedure. Please see the section describing the Probationary Employee.

The grievance procedure shall be as follows:

**First Step:** The employee shall file a written statement of the grievance to the employee's supervisor within ten (10) workdays of knowledge of the event causing the grievance. The immediate supervisor shall file a written response within five (5) workdays of hearing the grievance.

**Second Step:** If an employee's immediate supervisor is a Department Head, this step may be bypassed. If unsatisfied with the response at the first step, the employee shall submit the grievance in writing to the Department Head. Submission of the grievance to the Department Head shall be within ten (10) workdays of the immediate supervisor's written decision. The Department Head shall respond in writing within ten (10) workdays of receiving the grievance.

**Third Step:** If not satisfied with the decision of the Department Head, the employee shall submit the grievance in writing to the Select Board within thirty (30) work days of receipt of the Department Head's decision. The Select Board shall respond within thirty (30) days of receipt of the grievance. The decision of the Select Board will be final.

## **INSURANCES\***

If an employee is covered under a Collective Bargaining Agreement (CBA), s/he should review the applicable CBA for specific information. Where there is a conflict, the terms of the CBA will prevail as related to union represented employees.

### **Health Insurance**

The Town of Hollis offers benefits-eligible employees health insurance. Employees should review the Benefit Summary associated with their position classification.

### **Dental Insurance**

The Town of Hollis offers benefits-eligible employees dental insurance. If an employee is covered by a Collective Bargaining Agreement (CBA), s/he should review the applicable CBA for specific information. Employees not covered by a CBA should review the Benefit Summary.

### **Life Insurance**

The Town of Hollis offers life insurance to full-time employees. If an employee is covered by a Collective Bargaining Agreement (CBA), s/he should review the applicable CBA for specific information. Employees not covered by a CBA should review the Benefit Summary.

### **Disability Insurance**

The Town of Hollis offers Short-term and Long-term Disability insurance to full-time employees. If an employee is covered by a Collective Bargaining Agreement (CBA), s/he should review the applicable CBA for specific information. Employees not covered by a CBA should review the Benefit Summary.

## **WORKER'S COMPENSATION**



The Town of Hollis carries Worker's Compensation Insurance covering the Town's statutory liability for injuries to the employee arising out of, and in the course of, their employment.

## **HOLIDAYS\***

If an employee is covered under a Collective Bargaining Agreement (CBA), s/he should review the applicable CBA for specific information. Where there is a conflict, the terms of the CBA will prevail as related to union represented employees.

1. All full-time employees shall receive holidays scheduled by the Select Board. Such time off shall be paid at the regular rate, provided that the employee would have been scheduled to work for that day if it had not been a holiday.
2. Full-time employees who work a fifty-two (52) week schedule shall receive 10 holidays with pay. Pay shall be at the employee's regular rate.
3. Employees required to work holidays shall be paid at the overtime rate for all hours actually worked in addition to their holiday pay if that employee were eligible for holiday pay on that day.
4. In order to qualify for holiday pay, the employee must have worked the last scheduled work day before the holiday and the first scheduled work day after the holiday unless these days were taken as PTO as defined elsewhere in this Policy.
5. Holiday pay will be paid on a pro-rated basis for all part-time employees. Such time off shall be paid at the regular rate, provided that the employee would have been scheduled to work for that day if it had not been a holiday.
6. In the event the holiday falls on a Saturday, it shall be observed on the preceding Friday. If the holiday falls on a Sunday, it will be observed on the following Monday.

### **TOWN OF HOLLIS OBSERVED HOLIDAYS:**

1. NEW YEAR'S DAY
2. PRESIDENT'S DAY
3. MEMORIAL DAY
4. FOURTH OF JULY
5. LABOR DAY
6. VETERAN'S DAY
7. THANKSGIVING DAY
8. DAY AFTER THANKSGIVING
9. CHRISTMAS DAY
10. ONE FLOATING HOLIDAY (used at the discretion of the employee, as approved by the Department Head)

## **PAID TIME OFF\***

If an employee is covered under a Collective Bargaining Agreement (CBA), s/he should review the applicable CBA for specific information. Where there is a conflict, the terms of the CBA will prevail as related to union represented employees.

1. The purpose of paid time off (PTO) is to provide regular part-time and full-time employees with flexible paid time off from work that can be used for activities of the employee's choice.
2. PTO shall begin to accrue from date of hire.
3. PTO shall be used in fifteen (15) minute increments or greater.
4. PTO requests must be approved in advance by the Department Head.
5. Beginning with an employee's second calendar year of employment, each employee shall be required to take a minimum of forty (40) accrued PTO hours.
6. Effective May 17, 2014, previously accrued earned time shall be converted to PTO.
7. Effective May 17, 2014, previously accrued sick time shall remain accounted for and can be used for personal or family illness, doctor appointments, FMLA and to supplement income derived from disability or workers compensation benefits. Previously accrued sick time will remain until it is exhausted. Previously accrued sick time shall be subject to the same PTO restrictions in regards to scheduled and unscheduled use. Upon severance or termination of employment any unused sick time shall be lost.
8. In cases of personal or family illness, employees shall notify their supervisor within one (1) hour before the start of work. In cases of personal or family emergencies, the employee will make a reasonable attempt to contact his/her supervisor as soon as possible.
9. Employees who miss more than three (3) consecutive unscheduled days of work may be required to present a physician's release that permits them to return back to work. In cases of suspected abuse, the employee may be required to provide a physician's statement for less than three (3) consecutive days of absence. The Town shall have the right at all times to investigate any unscheduled absences. PTO abuse shall constitute grounds for disciplinary action up to and including termination.
10. Employees hired on or before March 31, 2014 may accrue PTO up to a maximum of 500 hours. Employees hired after March 31, 2014 may accrue PTO up to a maximum of 360 hours. In the event an employee exceeds the maximum accrual limits at any time such excess shall be forfeited.
11. Employees may request payment of accrued PTO on July 1<sup>st</sup> and December 1<sup>st</sup> each year at the maximum rates shown below. Payments shall be subject to budget limitations, supervisor and Select Board approval.

