



# Town of North Andover

## Personnel Policy

Board of Selectmen:

Revised November 17, 2014

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## **About the Personnel Policy and Procedure**

**This Personnel Policy is intended to serve as general guidance to all employees, managers, and Town officials. Where negotiated terms of collective bargaining agreements differ, the terms of the collective bargaining agreement will take precedence. The Town of North Andover (hereinafter referred to as the “Town”) and the North Andover Board of Selectmen (hereinafter referred to as the “Board of Selectmen”) reserve the right to exercise its discretion at any time to amend, modify, revoke, rescind or add to any section contained in this Personnel Policy. This Policy does not and is not intended to create any enforceable rights or promises of any kind with respect to the terms and conditions of employment.**

## **I. INTRODUCTORY POLICIES**

### **A. RECITALS**

Pursuant to Chapter 41, Article 11 of the Town By-Laws, the Town Manager shall develop and recommend a Town Personnel Policy to be approved by the Board of Selectmen. Furthermore, pursuant to Section 108A of Chapter 41 of the Massachusetts General Laws there shall be established a classification plan and compensation plan which plans may be amended from time to time by vote of the Town through its Board of Selectmen. These plans specifically exclude any employees covered under collective bargaining agreements, and appointed employees covered under contractual agreements.

This Policy shall be reviewed annually by the Town Manager, or his designee, and any additions, deletions, or modifications presented to the Board of Selectmen for review and approval. Any personnel question not specifically covered by the provisions of this Policy shall be addressed in accordance with the discretion of the Town Manager.

In the event that any provision of this Policy is in conflict with any federal or state law or regulation, or any order, determination, ruling or regulation of a federal or state executive or administrative agency or court, this policy shall be modified to conform to the law, regulations, or order existing at that time. Such law, regulation, order, determination or ruling will be considered to supersede this policy if timely action is required.

The provisions of this Personnel Policy do not and are not intended to create a contract of employment between the Town and any of its employees, managers, and town officials, nor are they to be construed to constitute contractual obligations of any kind. Rather, they are provided for guidance purposes only. The provisions of this Policy have been developed at the discretion of Town management and, except for its policy of employment-at-will, may be amended, modified, revoked, rescinded or added to at any time, in the sole discretion of the Town as approved by the Board of Selectmen. This Policy does not and is not intended to create any enforceable rights or promises of any kind with respect to the terms and conditions of employment.

These provisions supersede all existing policies and practices and may not be amended or added to without the express written approval of the Town Manager and the Board of Selectmen

The invalidity of any section of this Policy shall not invalidate any other section or provision thereof.

### **B. DEFINITIONS**

As used in this Policy, the following words and phrases shall have the following meanings unless a different construction is clearly required by the context or by the laws of the Commonwealth:

**Classification Plan:** A plan classifying any or all positions, other than those filled by popular election and those under the direction and control of the school committee, into groups and classes doing substantially similar work or having substantially equal responsibilities.

**Compensation Plan:** A plan establishing minimum and maximum salaries for each group of positions.

**Complaint Resolution Procedure:** The complaint resolution procedure is a process for resolving disputes between an employee and the Town over the interpretation or application of the specific terms of this Policy.

**Continuous Employment:** Employment uninterrupted except for any authorized leaves of absence including required military service.

**Department Head:** The managerial employee appointed by the Town Manager, and approved by the Board of Selectmen, for the purpose of exercising immediate supervision and control of a division sub-function.

**Division Director:** The managerial employee appointed by the Town Manager, and approved by the Board of Selectmen, for the purpose of exercising immediate supervision and control of a Division.

**Employee:** An employee of the Town occupying a position in the classification plan.

**Evaluation:** Scheduled periodic review of an employee's performance.

**Exempt Employees:** Employees who are paid a salary and are not subject to the minimum wage and overtime provisions of FLSA.

**Full-Time Employee:** An employee retained in full-time employment.

**Hearing Officer:** A person designated by the Town Manager to preside at a pre-termination hearing as provided for in this Policy.

**Introductory Period:** The first six months of employment in a position, or extensions thereof, as provided for in this Policy.

**Longevity Pay:** Compensation to an employee occupying a position in the classification plan in full-time continuous employment or regular part-time employment of five years or longer pursuant to the schedule as appearing in this Policy.

**Non-exempt Employees:** Employees who are paid a fixed wage and are eligible for overtime pay in accordance with the provisions of FLSA.

**Permanent Employee:** Subject to the provisions of at-will employment, an employee retained on a continuing basis in an ongoing, funded position for a period of more than six (6) months.

**Permanent Employment:** Subject to the provisions of at-will employment, employment for the Town that has required or which is likely to require the services of an incumbent without interruption for a period of more than six calendar months, either on a full-time or part-time employment basis.

**Promotion:** A change from a position of lower class and compensation grade to a position with greater responsibilities in a higher class and compensation grade.

**Regular, Part-Time Employment:** Employment for the Town for a minimum of 20.0 hours to a maximum of 37.4 hours per week for fifty-two weeks per year, less any authorized leaves of absence. Any person so employed is a regular, part-time employee.

**Temporary Employee:** An employee who is hired as an interim replacement, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration for a period not exceeding six (6) calendar months or less than 20 hours/week.

**Temporary Employment:** Employment for the Town which requires or is likely to require the service of one incumbent for a period not exceeding six calendar months, either on a full-time or part-time basis or less than 20 hours a week if more than six calendar months.

**Town:** The Town of North Andover.

**Town Manager:** The Town Manager is the Chief Administrative Officer of the Town appointed by the Board of Selectmen, as defined herein.

### **C. HUMAN RESOURCES ADMINISTRATION**

(1) The Town Manager shall administer the classification and compensation plans and shall establish such procedures as he or she deems necessary for the proper administration thereof, and, may designate a Human Resources Director and assign him/her such duties as the Town Manager deems necessary.

(2) The Town Manager, or his/her designee, may employ assistance and incur expenses in conjunction with the implementation of this policy, as he or she deems necessary, subject to the appropriation of funds therefore.

(3) The Town Manager, or his/her designee, shall maintain adequate personnel records of all employees occupying positions subject to this Policy. Said records are to be kept in the custody of the Town Manager or his/ her designee. Department Heads or Division Directors shall provide such information as the Town Manager may request.

(4) The Town Manager, or his/her designee, from time to time, shall investigate the work, features, and rates of salaries or wages of any or all positions subject to the provisions of this

Policy. Such reviews shall be made at such intervals as the Town Manager or his/her designee deems necessary.

## **II. GENERAL EMPLOYMENT PROVISIONS**

### **A. Employment-at-Will**

Employment with the Town is voluntarily entered into, and the employee is free to resign at will at any time, with or without reason. Similarly, the Town may terminate its employment relationship with any employee at-will at any time, with or without notice or reason, provided there is no violation of applicable federal or state law.

### **B. Equal Employment Opportunity**

In order to provide equal employment and advancement opportunities to all individuals, employment decisions are based on merit, qualifications, and abilities. The Town does not discriminate in employment opportunities or practices on the basis of race, color, religious creed, gender, national origin, ancestry, sexual orientation, pregnancy, veteran's status, military service, age, marital status, genetic information, disability or on any other basis protected by federal, state, or local law or ordinance. This policy governs all aspects of employment, including selection, job assignment, compensation, advancement, workforce reduction or transfer, leaves of absence, discipline, termination, and access to benefits and training.

Town management will make reasonable accommodations for qualified disabled individuals with known disabilities, unless doing so would result in an undue hardship.

Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of the Town Manager or the Human Resources Director. Employees can raise concerns and make reports without fear of reprisal or retaliation of any kind. Anyone found to be engaging in any type of unlawful discrimination or retaliation will be subject to disciplinary action, up to and including termination of employment.

### **C. Disability Accommodation**

The Town is committed to complying fully with Massachusetts and federal law concerning disabled persons and ensuring equal opportunity in employment for qualified disabled persons. All employment practices and activities are conducted on a non-discriminatory basis. Hiring procedures have been reviewed and provide persons with disabilities meaningful employment opportunities. Pre-employment inquiries are made only regarding an applicant's ability to perform the duties of the position.