MONTHS OF SERVICE	MAXIMUM ANNUAL REIMBURSEMENT
0 to 12 months	0 hrs / 0 days
13 to 60 months	68 hrs / 8.5 days
61 to 120 months	108 hrs / 13.5 days
121 months	148 hrs / 18.5 days

12. Upon severance or retirement, employees will be paid up to the maximum limits (in paragraph 10) at the employee's current hourly wage.

13. Employees shall only be able to use accrued PTO hours that are available and shall not be given PTO hours in advance. If an employee uses all available PTO time and is still out of work, that time shall be unpaid.

14. PTO time is earned on the following schedule:

MONTHS OF SERVICE	RATE FACTOR	ANNUAL HRS 2080 hrs worked	ANNUAL DAYS 2080 hrs worked
0 to 12 months	.07696	160 hrs	20 days
13 to 60 months	.10000	208 hrs	26 days
61 to 120 months	.11923	248 hrs	31 days
121 months	.13846	288 hrs	36 days

### **EDUCATIONAL ASSISTANCE\***

If an employee is covered under a Collective Bargaining Agreement (CBA), s/he should review the applicable CBA for specific information. Where there is a conflict, the terms of the CBA will prevail as related to union represented employees.

At the sole discretion of the Select Board, eligible employees may receive course reimbursement for pre-approved, short-term, job related, courses. The courses must be successfully completed with a grade point average of "C" or above in order to qualify. Payment will be made upon presentation of a certificate of successful completion and evidence that the employee has paid for the course. Probationary Employees are NOT eligible for Educational Assistance

### **RETIREMENT BENEFITS**

Participation in the New Hampshire Retirement System (NHRS) requires that an employee work 35 or more hours per week). A percentage of the employee's gross earnings are deducted from the employee's paycheck by the Town. The Town submits a percentage towards the employee's retirement fund. The percentage for the employee and the Town vary according to different job classifications and are designated by the New Hampshire Retirement System. Upon termination of employment from the Town, all applicable forms and documents will be completed in collaboration between the employee, town and NHRS.

### **LEAVES OF ABSENCE\***

If an employee is covered under a Collective Bargaining Agreement (CBA), s/he should review the applicable CBA for specific information. Where there is a conflict, the terms of the CBA will prevail as related to union represented employees.

A Leave of Absence (LOA) is defined as an employee's request for time away from work. Depending on the relevant circumstances, a LOA may be paid or unpaid. In order for an employee to take a LOA, it must first be approved by the employee's Department Head. Even when an employee requests an unpaid LOA, it must first be approved by the employee's Department Head.

#### **Jury Leave**

Full time or regular part-time employees who serve on Jury Duty shall receive the difference between their regular rate of pay and the reimbursement received from the court. The employee shall be eligible for this pay upon presentation of acceptable documentation, from the court, showing the amount of the court's payment.

### **Bereavement Leave**

A full time or regular part-time employee who is absent due to death in his/her immediate family is granted up to three (3) days leave not chargeable to PTO. "Immediate family", as used here, shall be interpreted to include husband, wife, son, daughter, father, mother, brother or sister of the employee or of his or her spouse, or any relative living in the immediate household of the employee.

Bereavement Leave may be extended by two (2) days upon approval of the Department Head. Bereavement Leave shall also apply to Grandparents and to a "Common Law Spouse" as defined by NH statutes. In all cases of the death of a near relative-aunt, uncle, niece, nephew, or cousin-the employee shall be paid for the absence on the full day necessary to attend the funeral or wake.

### **Military Leave**

The Town will comply with all requirements of the Uniform Services Employment and Reemployment Rights Act (USERRA). Additionally, a full time or regular part-time employee who serves in a military reserve unit and/or National Guard and is called away for the annual tour of active duty shall receive the difference between his/her regular rate of pay and the pay received from the military if the military pay is less. The employee shall be eligible for this difference pay upon presentation of acceptable documentation showing the amount of the military pay received.

### **Maternity Leave**

In accordance with the New Hampshire Law Against Discrimination (RSA 354-A), female employees who are unable to work because of pregnancy shall be considered disabled and shall be extended the same benefits and be subject to the same policies as any other disabled employee. The employee shall submit documentation from the doctor stating the date she is no longer able to work and when she is able to resume her duties.

### **Family and Medical Leave**

We provide family leaves of absence in accordance with the Family and Medical Leave Act (FMLA). Under the FMLA, eligible employees include those who:

1. Have worked for the Town for at least 12 months;
2. Have worked at least 1,250 hours in the 12 months immediately preceding the requested leave; and
3. Have a qualifying reason for leave.

Employees who meet the eligibility requirements described above are eligible to take up to 12 weeks of leave during a 12- month period, for one, or more, of the following reasons:

1. To care for a new child, whether for the birth of a son or daughter, or for the adoption or placement of a child in foster care;
2. To care for a seriously ill family member (spouse, child or parent);
3. To recover from an employee's own serious illness;
4. To care for an injured service member in the family; or
5. To address qualifying exigencies arising out of a family member's deployment.

The Town designates the method used to calculate the 12-month period in which associates can take FMLA leave for qualifying reasons as a “rolling” 12-month period measured backward from the date an employee uses any FMLA leave.

The Town will require Employees to utilize all available paid time off concurrently with their use of FMLA leave.

### **Crime Victim Leave**

Consistent with the provisions of NH RSA 275:62, the Town will provide an unpaid leave of absence to employees who are crime victims or are immediate family members of certain crime victims, for the purpose of attending legal or investigative proceedings associated with the prosecution of the crime.

## **SAFETY POLICY**

The maintenance of a safe and healthful working environment within the community is of the utmost importance for the successful operation of all Town departments. Safety requirements must be considered fundamental to our daily activities. We will continue to implement, and indeed will expect compliance with, safe working practices.

To achieve our objectives, it is essential that both management and the work force follow procedures consistent with applicable safety standards. However, each of us must remain constantly alert to his/her personal obligation to follow and implement safe operating procedures. All of our commitment and involvement will be needed to support and sustain an effective safety program. All employees shall comply with the terms of the Town’s Safety Program.

## **GLOSSARY OF TERMS**

Full-Time Employee	Employee whose scheduled workweek consists of 35 hours or more.
Regular Part-Time Employee	Employee whose scheduled workweek is at least 20 hours.
Part-Time Employee	Employee whose normal workweek consists of less than 20 hours.
Probationary Employee	Employee for the first 12 months of their employment
Temporary Employee	Employee hired for a specific period of time and may work up to 40 hours per week, but their period of employment is limited.
Workweek	Defined by the appropriate Department Head with the Concurrence of the Select Board and may not be the same for each department.
Work Day	The normal work day as specified for each position by the appropriate Department Head with the concurrence of the Select Board.
Hours Worked	All time during which an employee is required to be on the Town's premises or at some other prescribed work place.
Day	The employee's normal scheduled work hours for a work day
Year	January 1 to December 31
Exempt Employee	An employee who is paid on a salaried basis and who meets the requirements for an exempt employee under the terms of the FLSA.
Non-Exempt Employee	An employee who is paid on an hourly basis.
FLSA	Fair Labor Standards Act

## **RULES AND REGULATIONS**

It is the policy of the Town that certain rules and regulations regarding employee behavior are necessary for the efficient operation of the Town and for the benefit and safety of all employees. Conduct that interferes with operations, that discredits the Town, or that is offensive to citizens or coworkers will not be tolerated.

1. Employees are expected at all times to conduct themselves in a positive manner so as to promote the best interests of the Town. Such conduct includes:
  - a. Reporting to work punctually as scheduled and being at the proper work station, ready for work, at the assigned starting time;
  - b. Giving proper advance notice whenever unable to work or report on time;
  - c. Complying with all Town safety and security regulations;
  - d. Wearing clothing appropriate for the work being performed;
  - e. Eating meals only during meal periods;
  - f. Maintaining work place and work area cleanliness and orderliness;
  - g. Treating all citizens, visitors, and co-workers in a courteous manner;
  - h. Refraining from behavior or conduct deemed offensive or undesirable, or which is contrary to the Town's best interests;
  - i. Performing assigned tasks efficiently and in accord with established quality standards;
  - j. Reporting to management suspicious, unethical, or illegal conduct by coworkers or suppliers;
  - k. Cooperating with Town investigations;
  - l. While using a vehicle for town business, whether as operator or passenger, seat belts shall be worn when available. This policy applies to use of public vehicles, and to use of private vehicles for town business.
  - m. Whenever a defect in a vehicle is discovered, it shall be reported to the Department Head immediately.
  - n. Limiting the use of personal devices during work hours.
2. The following are examples of conduct that is prohibited and will subject the individual involved to disciplinary action, up to and including termination:
  - a. The reporting to work under the influence of alcoholic beverages and/or illegal drugs and narcotics or the use, sale, dispensing, or possession of alcoholic beverages and/or illegal drugs and narcotics on Town Premises;

- b. The use of profanity or abusive language;
- c. The illegal possession of firearms or other weapons on Town property;
- d. Insubordination or the refusal by an employee to follow management's instructions concerning a job-related matter;
- e. Fighting or assault on a coworker or citizen;
- f. Theft, destruction, defacement, or misuse of Town property or of another employee's or customer's property;
- g. Gambling on Town property;
- h. Falsifying or altering any Town record or report;
- i. Threatening or intimidating coworkers, citizens, or guests;
- j. Unauthorized sleeping on the job;
- k. Failure to abide by safety rules and policies;
- l. Improper attire or inappropriate personal appearance;
- m. Engaging in any form of sexual or other harassment;
- n. Improper disclosure of confidential information.

The examples in Section 2 above, are illustrative of the type of behavior that will not be permitted but are not intended to be an all-inclusive listing. Any violation of the Town's policies or any conduct considered inappropriate or unsatisfactory may, at management's discretion, subject the employee to disciplinary action. Questions about this policy should be directed to the Town Administrator.

## **CONFLICT OF INTERESTS**

It is critically important that the citizens of the Town have confidence that all Town employees are always performing their job duties in the best interests of the Town. Toward that end, the following guidelines are intended to help Town employees avoid conflicts of interests.

1. Town employees are prohibited from participating personally and substantially in any official matters in which they have a financial interest.
2. Town employees are prohibited from participating personally and substantially in any official matters in which any member of their family has a financial interest.
3. Town employees should not participate in any official matter in which, for whatever reason, they cannot maintain the requisite level of impartiality.
4. Town employees must obtain specific prior authorization in writing from their direct supervisor before participating in any official matter in which their impartiality is reasonably likely to be questioned.