Reasonable accommodation is available to all disabled employees who are otherwise qualified, where their disability affects the performance of job functions, except when providing such accommodation imposes an undue hardship on the business operations of the Town. All employment decisions are based on the merits of the situation. If an individual needs an

accommodation, it is his or her responsibility to advise the Town Manager or the Human Resources Director. The Town may ask for suggestions in defining what special accommodations are needed, and employees must cooperate fully and engage in an interactive process to best identify a reasonable accommodation.

Employees are required to cooperate fully with the Town in the procurement of medical records so that the Town can fully comply with the provisions of the Americans with Disabilities Act (ADA). Employees are required to supply any and all records the Town lawfully requests, and execute any medical authorizations or release forms provided by the Town or a medical care provider, consistent with the law.

Qualified individuals with disabilities are entitled to equal pay and other forms of compensation as well as equal treatment in job assignments, classifications, organizational structures, position descriptions, lines of progression, and seniority lists. Leave of all types will be available to all employees without regard to their status as disabled.

This policy is neither exhaustive nor exclusive. The Town is committed to taking all other actions necessary to ensure equal employment opportunity for persons with disabilities in accordance with any applicable laws.

#### **D. Business Ethics and Conduct**

The successful operation of Town business and the reputation of the Town are built upon the principles of fair dealing and ethical conduct among employees. Our reputation for integrity and excellence requires careful observance of the spirit and letter of all applicable laws and regulations, as well as a scrupulous regard for the highest standards of conduct and personal integrity.

Our continued success in serving the Town and its citizens is dependent upon our maintaining the trust of our citizens, vendors and service providers, and we are dedicated to preserving that trust. Employees owe a duty to the Town to act in a way that will merit continued trust and confidence. The Town regards ethical conduct with those organizations providing goods and services to the Town, and those organizations to which we provide goods and services, as paramount to the establishment of an effective working relationship.

The Town will comply with all applicable laws and regulations and expects its officials and employees to conduct business in accordance with the letter, spirit, and intent of all relevant laws and to refrain from any illegal, dishonest, or unethical conduct. The integrity of all employees is an indispensable source of goodwill and must remain unquestioned.

#### **E. Conflicts of Interest**

Issues related to conflicts of interest are addressed in statements by the State Ethics Commission and M.G.L. c268A.

Specifically, employees must avoid conflicts of interest between their obligation to the

Town and their personal affairs. An actual or potential conflict of interest occurs when an employee is in a position to influence a decision that may result in a personal gain for that employee or for a relative as a result of the Town's business dealings. Personal gain may result not only in cases where an employee or relative has a significant ownership in a firm with which the Town does business, but also when an employee or relative receives any kickback, bribe, gift, or special consideration as a result of any transaction or business dealings involving the Town. No employee should have an economic interest in, hold a position in, or maintain a relationship with any firm, person or corporation with which the Town does business or competes that could jeopardize the Town's interest. In general, the use of good judgment, based on the highest ethical principles, will guide employees with respect to lines of acceptable conduct. If a situation arises where a conflict may develop or where it is difficult to determine the proper course of action, the matter should be discussed openly with the employee's supervisor, the Town Manager, or the Human Resources Director as soon as possible so that safeguards can be established to protect all parties. In addition, an employee with questions, concerns, or issues related to conflicts of interest may contact the State Ethics Commission.

Compliance with this policy of business ethics and conduct is the responsibility of every Town employee. Disregarding or failing to comply with appropriate business ethics and conduct could lead to disciplinary action, up to and including termination of employment.

Nothing in this Policy shall be construed to conflict with Chapter 268A of the Massachusetts General Laws for conflicts of interest. New employees are required to complete the mandatory on line training program with 30 days of hire and existing employees are required to complete the training every two years. .

## **F. Confidentiality**

During the course of employment by the Town of North Andover, employees may have access to confidential information relating to the Town, its business dealings, or its citizens. To the extent such information represents exceptions to public records as provided by the Secretary of the Commonwealth of Massachusetts and M.G.L. c4, §7, the transmittal of confidential information consisting of matters not generally known outside of the Town Offices is prohibited. Employees must utilize good judgment, common sense and caution at all times to avoid unauthorized or improper disclosures.

Employees understand that any disclosure of confidential information without express approval from the Town Manager is expressly prohibited and is cause for disciplinary action, up to and including termination of employment, as well as possible criminal or civil action, even if they do not benefit personally from the disclosed information. In such event, the Town may be entitled to specific performance or injunctive relief as well as any costs incurred by the Town, including attorneys' fees.

Employees are strongly encouraged to discuss any questions relating to confidential information relating to the Town with their supervisor, the Town Manager, or the Human Resources Director.

## **G. Political Activities**

It shall be the policy of the Town to appoint, promote, demote and remove all employees without regard to political considerations. The political opinions or affiliations of any resident shall in no way affect the amount or quality of service a resident receives from the Town

In accordance with the Campaign Finance Laws, M.G.L. c55, Town employees shall not engage in any political activities including, but not limited to, campaigning for themselves or individual candidates, or campaigning for support of or opposition to ballot questions, during work hours, nor in uniform nor on Town property (except in locations designated by the Town Manager), nor using Town resources including, but not limited to office space, equipment, vehicles, uniforms, letterhead stationery, and email. Employees shall not directly or indirectly use or seek to use the authority or influence of their positions to control or modify the political action of another person.

Any employee may, on his/her own time, and without the use of any Town resources (as described above), advocate for or against any ballot question or candidate. Town employees may not give, solicit, or receive political funds in any Town public building, and may not serve on any steering committee or as treasurer of any group that has as its purpose fund raising for any Town ballot question or candidate. Paid appointed public employees are prohibited from political fund raising at any time for any Town ballot question or candidate, whether at work or not.

Nothing in this section shall be construed to prevent Town employees from becoming or continuing to be members of any political party, club or organization; attending political meetings during non-working hours, and not in uniform; expressing their views on political matters during non-working hours; circulating petitions on public questions or voting with complete freedom in any election.

## **H. Nepotism, Dating and Employee Fraternization**

When in the normal selection process, relatives of Town employees or officials are considered for appointment or promotion, the Town Manager shall be notified, in writing, by the Division Director or Department Head. No person shall be hired or promoted based solely upon their family relationship to another Town employee. No employee shall be in a position that supervises his/her relative, directly or indirectly.

Any dating or romantic relationships that result in a direct or indirect reporting relationship must be reported through supervisory and management chains of command. In this connection, the Town reserves the right to adjust any work arrangements to avoid an actual or perceived conflict.

This policy is not for the purpose of depriving any person of an equal chance for employment with the Town, but is solely intended to eliminate the perception of or potential for preferential treatment of the relatives of Town personnel. In this connection, the Town Manager may modify schedules, shifts, or work units to eliminate any potential for conflict.

Relatives, for the purpose of this policy, shall include all members of the immediate family including spouse, parents, brothers, sisters, direct-line aunts and uncles and nieces and nephews, children, grandparents, grandchildren, and in-laws.

## **I. Civil Service Law**

Nothing in this Policy shall be construed to conflict with M.G.L. c31 for employees classified as Civil Service employees.

## **III. EMPLOYMENT STATUS**

### **A. Employment Categories**

It is the intent of the Town to clarify the definitions of employment classifications so employees can understand their employment status and benefit eligibility. These classifications do not guarantee employment for any specified period of time and do not in any way alter the “at-will” status of employment.

As defined by the Fair Labor Standards Act (“FLSA”), each employee is designated as either EXEMPT or NON-EXEMPT from federal and state wage and hour laws. An employee's EXEMPT or NON-EXEMPT classification may be changed only upon written notification from Town management.

EXEMPT employees are paid a salary and are not subject to the minimum wage and overtime provisions of the FLSA because they meet the exemption requirements for executive, administrative, or professional and whose positions require the exercise of discretion and independent judgment and/or require decision-making regarding personnel. Additionally, certain other highly compensated employees (those earning over \$100,000 per year) and computer professionals (including programmers, software engineers, and computer analysts) are included. Exempt employees are not entitled, therefore, to overtime pay or compensatory time.

NON-EXEMPT employees are paid a fixed wage and are eligible for overtime pay in accordance with the provisions of the FLSA. A non-exempt employee who, with authorization, actually works more than regularly scheduled full-time hours during any weekly pay period may receive overtime pay at the rate of time and one half. At the Department Head’s discretion, an employee may be required to take compensatory time calculated at one and one-half times the number of hours worked in lieu of overtime pay. Overtime pay is based upon actual number of hours worked during the work week including holidays, vacations and personal days but does not include sick leave or other leaves of absence (see also Section IV-D, Compensatory Time).

In addition to the above categories, each employee will belong to one other employment category: regular full-time or regular part-time.

REGULAR FULL-TIME employees are those who are not employed on a temporary

basis and who are regularly scheduled to work the full-time schedule of not less than seven and one-half hours a day, five days a week for 52 weeks per year, less legal holidays and any authorized leave of absence. Generally, regular full-time employees are eligible for certain benefits provided by the Town, subject to the terms, conditions, and limitations of each benefit program.

REGULAR PART-TIME employees are those who are not employed by the Town on a temporary basis and who are regularly scheduled to work less than 37.5 hours per week for 52 weeks per year, less legal holidays and any authorized leaves of absence, with pro-rated employee benefits, with the exception that an employee working more than 20 hours weekly will be eligible to receive the same health insurance benefits as regular employees.

Each employee holds a position that is either permanent or temporary.

PERMANENT employees are retained on a continuing basis in an ongoing, funded position.

TEMPORARY employees are those who are hired as interim replacements, to temporarily supplement the work force, or to assist in the completion of a specific project. Employment assignments in this category are of a limited duration for a period not exceeding six (6) calendar months or less than 20 hours/week. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary employees retain that status unless and until notified of a change in writing. While temporary employees receive any legally mandated benefits, they are ineligible for all other benefit programs provided by the Town

## **B. Deductions from Pay of Salaried Workers**

The Fair Labor Standards Act (FLSA) is a federal law which requires that most employees in the United States be paid at least the federal minimum wage for all hours worked and overtime pay at time and one-half the regular rate of pay for all hours worked over forty (40) hours in a workweek.

The FLSA provides an exemption from both minimum wage and overtime pay for employees employed as bona fide executive, administrative, professional, outside sales, and computer professional employees

(1) Salary Basis Requirement: Subject to exceptions listed below, an exempt employee must receive the full salary for any workweek in which the employee performs any work, regardless of the number of days or hours worked. Exempt employees do not need to be paid for any workweek in which they perform no work. If the employer makes deductions from an employee's predetermined salary, i.e., because of the operating requirements of the business, that employee is not paid on a "salary basis." If the employee is ready, willing and able to work, deductions may not be made for time when work is not available.

Under the law, deductions from the pay of an exempt employee are permissible in the following circumstances:

- ◆ Unpaid personal leave in full-day increments other than for sickness or disability;
- ◆ Sickness or disability leave in full-day increments pursuant to the Town's plan, policy or practice of providing pay for salary lost due to illness;
- ◆ To offset amounts employees receive as jury or witness fees, or for military pay;
- ◆ Unpaid disciplinary suspensions of one or more full days imposed for workplace conduct rule infractions;
- ◆ Deductions in the first or last week of employment; and
- ◆ Suspensions for violations of safety rules of major significance.

(2) Adherence to FLSA: It is the policy of the Town to comply with the salary basis requirements of the FLSA. Therefore, improper deductions from the salaries of exempt employees are prohibited. If an employee believes that an improper deduction has been made to his/her salary, the employee should immediately report this information to his/her supervisor or the Human Resources Director. Reports of improper deductions will be promptly investigated. If it is determined that an improper deduction has occurred, the employee will be promptly reimbursed for any improper deduction made. Additionally, retaliation against those who make good-faith reports will not be tolerated.

### **C. Personnel Records and Data Changes**

(1) The Town strives to maintain accurate records on all employees. It is the responsibility of each employee to promptly notify his/her supervisor or the Human Resources Director of any changes in personnel data. Personal mailing addresses, telephone numbers, number and names of dependents, name change, marital status, individuals to be contacted in the event of an emergency, and other such information should be accurate and current at all times. Failure to notify the Town of changes could affect an employee's eligibility for benefits and could impair the Town's ability to contact a friend or family member if an emergency arises.

(2) Materials originating from the Town that are derogatory to an employee's conduct, service, character or personality shall not remain placed in the personnel file unless the employee has had an opportunity to read the material within thirty days of it being placed in the file. The employee shall acknowledge that he/she has read such material by affixing his/her signature on the actual copy to be filed. Such signature does not necessarily indicate agreement with its content, but merely signifies that the employee has read the material to be filed.

(3) The employee shall have the right to answer any material filed, and his/her answer shall be attached to the file copy.

(4) If any material is placed in an employee's file without proper notice and opportunity to respond, said material shall be removed until such time as the employee has had an opportunity to reply.

(5) In accordance with Massachusetts' law, any employee shall have the right to examine all material in his/her personnel file, if requested in writing by the employee. A copy of any such material shall be furnished to the employee at his/her request within five (5) days of the request. An employee or former employee may be required to reimburse the Town for photocopying costs.

(6) Some personnel records and employee data may be subject to the Public Records Act and, therefore, subject to disclosure.

#### **D. Resignation**

Since employment with the Town is based on mutual consent, both the employee and the Town have the right to terminate employment at-will, with or without reason or notice, at any time. Departing employees will be paid all accrued but unused benefits, such as vacation time, at the time of resignation. Some benefits may be continued at the employee's expense, if the employee so chooses. The employee will be notified in writing of the benefits that may be continued and of the terms, conditions, and limitations of such continuance.

Resignation is a voluntary act initiated by the employee to end employment with the Town. At least two (2) weeks written resignation notice is requested from employees.

#### **E. Introductory Period**

The Introductory Period is intended to give employees in a new position the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether their new position meets their expectations. The Town of North Andover uses this period to evaluate employee capabilities, work habits, and overall performance. Either the employee or the Town of North Andover may end the employment relationship at will at any time during or after the introductory period, with or without cause or advance notice.

The first six (6) months of employment after the date of hire in a new position are considered the Introductory Period. Any significant absence by the employee will automatically extend the introductory period by the length of the absence. If the Town Manager determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended only for a maximum of an additional 90 calendar days. No permanent employee shall serve more than one introductory period during his/her tenure of employment in a specific position. After completing the introductory period, employees will be eligible for Town-provided accrual benefits, subject to the terms and conditions of each benefits program. Eligibility for health insurance benefits is in accordance with the Commonwealth of Massachusetts Group Insurance Commission.

If an employee is promoted to another position, the first six (6) months of employment after entering the new position are also considered an Introductory Period. If, upon completion of this introductory period, an employee's performance in the new position is evaluated as unsatisfactory, he/she may return to his/her former position, if available. If the previous position

is no longer available, every effort shall be made to provide similar or comparable employment. However, the Town does not have an obligation to provide such employment.

## **F. Termination Process**

While all employees remain at-will employees at all times, generally, the following process will be followed in terminating employment:

The Division Director, Town Manager or other designated supervisory administrator will provide a permanent employee (i.e., non-introductory period) with written notification of their dismissal. Within forty-eight hours after receipt of said notice, a permanent employee may submit, in writing, a request to discuss this action with the Human Resources Director or the Town Manager in the case of the dismissal of a Division Director, the Assistant Town Manager or other Department Head that is supervised by the Town Manager. The Human Resources Director, Town Manager or other designee of the Town Manager will meet with the employee within three (3) business days of said request to discuss the reason for the termination.

The Town reserves the right to skip any or all of these steps and may, as circumstances warrant, move immediately to termination of employment.

Employees may be placed in a paid or an unpaid status during the termination process at the discretion of the Town Manager.