5. Any Town employee who thinks that they may have a conflict of interest covered by this Policy must disclose it, in writing, to their direct supervisor.

Since it is impossible to predict every situation in which a conflict of interest may arise, Town employees are strongly encouraged to discuss potential conflicts with their supervisors as soon as possible.

Nothing in this Policy is intended to infringe upon the rights of freedom of speech, full criticism, and disclosure enjoyed by all Town employees, including those rights protected by the United States Constitution, the Constitution of the State of New Hampshire, and/or the provisions of NH RSA 98-E.

Violation of this Policy may result in disciplinary action, up to and including termination.

## **GIFT & GRATUITY POLICY**

Employees may not accept gifts or gratuities which are offered or appear to be offered in an attempt to influence the employee. In accordance with the Town's policy, our employees are not to accept meals, tickets or gifts cumulatively valued at more than \$25. A rebate or discount that is available on an equal basis to other public or private agencies and gifts that are consumable (non-alcoholic) and those usable by the entire office staff are allowed. Vendors are requested to cooperate in this regard by not making any such offers to Town employees that are outside the realm of the Town's gift and gratuity policy.

If an employee is unable to decline the gratuity or it would be disrespectful or inappropriate to decline at the time of the gift, the employee shall accept the gift and forward it to the Department Head. The Department Head may then determine the best course of action with the gift as s/he sees fit.

Individual departments may adopt a version of this policy customized to fit the needs of the individual department.

## **PERSONNEL RECORDS**

It is the policy of the town to maintain personnel records in order to document employment-related decisions, and comply with government record-keeping and reporting requirements.

1. The Town tries to balance employment information with a concern for each individual's privacy. It attempts to maintain personnel information that is necessary for the conduct of its business or required by federal, state, or local law.
2. The Town Administrator, Human Resource Coordinator and/or Finance Director is responsible for overseeing record-keeping for all personnel information and will specify what information should be collected and how it should be stored and secured. The official personnel files for the Town of Hollis are maintained at the Town Hall.
3. Employees have a responsibility to keep their personnel records up to date with the following:
  - a. Name;
  - b. Address;
  - c. Telephone number;

- d. Marital status (for benefits and tax withholding purposes only);
- e. Number of dependents;
- f. Beneficiary designations for any of the Town's insurance, disability, pension, and
- g. Persons to be notified in case of emergency.

In addition, employees who have a change in the number of dependents or marital status must complete a new Form W-4 for income tax withholding purposes.

- 4. Employees may inspect their own personnel records and may copy, but not remove, documents in the file. Inspections by employees must be requested in writing to the Town Administrator and will be scheduled at a mutually convenient time.
- 5. Employees who believe that any file material is incomplete, inaccurate, or irrelevant may submit a written request for file revisions to the Town Administrator. If the request for file revisions is not granted, the employee may place a written statement of disagreement in the file and make a complaint using the regular grievance procedure.
- 6. Only supervisory and management employees who have an employment-related need-to-know for information about another employee may inspect the files of that employee. The inspection must be approved by the Town Administrator and should be recorded in the file inspected.

## **DRUGS AND ALCOHOL POLICY**

Statement of Policy. It is the policy of the Town of Hollis that the public has the absolute right to expect persons employed by the Town will be free from the effects of drugs and alcohol while working for the Town. The Town, as the employer, has the right to expect its employees to report for work fit and able for duty. The purposes of this policy shall be achieved in such manner as not to violate any established constitutional rights of the employees of the Town. This policy applies to all employees of the Town of Hollis.

Employees are prohibited from the illegal use, sale, dispensing, distribution, possession, or manufacturing of illegal drugs, controlled substances or alcoholic beverages on Town premises or work sites. In addition, the Town prohibits the off-premises abuse of alcohol and controlled substances, as well as the possession, use, or sale of illegal drugs, when those activities adversely affect job performance or job safety.

Any employee who is abusing drugs or alcohol may be granted a leave of absence to undertake rehabilitation treatment. The employee will not be permitted to return to work until certification is presented to the Town that the employee is capable of performing his/her job. Failure to cooperate with an agreed-upon treatment plan may result in discipline, up to and including termination. Participation in a treatment program does not insulate an employee from the imposition of discipline for violations of this or other Town policies. Employees are encouraged to seek help, including but not limited to, utilizing the town's Employee Assistance Program (EAP).

Employees will be subject to disciplinary action, up to and including termination, for violations of this policy. Violations include, but are not limited to, possessing illegal or non-prescribed drugs and or alcoholic beverages at work; being under the influence of those substances while working; using of such substances while working; or dispensing, distributing, or illegally manufacturing or selling them on Town

premises and work sites. Employees, their possessions, and Town-issued equipment and containers under their control are subject to search and surveillance at all times while on Town premises or work sites or while conducting Town business. Employees subject to the Drug-Free Workplace Act who are convicted of any criminal drug violation occurring in the workplace must report the conviction to the Department Head within five days, and the Select Board is then to take appropriate action as required by law.

Employees under the influence of drugs or alcohol will be required to leave the premises.

Upon reasonable suspicion of impairment, Employees may be asked to take an appropriate test to determine the presence of drugs or alcohol. Employees that agree to take the test must sign a consent form authorizing the test and the Town's use of the test results for purposes of administering its discipline policy.

Employees must report their use of over-the counter or prescribed medications to the Department Head, who may notify the Select Board if the use might impair their ability to perform their job safely and effectively. A determination will then be made by the Select Board as to whether the employee should be able to perform the essential functions of the job safely and properly.