## **G. Lay-off/Reinstatement**

(1) In the case of a layoff, employees will be given a minimum of two weeks prior written notice. At the discretion of the Town Manager, employees subject to lay-off may be given two weeks' pay-in-lieu of notice.

(2) If an employee is reinstated within one year of his/her lay off, the employee will retain his/her number of years' service at the time of layoff. All benefits including retirement will resume accrual at the time of reinstatement. However, in no case will the employee receive credit for the period of the layoff.

## **H. Exit Interviews**

The Town will generally schedule exit interviews at the time employment ends. The exit interview will afford an opportunity to discuss such issues as employee benefits, conversion privileges, and/or return of Town-owned property, such as tools, keys, gas cards, and identification cards. Suggestions, complaints, and questions can also be voiced.

## **IV. WORK CONDITIONS AND HOURS**

### **A. Work Schedules**

The Town offices are open for business from 8:00 AM to 4:30 PM, Monday, Wednesday and Thursday, from 8:00 AM to 6:00 PM on Tuesday and 8:00 AM to 12 PM on Friday (with the exception of holidays). Regular full-time employees are expected to work thirty seven and one-half (37.5) hours per week based on the aforementioned schedule between these hours, plus a 30-minute unpaid meal/lunch break Monday through Thursday. Any modification to this Work Schedule must be requested in writing to and approved by the Town Manager. The Town business hours may be modified at any time at the sole discretion of the Town Manager.

Employees are expected to be at work, in their designated work areas, for the established hours each day. Employees are expected to arrive promptly at the start of their workday, take the appropriate allotted time for lunch and breaks. Lunch and break times may *not* be used to shorten the regular workday.

### **B. Meal Periods**

In accordance with MGL c149, §100, each workday, regular full-time nonexempt employee and other employees who work more than six (6) hours per day are provided with an unpaid 30-minute meal break.

### **C. Overtime for Non-Exempt Employees**

When operating requirements or other needs cannot be met during regular working hours, employees may be scheduled to work overtime hours. When possible, advance notification of these mandatory assignments will be provided. It is essential that all employees be available for overtime work, when necessary, and those employees have flexibility with regard to any personal or other professional commitments. All overtime work *must* be pre-approved, either verbally or in writing

Overtime compensation is paid to all non-exempt employees in accordance with federal and state wage and hour restrictions. For non-exempt employees, payment is one and one-half (1½) the employee's regular rate for hours worked in excess of the regularly scheduled full-time workweek schedule. Overtime pay is based on actual hours worked. Time off on accrued vacation time, holiday, sick/personal time or any other leave of absence will not be considered hours worked for purposes of performing overtime calculations. At the Department Head's discretion, an employee may be required to take compensatory time calculated at one and one-half times the number of hours worked in lieu of overtime pay.

Failure to work scheduled overtime or working overtime without prior authorization may result in disciplinary action, up to and including termination.

#### **D. Compensatory Time for Non-Exempt Employees**

At the option of the Department Head, non-exempt employees are eligible to receive compensatory time in lieu of overtime in conformance with the Fair Labor Standards Act (FLSA). Any compensatory time must be utilized within the subsequent 120-day period after when it is earned. As with any time away from work, employees must schedule the use of compensatory time with their supervisor. (See also Section III-A, Non-Exempt Employees)

#### **E. Additional Hours for Exempt Employees**

Exempt employees are not eligible for overtime or compensatory time. Exempt employees are expected to work the number of hours necessary to accomplish assigned duties and responsibilities. With regard to time sheet record keeping and this policy, Additional Hours are defined as hours spent outside the "Work Schedule" as the result of an emergency or extraordinary situation as determined by the appropriate Division Director or the Town Manager. The recording of Additional Hours worked is for informational purposes only and in no way should be construed that the exempt employee has accrued compensatory time or overtime to be taken as future leave or to be paid for.

Exempt employees with the permission of their supervisor may, on occasion, take time off from the "Work Schedule" when the exempt employee has worked approved Additional Hours. Time off from the "Work Schedule" shall be limited to an occasional half-day off or less, but shall not include full days and/or weeks off.

The balance of Additional Hours will expire at the end of the calendar year in which they were reported.

#### **F. Smoking**

The Massachusetts Smoke-free Workplace Law (MGL c270, §22) prohibits smoking in workplaces in order to protect employees and the public from second-hand smoke. Employees are permitted to smoke outside the building on their own time during the meal/lunch break. While there is no designated smoking area, an employee smoking outside the building must be sufficiently far away from the Town premises so as not to disrupt or disturb employees or visitors with second-hand smoke.

The Town will not discriminate or retaliate in any manner against an employee who makes a complaint for violations of this policy or for furnishing information concerning a violation to a person, entity, organization or an enforcement authority.

#### **G. No Personal Projects**

During the workday, employees are not permitted to spend time on personal projects or work.

## **H. Non-solicitation**

Employees must not solicit other employees for any purpose during working time. Employees are not permitted to distribute non-work related literature of any kind at any time in work areas. No information may be posted on Town bulletin boards unless approved by the Town Manager. Non-employees are prohibited from distributing literature of any kind or soliciting employees for any purpose at any time on Town premises.

## **V. TIMEKEEPING/PAYROLL**

### **A. Timekeeping**

Accurately recording time worked is the responsibility of every employee. Federal and state laws require the Town to keep an accurate record of time worked in order to calculate employee pay and benefits. Daily time worked must be reflected on each employee's time sheet.

Employees must accurately record the time and submit bi-weekly time sheets. Employees must verify and sign off on his/her time sheet prior to its submission.

Non-Exempt employees who report for work late or who work unauthorized overtime may be subject to disciplinary action.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

### **B. Paydays**

A bi-weekly pay period begins on a Sunday and ends on the second Saturday following. All employees are paid bi-weekly, on the Thursday following the end of the pay period.

In the event that a regularly scheduled payday falls on a holiday, employees will receive pay on the last day of work proceeding the regularly scheduled payday.

In the absence of direct deposit, if a regular payday falls during an employee's vacation, the employee's paycheck will be available upon his/her return from vacation. Advanced vacation pay is not permitted

### **C. Pay Deductions**

Massachusetts and/or federal law require certain deductions from every employee's compensation, including any applicable federal or state income taxes. Medicare must also be deducted from each employee's earnings, up to a specified limit. New employees are required to complete all applicable payroll and benefits paperwork prior to beginning their employment.

As referenced in greater detail in Section VIII of this Policy, several benefits programs beyond those required by law are also provided. Eligible employees who choose to participate in these programs may voluntarily authorize deductions from their paychecks to cover the costs of participation.

Employees who have any questions about the amount or manner in which deductions are made from their paychecks should speak with the Payroll Office.

#### **D. Administrative Pay Corrections**

The Town takes all reasonable steps to ensure that employees receive the correct amount of pay in each paycheck and that employees are paid promptly on the scheduled payday. In the unlikely event that there is an error in the amount of pay, the employee must promptly bring the discrepancy to the attention of their respective supervisor and the Payroll Office so that corrections can be made as quickly as possible. This includes overpayment as well as underpayment.

### **VI. LEAVES OF ABSENCE**

#### **A. Family and Medical Leave Act including Military Family Leave (FMLA)**

(1) An employee who has been employed for twelve (12) consecutive months or who has worked 1,250 hours in the last twelve months is entitled to up to a total of twelve (12) weeks of family medical leave in one calendar year.

(2) Family medical leave may be requested and must be granted for:

- (a) The birth of a child and to care for the newborn child within one (1) year of birth, or the adoption of a child under eighteen (18) (or over eighteen (18) if the child has a physical or mental disability and is unable to care for itself) and to care for that child; or
- (b) The placement of a child with the employee for adoption or foster care and to care for the newly placed child within one year of placement.
- (c) The care for the employee's spouse, parent, stepparent, or an individual who stood in loco parentis, or child with a serious health condition. Child is defined as including biological, adopted, or foster children, stepchildren, or child of a person with legal guardianship or who has day-to-day responsibility to care for and financially support a child, even if there is no biological or legal relationship; or
- (d) The serious health condition of the employee that makes the employee unable to perform the functions of his or her position. Serious health condition is defined in accordance with the *Family Medical Leave Act*, 29 CFR Sec. 825.114.