- If it is determined that the employee is not able to perform the essential functions of the job safely and properly, the employee may be sent home without pay.

Employees who are experiencing work-related or personal problems resulting from drug, or alcohol abuse or dependency may request, or be required to seek counseling help. Participation in counseling, including Town-sponsored or required counseling, is confidential and should not have any influence on performance appraisals. Job performance, not the fact that an employee seeks counseling, is to be the basis of all performance appraisals.

The Town will, to the extent feasible, provide continuing awareness programs about the harmful effects of drug and alcohol abuse.

Voluntary Request for Assistance. The town shall take no adverse employment action against any employee who voluntarily seeks treatment, counseling or other support for an alcohol or drug related problem, except that consideration will be given to reassignment during rehabilitation if such alternate duties are reasonably available. The foregoing is conditioned upon:

1. The employee agreeing to appropriate treatment as determined by the physician(s) involved;
2. The employee discontinues his use of illegal drugs or abuse of alcohol;
3. The employee completes the course of treatment prescribed, including an "after-care" group for a period of up to twelve (12) months;
4. The employee agrees to submit to random testing during hours of work during the period of "after-care".

Employees who do not agree to or act in accordance with the foregoing shall be subject to discipline, up to and including discharge. This policy shall not be construed as an obligation on the part of the Town to retain an employee on active status throughout the period of rehabilitation if it is appropriately determined that the employee's current use of alcohol or drugs prevents such individual from performing the duties of an employee or whose continuance on active status would constitute a direct threat to the property and

safety of others. Such employee shall be afforded the opportunity, as his option, to use accumulated paid leave or take an unpaid leave of absence pending treatment.

## **HARASSMENT, DISCRIMINATION AND RETALIATION POLICY\***

The Town of Hollis intends to provide a work environment that is pleasant, healthy, comfortable, and free from intimidation, hostility or other offenses that might interfere with work performance. Harassment, discrimination and retaliation of any sort and against any person (employee, supervisor, customer, or other third party) will not be tolerated.

The Town of Hollis prohibits harassment and/or discrimination on the basis of race, color, ancestry, national origin, gender (including pregnancy, childbirth and related medical conditions), sexual orientation, sex, marital status, religion, age, physical or mental disability, gender identity, genetic information, veteran status, service in the military, or other criteria protected by applicable federal, state or local laws and ordinances.

### Examples of Prohibited Harassment

Each employee must exercise his or her own good judgment to avoid engaging in conduct that may be perceived by others as harassment. Examples of prohibited harassment include, but are not limited to:

1. Sexual innuendoes, epithets, slurs, unwelcome jokes, propositions, threats of physical violence or harm or their property, insults;
2. Written or spoken derogatory terms about race, color, ancestry, national origin, gender (including pregnancy, childbirth and related medical conditions), sexual orientation, sex, marital status, religion, age, physical or mental disability, gender identity, genetic information, veteran status, service in the military, or other criteria protected by applicable federal, state or local laws and ordinances;
3. Materials, items or images that are degrading or disparaging to individuals or groups based on the characteristics listed above;
4. Unwanted physical contact including touching, interference with an individual's normal work movement or assault; and
5. Making or threatening reprisals; against anyone who reports harassment or who participates in an investigation of a report of harassment.

### Specific Information About Sexual Harassment

Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal, physical, and nonphysical conduct of a sexual nature when:

1. Submission to or rejection of such conduct is made explicitly or implicitly a term or condition of employment;
2. Submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting that individual; or for awarding or withholding favorable employment opportunity, evaluation or assistance; or
3. Such conduct has the purpose or effect of unreasonably interfering with an individual's performance at work, or creates an intimidating, hostile, or offensive work environment.

The types of conduct prohibited by this policy cover a wide range of inappropriate behaviors, including, but not limited to the actual coercion of sexual relations, unwelcome comments, jokes, innuendoes and other sexually suggestive material, and other unwelcome sexually oriented actions. It is not possible to create an all-inclusive list of the types of conduct. The following are some examples of the types of conduct that may violate this policy:

1. Unwelcome sexual advances, whether or not they involve physical touching or not;
2. Sexual epithets; jokes; slurs; inappropriate nicknames or other references;
3. Written or oral references to sexual conduct; gossip regarding one's sex life; comment on an individual's body; comment about an individual's sexual activity, deficiencies, or prowess;
4. Displaying sexually suggestive objects, pictures, cartoons, email messages, screensavers, Internet sites;
5. Leering, staring, grabbing, pinching, whistling, brushing against the body, sexual gestures, sexual flirtation;
6. Suggestive or insulting comments;
7. Threats or physical aggression;
8. Inquiries into one's sexual experiences; and
9. Discussion of one's sexual activities.

The policy prohibits conduct by supervisors, co-workers, and subordinates as well as by non-employees, such as Board members, customers, suppliers, vendors, and contractors, etc. who have work-related dealings with employees. Sexual harassment includes behavior by members of the same sex, as well as members of the opposite sex, regardless of whether the conduct occurs on or off Hollis' premises or during or outside of working hours.

This policy prohibits all forms of harassment, discrimination and/or retaliation, whether engaged in by a supervisor, agent of the Town of Hollis, co-worker, or non-employee who is on Town premises or who comes in contact with Town employees.

#### Consequences for Violating this Policy

Violations of this policy, whether intended or not, will not be tolerated. Employees who violate this policy will be subject to disciplinary action, up to and including termination of employment. Hollis may take disciplinary action to address inappropriate conduct even if it does not rise to the level of unlawful harassment.