(3) Military Family Leave. Eligible employees may take up to twelve (12) weeks of leave in any twelve (12) month period for other Qualifying Exigencies connected with military service, and may take up to twenty-six (26) weeks of leave in a single twelve (12) month period if needed to care for a spouse, son, daughter, parent or step parent, who is a Covered Service Member with a serious illness or injury incurred in the line of duty while on active duty.

(a) Qualifying Exigency Leave – Up to twelve (12) weeks of FMLA Leave is available for certain exigencies arising out of the fact that a covered military member is on active duty or called to active duty status in support of a contingency operation. The exigencies that may qualify for leave are: (1) Short-notice deployment; (2) Military events and related activities; (3) Childcare and school activities; (4) Financial and legal arrangements; (5) Counseling; (6) Rest and recuperation; (7) Post-deployment activities; and (8) Additional activities not encompassed in the other categories, but agreed to by the employer and employee. Qualifying exigency leave is available to a family member of a military member in the Reserves or National Guard; it does not extend to family members of military members in the regular armed forces.

(b) Covered Service Member Care Leave – Leave to care for a family member who is a covered service member is limited to a one-time leave of up to 26 weeks within a single 12 month period. An eligible employee must be needed to care for a family member injured in the course of duty while on active duty with the military. The leave is available on a one-time basis for an injury or incident befalling that family member. For purposes of this leave only, the definition of family member is extended to encompass “next of kin” to the extent not already encompassed by the applicable definition of family member under the FMLA.

(c) Definition of Covered Service Member – A “covered service member” is a current member of the Armed Forces, including a member of the National Guard or Reserves, who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness. A serious injury or illness is one that was incurred by a service member in the line of duty on active duty that may render the service member medically unfit to perform the duties of his or her office, grade, rank, or rating.

(4) Except for caring for a newborn or adopted child, when necessary, leave may be consecutive, intermittent or on a reduced hour schedule. In the event of pregnancy, family medical leave will begin on the date of birth of the child unless the employee begins her leave on an earlier date when her physician deems her disabled.

(5) An employee must notify the Human Resources Director, in writing, of their request for family medical leave, with a copy to their Division Director, at least thirty (30) days in advance of the intended date upon which leave will commence and terminate, unless prevented by an emergency situation from giving that length of notice.

(6) It is the obligation of the employee intending to use FLMA leave to provide the employer with sufficient information to determine that a requested leave qualifies for leave under this policy. The Town may request that employees on leave for a serious health condition to provide medical certification and/or records necessary, including an executed authorization to obtain medical records pertaining to the temporary physical disability, within the time required under the law. The employee may also be requested to provide medical recertification at various intervals.

(7) Eligible employees may be required to complete medical certification forms that verify the employee's fitness for duty and ability to actively resume employment. Completed forms must be provided to their supervisors before employees will be permitted to return to work. The Town reserves the right to request additional medical documentation or require a fitness-for-duty examination, as may be necessary and consistent with applicable laws.

If an employee fails to timely submit a properly requested medical certification (absent sufficient explanation of delay) FMLA protection for the leave may be delayed or denied. If the employee never provides a medical certification, then the leave is not FMLA leave. If an employee fails to submit a properly requested fitness-for-duty certification, the employer may delay job restoration until the employee provides the certification. If the employee never provides the certification, he/she may be denied reinstatement.

(8) When requesting family medical leave, the employee should state which type of accrued leave to be utilized, if any. Although not required to do so, an employee on FMLA, shall be allowed to use accrued sick leave for the duration, and may use any accrued personal and vacation leave if sick leave is exhausted, for a total of twelve weeks. An employee requesting accrued leave to care for a family member shall be approved to utilize accrued sick leave for the first thirty (30) days, or six (6) weeks, and shall be pro-rated one day of vacation or personal leave for each additional week of leave requested. The other four (4) days may continue to be deducted from accrued sick leave. Usage of leave under FMLA excludes application to sick leave banks.

(9) The Town will continue the employee's health benefits coverage during leave. If the Employee is in a paid status during all or part of the FMLA leave period, employee contributions for continued medical benefits at the regular employee rate will be deducted. For any period of FMLA leave where the employee is in an unpaid status, the employee can continue medical insurance coverage by making timely payments at the employee contribution rate. The employee will continue to accrue holiday, vacation and sick leave credits during paid leave. In the event that the employee exhausts all accrued leave, there will be no further accrual of holiday, sick or vacation leave. Seniority, however, will accrue during the term of the leave. An employee taking such leave is entitled to be restored to the same or an equivalent position as held by the employee when the leave commenced, the same status, pay, and length of service credit, and will be entitled to any other benefits the employee would have accrued had he/she not taken family leave.

(10) In order for an employee's return to work to be properly scheduled, an employee on FMLA leave is requested to provide the Town with at least two (2) day advance notice of the

date he/she intends to return to work. An employee who has notified the Town of his/her intent to return from FMLA leave will be reinstated to the same or an equivalent position upon her return to employment, with the same status, pay, length of service credit and seniority as the position the employee held prior to the leave. If an employee's job was changed temporarily because of her pregnancy prior to leave (e.g., her hours were reduced or her duties were changed as an accommodation), she will be restored to the same or similar position held prior to such temporary change, if possible. If an employee fails to report to work promptly at the end of the FMLA leave, the Town will assume that the employee has voluntarily resigned.

(11) The Town may designate extended leave as *Family Medical Leave*, when appropriate. Nothing in this policy shall be construed to conflict with either the federal Family and Medical Leave Act or the Massachusetts Maternity Leave Act (MGL, c149, §105D).

(12) Eligible employees may choose to defer or not exercise their rights under the Family and Medical Leave Act.

## **B. Military Leave**

Eligible employees who are absent from work while serving in the United States uniformed services are granted a military leave of absence in accordance with the Uniformed Services Employment and Reemployment Rights Act ("USERRA") and Chapter 137 of the Acts of 2003, as adopted by the 2004 Annual Town Meeting.

## **C. Personal Leave**

All employees, after completion of the Introductory Period, may, with the prior approval of the Department Head and/or Division Director, use up to four (4) days in each fiscal year for personal reasons. These days may be used to extend a vacation period, with advance notice and approval by his/her Division/Department Head. Except in cases of emergency, personal days require twenty-four (24) hours advance notice. Unused personal leave cannot be carried over into next fiscal year.

## **D. Terminal Leave**

An employee whose service is terminated by retirement shall be allowed a portion of his/her accumulated sick leave as terminal leave. The following formula shall be used in computing the amount of terminal leave to be allowed a retiring employee:

(1) Twenty-five (25) whole years of continuous full-time service with the Town shall be considered 100% service.

(2) An employee who qualifies for terminal leave shall be entitled to the same percentage that the number of years of service bears to the 100% service factor of 25 years provided that in no case shall said leave be measured by more than 75 days accumulated sick leave or fifteen (15) work weeks, whichever is the lesser.

For employees hired after August 1, 2007, said leave shall be measured by no more than 25 days accumulated sick leave or five (5) work weeks, whichever is the lesser.

(3) Upon the death of an employee, benefits shall be paid to the estate of the deceased.

#### **E. Unpaid Leave of Absence**

The Town may grant leaves of absence without pay to eligible employees who wish to take time off from work duties to fulfill personal obligations or to address emergency situations.

(1) The Town Manager or his/her designee may, in his/her sole discretion, grant an employee's request for a leave of absence without pay for good and sufficient reasons. Such a leave shall, if granted, generally not exceed three (3) months, with an option to extend by an additional three (3) months.