#### What You Should Do if You are Harassed

Harassment is a violation of the Town's policy and is prohibited by state and federal law. Experience has shown that a clear statement to the person engaging in the offensive behavior may be all that is necessary to stop the conduct. Employees who believe they are being harassed are encouraged to let the person engaging in the conduct know how they feel, but they are not required to do so.

Should you believe you are being harassed, you should report the incident immediately in accordance with our Reporting Procedure described below.

#### Retaliation is Prohibited

Retaliation against an employee who reports violation or participates in an investigation of a report is a violation of the Town's policy and is prohibited by state and federal law. Retaliation is a form of unlawful harassment and will be handled in the same manner as other forms of harassment. All incidents of retaliation should be immediately reported in accordance with the Reporting Procedure.

#### Reporting Procedure for Harassment, Discrimination and Retaliation

If you believe that you have experienced conduct that violates this policy, you must follow the reporting procedure to notify us of the problem so that we can promptly and thoroughly investigate the matter and take appropriate action. Do not allow an inappropriate situation to continue by not reporting it, regardless of who is creating the problem. No employee in this organization is exempt from our policies prohibiting harassment, discrimination and retaliation. Do not assume that Hollis is aware of the problem. Each employee has a responsibility to report harassment. It is only through the active involvement of all employees that Hollis can prevent and correct harassment in the workplace.

Using Hollis' Reporting Procedure does not preclude an employee who has experience conduct in violation of this policy from discussing the matter directly with the person(s) engaging in the offensive conduct. Employees who are offended by conduct are encouraged, but not required, to inform the person(s) engaging in the conduct of how they feel. This discussion may resolve the issue, but even if it is resolved the matter must still be reported through the Reporting Procedure.

1. Any employee who has observed, been made aware of, or experienced conduct in violation of our policy must notify the Supervisor, Department Head, Assistant Town Administrator or Town Administrator. An employee can report the matter to any (or more than one) of these individuals, orally or in writing.
2. Supervisors, who become aware of conduct in violation of our policy must report the conduct and/or complaint immediately to the Department Head, Assistant Town Administrator, Town Administrator or Select Board.
3. In the event that the report is about conduct engaged in by the governing body member, the employee may choose to make the report directly to the Chair of the governing body and may do so orally or in writing.
4. Hollis will investigate reports made through this Reporting Procedure promptly and fairly. All complaints will be considered confidential, and disclosure will be limited to those with a need to know in order to investigate the complaint and/or take corrective action. The investigation may be conducted internally, or in appropriate circumstances, an outside investigator may be retained.
5. Investigations will typically include private interviews with the person filing the report and with witnesses. The person alleged to have violated the Policies will also typically be interviewed. Any employee asked to participate in an investigation is expected to cooperate fully and truthfully. When the investigation is complete, to the extent appropriate, Hollis will inform the person filing the report and the person alleged to have violated the Policies of the results of that investigation.

Any employee who has violated our policies or otherwise acted inappropriately will be subject to disciplinary action, up to and including immediate termination of employment. The Town will also take other corrective or remedial actions, when appropriate.

We encourage reporting of complaints so that we may promptly and appropriately address and correct conduct that violates this policy. An employee who reports in good faith or participates in good faith in any investigation under this policy has the Town's assurance that it will not tolerate form of retaliation against them for their participation in the process. All concerns regarding retaliation must be reported using the Reporting Procedure.

## **SMOKING POLICY \***

The Town of Hollis is committed to providing a safe, healthy, and smoke-free work environment for our employees, visitors, and vendors. Consistent with our commitment and state law, we have declared a no-smoking policy within our buildings and in Town owned vehicles. The policy shall include E-cigarettes and smokeless tobacco, in addition to cigarettes. Smoking may be permitted outside of buildings and in designated smoking areas. Individual departments may adopt stricter smoking policies.

The Town of Hollis expects that our employees comply with the policy. Employees who violate this policy will be subject to disciplinary action.

## **NETWORK AND ELECTRONIC MAIL USAGE**

The purpose of this policy is to provide town employees with guidelines on the use of the Town's computer network, computer equipment, electronic mail (email) system and town issued phones.

It is the policy of this town to provide employees with guidance on the proper and legal use of town owned computers and related electronic messaging systems. These are utilized for the purposes of disseminating electronic mail, utilizing services of the Internet, and other electronic information services.

The availability and use of computer equipment within the work environment has provided many opportunities for enhancement of productivity and effectiveness. These technologies also entail the opportunity for rapid transfer and broad distribution of sensitive information that can have damaging or adverse effects on town employees, and the public if not properly managed. It shall be the policy of this town that all employees abide by these procedures when using any Electronic Devices and Systems as defined below.

Electronic Devices & SYSTEMS (EDS): For the purposes of this policy, an EDS is any personal computer (portable or desktop), computer terminal, electronic tablet, phone, electronic mail system, voice mail system, paging system, electronic bulletin board, Internet site, or software system (locally installed or cloud based) that is owned by or installed at town locations.

Local Area Network (LAN): A network of personal computers in a small area that are able to communicate with each other and share resources.

Wide Area Network: A network of computer equipment in an unlimited area that can be linked together by cable or by signal that are able to communicate with each other and share resources.

Information Technology Director: For the purposes of this policy, the Town of Hollis Information Technology Director is designated with the responsibility for managing all aspects of electronic messaging, electronic storage and retrieval of information, systems planning, user support and training, systems security, and systems maintenance.

#### Network Procedures:

This agency encourages authorized and trained users to utilize EDS's to enhance their productivity and effectiveness. Users must realize that the use of certain aspects of the network is a privilege and is subject to revocation.