(2) An employee seeking a leave of absence shall submit a written request to the Town Manager explaining the reasons why a leave is requested, and how long a leave the employee is requesting. Such written request shall, except in case of emergency, be submitted to the Town Manager at least four (4) weeks prior to the date on which the employee wishes to start the leave. The Town Manager shall have the sole discretion as to whether to approve a request for a leave of absence, and as to the duration of any leave approved. Requests for unpaid leave of leave will be evaluated based on a number of factors, including anticipated workload requirements and staffing considerations during the proposed period of absence.

(3) An approved leave of absence shall not constitute a break in service. However, an employee on an approved leave, other than a leave for military service shall not accrue seniority or other benefits for the period of the leave. An employee on approved leave will not be entitled to any benefits. Subject to the terms, conditions, and limitations of the applicable plans, the health insurance benefits to eligible employees will be provided until the time the approved personal leave begins. At that time, the employee will become responsible for the full cost of their health insurance benefits if they wish coverage to continue. An employee can continue group health insurance coverage by paying the full premium cost in advance on a monthly basis. When an employee returns from personal leave, benefits according to the terms, conditions and limitations of the applicable plans will again be provided.

(4) All leave accruals, such as vacation, sick, and personal time, will be suspended during the leave and will resume upon return to active employment. When an unpaid leave of absence ends, every reasonable effort will be made to return the employee to the same position, if it is available, or to a similar available position for which the employee is qualified. However, reinstatement cannot be guaranteed in all cases. An employee returning to work after an approved leave of absence will be placed at that step of the salary schedule at which he was being paid prior to said leave of absence.

(5) Employees may be allowed up to 12 weeks unpaid leave per year for the serious illness of the employee or an immediate family member. Terms and conditions of this leave, including eligibility, are contained in the *Family and Medical Leave Act of 1993* as described in Paragraph Above.

(6) If an employee fails to report to work promptly at the expiration of the approved leave period, the Town will assume the employee has resigned.

#### **F. Small Necessities Act Leave**

In accordance with MGL c149, §52D, all employees will be permitted to take up to twenty-four (24) hours of unpaid leave in any twelve month period for the purpose of participating directly or indirectly in school activities of a son or daughter; to accompany a son or daughter to routine medical and dental appointments; or to accompany an elderly relative to routine medical or dental appointments. Although the leave is unpaid, employees may use available vacation or sick time to compensate for the absence. The SNA Leave may be taken all at once, intermittently, or on a reduced work schedule. Employees wishing to take SNA Leave must provide seven days written notice to their supervisors, where possible. If seven (7) days' notice is not possible, notice must be provided as soon as practicable. Employees shall complete an Employee Certification form and give the original to Human Resources and a copy to the Division Director. SNA Leave must be documented on the timesheet and the annual attendance calendar.

#### **G. Domestic Violence Leave Act**

In accordance with M.G.L. ch.149, section 52E, all employees will be permitted to take up to fifteen (15) days unpaid leave in any 12 month period if (a) the employee, or a family member of the employee, is a victim of abusive behavior; (b) the employee is using the leave from work to: seek or obtain medical attention, counseling, victim services or legal assistance; secure housing; obtain a protective order from a court; appear in court or before a grand jury; meet with a district attorney or other law enforcement official; or attend child custody proceedings or address other issues directly related to the abusive behavior against the employee or family member of the employee; and (c) the employee is not the perpetrator of the abusive behavior against such employee's family member. Except in cases of imminent danger, the employee shall provide twenty-four hour (24) advance notice of said leave. If there is a threat of imminent danger, the employee shall notify his/her supervisor within three (3) workdays that the leave was taken under this section.

If an unscheduled absence occurs, the employee, within thirty (30) days of the absence, shall provide his/her supervisor with documentation evidencing leave was taken consistent with the Domestic Violence Leave Act, as described in M.G.L. ch.149, section 52E(e).

An employee seeking leave under this section shall exhaust all annual or vacation leave, personal leave and sick leave available to the employee, prior to requesting or taking leave under this section.

All information related to the employee's leave under this section shall be kept confidential and shall not be disclosed, except to the extent allowed under M.G.L. ch.149, section 52E(f).

## **VII. EMPLOYEE CONDUCT AND DISCIPLINARY ACTION**

### **A. Employee Conduct and Work Rules**

To ensure orderly operations and provide the best possible work environment, employees are expected to follow rules of conduct that will protect the interests and safety of all employees and the organization. Employees are expected to be respectful of other employees at all times while on the premises or while representing the Town. Harsh language and rudeness are not acceptable. Professional and appropriate attitude and demeanor are expected at all times.

It is not possible to list all the forms of behavior that are considered unacceptable in the workplace. The following are examples of infractions of rules of conduct that may result in disciplinary action, including counseling, written warnings, suspension without pay, up to and including termination of employment\*:

- ◆ Theft, vandalism or inappropriate removal or possession of property.
- ◆ Falsification of Town records.
- ◆ Working under the influence of alcohol or illegal drugs.
- ◆ Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace.
- ◆ Fighting or threatening violence in the workplace.
- ◆ Boisterous or disruptive activity in the workplace.
- ◆ Negligence or improper conduct leading to damage of Town-owned property.
- ◆ Insubordination or other disrespectful conduct.
- ◆ Violation of safety or health rules.
- ◆ Smoking.
- ◆ Sexual or other unlawful harassment or discrimination.
- ◆ Possession of dangerous or unauthorized materials, such as knives, weapons, explosives or firearms in the workplace.
- ◆ Excessive absenteeism or any absence without notice.
- ◆ Unauthorized disclosure of confidential information.
- ◆ Inappropriate use of language and profanity.
- ◆ Violation of personnel policies.
- ◆ Unsatisfactory performance or conduct.
- ◆ Unexcused absenteeism or tardiness.
- ◆ Negligence in performance of duties.

\*This list is for illustration purposes only and is not intended to be an exhaustive list of possible infractions.

### **B. Customer Service**

All employees of the Town of North Andover are expected to provide excellent customer service to meet the needs of its residents and citizens in a consistent and professional manner.

Complaints – Each department must have a complaint log. Whether a complaint is formal or informal, written or verbal, it must be entered into the complaint log. The substance of the log is up to individual departments but must include, at minimum, the name of the complainant (if available), the time and date of the complaint, the nature of the complaint, the employee assigned to handle the situation and the disposition of the situation.

### **C. Workplace Attire**

Neat, appropriate and professional attire contributes to the morale of all employees and affects the business image the Town presents to its customers and visitors. It is required that all employees report to work in attire appropriate to their work settings. Employees should always ensure that their personal grooming is consistent with a workplace environment.

Managers will inform employees of improper attire and will determine the appropriate course of action if an employee appears at work in inappropriate attire. Examples of inappropriate articles of clothing that should not be worn in workplace settings include, but are not limited to:

- ◆ Jeans, except for employees whose work requires them to be exposed to the outdoors or non-office environment, i.e., inspectors or field agents.
- ◆ Sweatpants
- ◆ Jogging suits
- ◆ Short shorts or skirts
- ◆ T-shirts or sweatshirts with offensive messages or images
- ◆ Tank Tops
- ◆ Halter tops
- ◆ Visible undergarments
- ◆ Wrinkled, stained, or otherwise disheveled clothing
- ◆ Flip Flops or thonged footwear that does not cover the heel

Workplace attire must conform to notions of good taste, common sense, and safety.

### **D. Drug and Alcohol Use/Drug Testing**

In accordance with the provisions of the Drug Free Workplace Act of 1988 (United States Code, Title 41, Chapter 10); it is the Town's desire to provide a drug-free, healthful and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner. Individuals under the influence of drugs or alcohol in the workplace pose serious safety and health risks, not only to themselves, but also to all those who surround or come into contact with them.

While conducting business-related activities, on or off Town premises, no employee may use, possess, manufacture, distribute, dispense, sell, or be under the influence of alcohol, illegal drugs, or controlled substances. The legal use of prescribed drugs is permitted on the job only if it is pursuant to the instructions of a licensed medical care practitioner, it does not impair an

employee's ability to perform the essential functions of the job safely and effectively, and it does not endanger other individuals in the workplace. This policy extends to instances and places where employees are in a position to be regarded or identified as representing the Town, such as traveling on business or participating in community, organizational or professional meetings and affairs. Employees using prescription medication that may impair their ability to safely perform their jobs should contact their supervisor to discuss the issue of reasonable accommodation.