Authorized users are permanent employees, full-time or part-time, or other persons that are given specific authorization from a department head or the Information Technology Director.

Each authorized user must be thoroughly trained in each level of use prior to being given authority to access the system. This training may take place in a one-on-one setting or may be conducted in a classroom setting. Part of this training must include a familiarization of this policy.

Members are advised that they do not maintain any right to privacy in EDS equipment or its contents, to include personally owned software.

1. The town reserves the right to access any information contained in EDS's and may require members to provide passwords to files that have been encrypted or password protected.
2. The town reserves the right to access, for quality control purposes and/or for violation of this policy, electronic and voice transmissions of employees conducting business of the town.

Authorized users shall not permit unauthorized persons to use the town's electronic devices or systems or connect to town networks outside of publicly available networks without permission of the department head or the Information Technology Director.

Authorized users shall not share passwords for systems or devices with others unless directed by the department head or Information Technology Director.

Employees are prohibited from hacking or obtaining access to systems or accounts they are not authorized to use.

Employees may not use town devices or systems for personal gain, illegal, disruptive, unethical, or unprofessional activities.

In the event there is an IT data or security breach (i.e. Malware, ransomware, virus, etc.), immediate notification will be made to the Information Technology Director.

Violations of any portion of this policy can result in disciplinary action.

#### Electronic Mail System:

Transmissions of electronic messages or information on communications media that is provided for employees, shall be treated with the same degree of propriety, professionalism, and confidentiality as official written correspondence, however, employees do not have any expectation of privacy to e-mail that is sent or received.

1. E-Mail sent or received is not to be considered "Confidential." Users will not intentionally access other user's mail unless authorized to do so, however, the department manager has the right to authorize the viewing of a person's email.
2. E-Mail messages may be subject to public disclosure under RSA 91-A (the "Right to Know" law) or discovery in the course of litigation. In-progress work, which is not subject to public disclosure,



should be clearly marked in the body of the document as “private/confidential” before it is distributed via e-mail.

The contents of e-mail can be used as evidence in civil, criminal and internal investigations and therefore should not contain any material that is in violation of this policy, or any other town policy.

E-Mail is for the use of authorized users. The transmission of materials or messages that involves the use of obscene/offensive language, images, or jokes; sexually explicit materials; or messages that disparage any person, group, or classification of individuals is prohibited whether a recipient has consented to or requested such material.

1. Employees may use e-mail to communicate with individuals outside the town. This use will be similar to personal use of the telephone in that it cannot interfere with the execution of their duties and it may not be for personal gain, illegal, disruptive, unethical, or unprofessional activities.
2. Employees are prohibited from sending over e-mail channels;
3. Confidential or sensitive information, (unless there are circumstances that warrant such delivery); or chain letters (this includes forwarding).

Users must be aware that the deletion of a message might not erase all copies of an e-mail message. E-Mail messages are part of a system back up procedure and a copy of messages could remain on file on back up media.

#### Internet Access:

Internet access has been provided as a privilege. Any abuse of the service can result in being disconnected from the Internet.

Accessing materials or messages that involves the use of obscene/offensive language, images, jokes, sexually explicit materials, or messages that disparage any person, group, or classification of individuals is prohibited whether or not a recipient has consented to or requested such material.

Individuals using Town provided internet are required to consent to Town monitoring of all Internet transmissions and data/message storage. These individuals shall also waive all rights to privacy as a condition of use including any rights set forth in state and federal legal privacy regulations.

Importing or downloading information and software from any non-approved Internet site is prohibited. There are circumstances that will allow for the downloading of information; however, the Information Technology Director should be consulted for advice prior to performing any download operation.

The Town reserves the right to block access to any Internet sites which are determined to be non-applicable for town-related business. Petition for access to restricted Internet sites shall be made in writing to the IT Director with written authorization by the employee's department manager. Access may be granted if access to the Internet site is deemed to be necessary and appropriate for Town-related business.

#### Software/Hardware:

The installation of software on a department PC or server is prohibited unless authorization is obtained.

- Prior to installing any software, the files will be scanned for potential virus infection.

The copyright and licensing restrictions of all software applications shall be observed and any software

from internal or external sources shall not be copied unless legally authorized.

1. Any software for which proof of licensing cannot be provided is subject to removal by authorized personnel.
2. Any software that causes conflict with town's hardware or software, interferes with the ability of other members to access or utilize the EDS or occupies excessive storage space needed by the town may be removed without notice.

Hardware enhancements or additions to town owned equipment must be approved and authorized.

To avoid breaches of security, employees will take steps to lock any personal computer that has access to the town's computer network, electronic mail system, the Internet, or sensitive information whenever they leave their workstation unattended.

#### File Security:

Employees are given access to certain departmental information that is held electronically. Those areas within the LAN that are restricted by password shall be considered locked and intentionally gaining access to these areas will be considered a violation of this policy.

Employees of the town are given access to shared folders within the LAN. No employee shall intentionally change, delete, or cause to be modified another person's files without the file owner's consent.

No employee will intentionally "hack" into another person's files unless acting under the authority of the department manager. If requested, the owner of a file will be required to open encrypted or password protected files.

#### Back-up and Recovery:

Town departments equipped with a file server have assigned folders to save departmental information in. The file server will function as the primary storage area for all shared and individual files within the department. The Information Technology Director will be responsible for routine backups of the department file server.

Information stored on individual PC's located in the following folders are backed up: Desktop, Documents, Pictures, Videos. If data is located in other locations it is the responsibility of the file owner to ensure the Information Technology Director is aware. The Information Technology Director will be responsible for routine backups of these files.