In accordance with the Drug Free Workplace Act, an employee must, as a condition of continued employment, notify their supervisor or department head of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) days after such conviction.

It is a requirement of the federal act that, upon receipt of notice of conviction of a drug statute violation committed in the workplace, the Town must notify any federal agency providing funding through a grant. The Town must give such notice within ten (10) days, and within thirty (30) days of receiving such notification either take appropriate personnel action against the employee, up to and including termination of employment or mandated participation in an approved drug abuse assistance or rehabilitation program. Personnel action against the employee convicted of a criminal drug statute violation committed in the workplace will depend on the nature of the violation, the sentence imposed (e.g. confinement, etc.) and employee work history. The employee's failure to notify the Town of such a criminal drug statute conviction committed in the workplace within five (5) days, as required, will be subject to sanctions.

The Town offers a confidential Employee Assistance Program (EAP), designed to help employees overcome serious problems they may be having with drug and/or alcohol abuse, and/or other personal problems that may negatively affect their job performance.

All employees, whether exempt or non-exempt, will be subject to alcohol and drug screening as a result of:

(1) Involvement in a serious workplace accident or serious safety-related incident as determined by the Town:

(a) A serious workplace accident is any accident resulting in lost-time injury to the employee and/or involvement in an accident resulting in the lost-time injury of another individual and/or property damage.

(b) A serious workplace incident is any incident presenting a substantial risk of lost-time injury or property damage.

(2) Being identified as unfit for work as determined by the Town. Unfit for work involves the identification of employees by designated Town personnel as not safely or competently performing their jobs and presenting unnecessary risk to themselves or others.

Any employee unable to pass alcohol and drug screening will be removed from work, referred to the Employee Assistance Program, and may be subject to disciplinary action, up to

and including termination. The employee, upon returning to work, may be required to undergo unannounced drug testing over a twelve (12) month period. Subsequent violations may result in discipline, up to and including termination. Refusal to have alcohol or drug screening or referral to the EAP, as required by this policy, will subject the employee to immediate discipline up to and including termination of employment.

Any violations of this policy may result in disciplinary action, up to and including immediate termination of employment. Such violations may also result in civil or criminal liability.

#### **E. Appropriate Office Conduct**

Eating at an employee's desk, in the public view, is not permitted. Moreover, reading of non-work related newspapers, magazines, books, pamphlets, or other literature in plain view of the public is also prohibited.

#### **F. Accuracy of Employment Application**

The Town relies upon the accuracy of information contained in the employment application, as well as the accuracy of a resume or other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, termination of employment.

#### **G. Attendance and Punctuality**

Employees are expected to be reliable and punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on the Town. Employees are expected to be ready to work at their stated start time each workday. Employees should also return to work promptly after breaks and meal periods.

In the rare instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify the Town as soon as possible in advance of the anticipated tardiness or absence. If practicable, notification by the employee personally to his/her supervisor at least one (1) hour prior to the start of the regular workday is expected by employees who are unable to report to work or who will be late.

An employee who is absent for three (3) or more consecutive days is required to provide documentation from a medical care provider upon return to work, verifying the need for medical leave.

An employee absent for three (3) or more consecutive working days who does not properly notify his/her supervisor or the Town is considered to have voluntarily terminated his or her employment.

Poor attendance and excessive tardiness are disruptive and will not be tolerated, absent any special accommodations pursuant to state or federal law. Either may lead to disciplinary action, up to and including termination of employment.

## **H. Computer Use**

(1) Purpose/Scope – The availability and use of personal computers within the work environment have provided many opportunities for the enhancement of productivity and effectiveness. This policy is to further enhance the work environment by providing a computer system less prone to viruses and system breakdowns. These guidelines apply to all Town r employees (excluding School Department) and technology equipment. The Town specifically reserves the right to modify, change or discontinue any portion of these guidelines from time to time.

Technology equipment is defined as:

- ◆ Computers (including servers, workstations, laptops and handheld devices)
- ◆ Computers related hardware (including printers, scanners, and special devices)
- ◆ Software (including networks and the Internet)
- ◆ Telephones

### (2) Guidelines –

(a) Personal computers are provided to Town employees and are intended to facilitate the performance of regular assigned duties and therefore restricted to that purpose.

(b) Town employees are strongly urged to save all documents and files to their designated network directory (“X” Drive) to ensure data is backed up daily and able to be restored in the event of software or hardware failure.

(c) Installation of or access to software for purely entertainment purposes is prohibited.

(d) Privately owned software may be loaded on Town computers, with the prior approval of the IT Director and division director, if it is necessary for business purposes and is properly licensed. The person installing the software must be authorized to do so by the IT Director. The Town reserves the right to remove any such software if it conflicts with Town hardware, software or interferes with the ability of other employees to access or utilize the computer, Town network or occupies excessive storage space needed by the Town.

(e) Town employees shall observe the copyright and licensing restrictions of all software applications and shall not copy or install software or other files from internal or external sources unless legally authorized by local, state or federal laws.

(f) Any software for which proof of licensing cannot be provided is subject to removal by IT.

(g) No material shall be downloaded or installed on a personal computer or network directory, including sound, video files and files attached to e-mail messages without first being scanned for viruses by the approved virus protection software properly installed by IT staff.

(h) All hardware enhancements or additions to Town owned computer equipment must be approved and installed by IT, or authorized agents of the Town. No employee is authorized to make any adjustments to Town owned computer equipment.

(i) Town computer equipment shall not be utilized to operate a private business, participate in political activities, or solicit money for personal gain.

(j) Employees shall not allow unauthorized persons to use any Town owned computer equipment.

(k) Employees shall follow the Computer Password Policy guidelines found in Addendum 3

(3) Personal Time – Employees who use the Internet/intranet on personal time can enhance their knowledge of electronic information resources and sharpen information technology skills. By allowing use on personal time, the Town builds a pool of computer literate employees who can guide and encourage other employees. Personal time includes breaks, lunchtimes, and the time before and after scheduled work hours. Employees performing job-related use will always have priority over those desiring access to resources for personal use.

(4) Distribution of Policy – The respective Department Head is responsible for ensuring that any employee who will be given access to computers and Internet services has read this policy, has understood this policy's applicability to their activities, and has signed an agreement to abide by this policy. The IT Department will not give access to an employee unless it receives a copy of the agreement signed by the employee and the department head. A signed copy will be placed in the employee's personnel file.

All data existing within the Town information technology infrastructure is considered property of the Town and no assumption of privacy may be made. Employees who violate this policy may be subject to disciplinary action, up to and including discharge.

## **I. Internet/Email – Acceptable Use**

(1) Purpose/Scope – This policy sets the standards for appropriate behavior of a Town employee (excluding School Department) when accessing the Internet or Email. These guidelines apply to all Town employees (excluding School Department). The Town specifically reserves the right to modify, change or discontinue any portion of these guidelines from time to time.

(2) Guidelines – As a condition of providing Internet and Email access to its employees, the Town places certain restrictions on workplace use of the Internet and Email. The Town encourages employee use of the Internet and Email:

- ◆ To communicate with fellow employees and other contacts regarding matters within an employee's assigned duties;
- ◆ To acquire information related to, or designed to facilitate the performance of regular assigned duties; and
- ◆ To facilitate performance of any task or project in a manner approved by an employee's supervisor.

The employee's use of the Internet and Email access, provided by the Town, expressly prohibits the following:

- ◆ Dissemination or printing of copyrighted materials (including articles and software) in violation of copyright laws.
- ◆ Sending, receiving, printing or otherwise disseminating confidential information of the Town (not within the scope of your assigned duties or in a manner approved by an employee's supervisor) and/or offensive or harassing statements or language including disparagement of others based on their race, national origin, sex, sexual orientation, age, disability, religious or political beliefs.
- ◆ Sending Email under another employee's name without authorization and/or changing any portion of a previously sent Email message.
- ◆ Sending, receiving, printing or otherwise disseminating or soliciting jokes, images, or sexually oriented messages.
- ◆ Operating a private business, participation in political activities, soliciting money for personal gain, or charitable activity not sponsored by the Town.
- ◆ Sending chain letters, gambling or engaging in any other activity in violation of local, state or federal laws.
- ◆ Use of abusive or objectionable language in either public or private messages.
- ◆ Occasional, incidental personal use of Email is permitted, but may be subject to monitoring.