#### Maintenance, Upgrade and Security Protection:

The Information Technology Director shall coordinate all maintenance, upgrades and security protections for town devices and systems. This is to include current software security updates for servers and computers, virus protection software, and firewalls.

#### Monitoring & Auditing:

All transmissions through the Town's devices and systems may be monitored for system integrity and maintenance in order to prevent fraud, abuse and unlawful usage. All persons using the Town systems shall consent to monitoring of all data, files, messages and other transmissions passing through town devices and systems.

Varying security and computer usage monitoring and audits are performed by the Information

Technology Director. Recommendations for improved security measures may be brought to department managers or department heads.

Periodic monitoring will be performed for inactive users. Those user accounts found to be dormant will be put in either inactive status or deleted all together.

## **SOCIAL MEDIA POLICY**

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

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

Understand that even when employees are off-duty, use of social media may still be subject to scrutiny by the Select Board. As such, whether on-duty or off-duty, employees are not permitted to disclose on social media any confidential records, communications and/or proceedings of the Town. Additionally, the Town reserves the right to take disciplinary action against you, up to and including possible termination, in the event that your use of social media, whether on-duty or off-duty, unduly interferes with the Town's legitimate interests, as an employer, in managing the workplace.

## **PET POLICY**

Pets in the workplace, including vehicles, are not permitted. This policy does not apply to service animals. However, a service dog must be under its owner's control at all times while on-site at any Town of Hollis facility.

## **TOWN VEHICLE USAGE POLICY**

The Town provides vehicles for business use to allow employees to drive on Town-designated business and to reimburse employees for business use of personal vehicles according to the guidelines below. The Town retains the right to amend or terminate this policy at any time. (The term "vehicle," as used in these guidelines, includes, but is not limited to, cars, trucks, backhoes, front-end loaders, graders and any motorized watercraft.) This policy is meant to provide a guideline for usage of town owned vehicles and may not represent an all-inclusive list of specific protocols. Individual departments may adopt a version of this policy customized to fit the needs of the individual department.

1. Employees may not drive any business vehicles without prior approval of their supervisor. Employees approved to drive on Town business are required to inform their supervisor of any changes that may affect either their legal or physical ability to drive or their continued insurability.
2. Employees holding jobs requiring regular driving for business as an essential job function must, as a condition of employment, be able to meet the driver approval standards of this policy at all times.
3. If possible, Town vehicles will be permanently assigned to departments that have demonstrated a continued need for them.
4. Employees who need transportation in the course of their normal work may be assigned a Town vehicle for their use. All other employees needing transportation for Town business may use vehicles

assigned to their department. Employees may use their own vehicles for business purposes with prior approval of their supervisor.

5. Employees who drive a vehicle on Town business must, in addition to meeting the approval requirements above, exercise due diligence to drive safely and to maintain the security of the vehicle and its contents. Use of handheld cell phones (including texting) while behind the wheel of a moving vehicle being used on Town business is strictly prohibited. Employees are responsible for any driving infractions or fines as a result of their driving.
6. Nonemployees and nonbusiness passengers (i.e., family and friends) are prohibited from riding in Town vehicles, unless prior approval from the Supervisor and/or Department Head.
7. Employees who use their personal vehicles for approved business purposes will receive a mileage allowance equal to the Internal Revenue Service optional mileage allowance for such usage. This allowance is to compensate for the cost of gasoline, oil, depreciation and insurance. Employees who operate personal vehicles for Town business should obtain auto liability coverage for bodily injury and property damage with a special endorsement for business use, when necessary as determined by their personal insurance agent.
8. Employees must report any accident, theft or malicious damage involving a Town vehicle to their supervisor and the Personnel Department, regardless of the extent of damage or lack of injuries. Such reports must be made as soon as possible but no later than 48 hours after the incident. Employees are expected to cooperate fully with authorities in the event of an accident.
9. Employees are not permitted, under any circumstances, to operate a Town vehicle or a personal vehicle for Town business when any physical or mental impairment causes the employee to be unable to drive safely. Additionally, employees shall not operate any Town vehicle at any time or operate any personal vehicle while on Town business while using or consuming alcohol, illegal drugs or prescription medications that may affect their ability to drive. These prohibitions include circumstances in which the employee is temporarily unable to operate a vehicle safely or legally because of impairment, illness, medication or intoxication.
10. While using a vehicle for town business, whether as operator or passenger, seat belts shall be worn when available. This policy applies to use of public vehicles, and to use of private vehicles for town business.

**TOWN OF HOLLIS**  
**PERSONNEL POLICY AND EMPLOYEE HANDBOOK**  
**ACKNOWLEDGEMENT PAGE**

PLEASE READ CAREFULLY, INITIAL WHERE INDICATED, SIGN ON THE BOTTOM, AND  
RETURN THIS RECEIPT SLIP TO YOUR SUPERVISOR.

I have my copy of the Personnel Policy and Employee Handbook, which outlines my privileges and obligation as an employee of the Town of Hollis.

Initial: \_\_\_\_\_

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I have read and understand the information in this book and I fully understand that this constitutes the benefits and personnel policies of the Town. I am also aware that this handbook is not a contract of employment.

Initial: \_\_\_\_\_

Because the information in this booklet is necessarily subject to change without notice by action of the Appointing Authority or other legislative bodies, it is understood that any changes in the policies or benefits herein may be made and employees will be notified of such changes through the usual channels of communication. If any section of this booklet is found to violate state or federal law, all other sections will continue to be fully effective.

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Signature of Employee

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Date

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Signature of Supervisor/Department Head

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Date