Email and/or Internet messages and communication are not confidential or private, and within Massachusetts' law, are considered public documents. As a result, employees should use discretion in all Email communications. Employees should have no expectation of privacy in the use of their Email. The Town reserves the right to access for quality control purposes and/or violations of this policy, electronic and voice transmissions of employees and others conducting business for the Town.

All data existing within the Town IT infrastructure is considered property of the Town and no assumption of privacy may be made. Employees who violate this policy may be subject to disciplinary action, up to and including discharge.

## **J. Anti-Harassment**

The Town is committed to creating and maintaining a work environment in which employees are treated fairly and with dignity, decency, respect, and in accordance with all applicable law. Through enforcement of this policy and by education of employees, the Town strives to prevent inappropriate conduct that could be considered harassment, including sexual harassment. In addition, the Town is committed to correcting any inappropriate conduct and to disciplining those who violate this policy.

All employees of the Town, regardless of position, are covered by, and are expected to comply with, this policy and to take appropriate measures to ensure that prohibited conduct does not occur. Town policy against harassment also covers other individuals who have a relationship with the Town that enables the Town to exercise some control over the individual's conduct in places and activities that relate to Town work, which may include directors, officers, independent contractors, vendors, clients, and customers.

While this policy sets forth the Town's goals of promoting a workplace that is free of harassment, including sexual harassment, the policy is not designed or intended to limit the Town's authority to discipline or take remedial action for workplace conduct which it deems unacceptable, regardless of whether that conduct satisfies the definition of sexual or unlawful harassment.

The Town is committed to providing a work environment that is free of any form of unlawful discrimination, including unlawful harassment and sexual harassment. Behavior, whether physical, visual, verbal, or nonverbal in nature, that may constitute discrimination or harassment of any kind based on race, color, religious creed, sex, national origin, ancestry, sexual orientation, pregnancy, veteran's status, military service, age, marital status, genetic information, disability or on any other basis protected by federal, state, or local law or ordinance is not permitted. Harassment is a form of employee misconduct that is demeaning to another person and undermines the integrity of the employment relationship.

This policy applies to all work-related settings and activities, both inside and outside the workplace, and includes business trips and business-related social events.

This policy also extends to Town property, including but not limited to its telephones, copy machines, facsimile machines, and computers and computer applications, such as email and Internet access, which may not be used to engage in conduct that violates this policy.

Even where the unwelcome conduct is not sufficiently severe or pervasive to constitute actionable harassment under the law, the Town forbids unwelcome conduct in the workplace and in any setting related to Town business activities.

## **K. Unlawful Harassment**

It is against Town policy to engage in physical, visual, verbal and nonverbal conduct that denigrates or shows hostility or aversion toward an employee because of an employee's race, color, religious creed, sex, national origin, ancestry, sexual orientation, pregnancy, veteran's

status, military service, age, marital status, genetic information, disability or on any other basis protected by federal, state, or local law or ordinance.

Examples of unwelcome conduct prohibited by this policy include, but are not limited to:

- ◆ Conduct that unreasonably interferes with an individual's work performance, that creates an intimidating or offensive work environment, that otherwise adversely affects an individual's employment opportunities and that implicates an employee's race, color, religious creed, sex, national origin, ancestry, sexual orientation, pregnancy, veteran's status, military service, age, marital status, genetic information, disability or on any other basis protected by federal, state, or local law or ordinance.
- ◆ Hostile physical contact, intimidating acts, threats of such actions or violence, or any other actions that may be considered threatening or hostile in nature and that implicate an employee's race, color, religious creed, sex, national origin, ancestry, sexual orientation, pregnancy, veteran's status, military service, age, marital status, genetic information, disability or on any other basis protected by federal, state, or local law or ordinance.
- ◆ Derogatory remarks, epithets, slurs, negative stereotyping, offensive jokes, teasing, the display or circulation of offensive printed, visual or electronic materials or similar misconduct that implicates an employee's race, color, religious creed, sex, national origin, ancestry, sexual orientation, pregnancy, veteran's status, military service, age, marital status, genetic information, disability or on any other basis protected by federal, state, or local law or ordinance.

## **L. Sexual Harassment**

It is the goal of the Town to promote a workplace that is free of sexual harassment. Sexual harassment of employees occurring in the workplace or in other settings in which employees may find themselves in connection with their employment is unlawful and will not be tolerated. Further, any retaliation against an individual who has complained about sexual harassment or retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is similarly unlawful and will not be tolerated. To achieve the Town's goal of providing a workplace free of sexual harassment, the conduct that is described in this policy will not be tolerated and a procedure has been outlined by which inappropriate conduct will be dealt with, if encountered by employees.

Because the Town takes allegations of sexual harassment seriously, the Town will respond promptly to complaints of sexual harassment and where it is determined that such inappropriate conduct has occurred, will act promptly to eliminate the conduct and impose such corrective action as necessary, including disciplinary action where appropriate.

This policy applies to all individuals, both male and female, working for the Town. It applies to all employment relationships, including supervisor/subordinate and same level employees.

All employees are prohibited from engaging in behavior that is sexually harassing in any way. Supervisory level employees are responsible for monitoring the workplace to keep it free of sexual harassment and for reporting to the Town Manager or a Complaint Officer any violations of this policy that they become aware of and any complaints of harassment reported to them.

Note that while this policy sets forth the Town's goal of promoting a workplace that is free of sexual harassment, the policy is not designed or intended to limit the authority to discipline or take remedial action for workplace conduct which is deemed unacceptable, regardless of whether that conduct satisfies the definition of sexual harassment.

(1) Definition of Sexual Harassment – The legal definition of sexual harassment is broad. "Sexual harassment" means sexual advances, requests for sexual favors, and verbal or physical conduct of a sexual nature when:

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

Under these definitions, direct or implied requests by a supervisor for sexual favors in exchange for actual or promised job benefits such as favorable reviews, salary increases, promotions, increased benefits, or continued employment constitutes sexual harassment.

In addition to the above examples, other sexually-oriented conduct, whether it is intended or not, that is unwelcome and has the effect of creating a work place environment that is hostile, offensive or humiliating to male or female workers may also constitute sexual harassment.

The following are a few examples of conduct, which if unwelcome, may constitute a hostile environment:

- ◆ Unwelcome sexual advances – whether they involve touching or not;
- ◆ Sexual epithets, jokes, written or oral references to sexual conduct, gossip regarding one's sex life; comments on an individual's body, comments on an individual's sexual activity, deficiencies, or prowess;
- ◆ Displaying sexually suggestive objects, pictures, and cartoons;
- ◆ Unwelcome leering, whistling, brushing against the body, sexual gestures, suggestive or insulting comments;
- ◆ Inquiries into one's sexual experiences;
- ◆ Discussion of one's sexual activities; or
- ◆ Continuing to invite an individual to engage in social or sexual activities after being informed that the individual is not interested.

Sexual harassment is not limited to prohibited behavior by a male employee toward a female or by a supervisory employee toward a non-supervisory employee. For example:

- ◆ A male, as well as a female, may be the victim of sexual harassment; a female as well as a male, may be the harasser.
- ◆ The harasser does not have to be the victim's supervisor. The harasser may also be an agent of the employer, a supervisory employee who does not supervise the victim or a non-supervisory employee (co-worker).
- ◆ The victim may be the same sex as the harasser.
- ◆ The victim does not have to be the person at whom the unwelcome sexual conduct is directed. The victim may also be someone who is affected by such conduct when it is directed toward another person. For example:
  - The sexual harassment of one employee may create an intimidating, hostile, or offensive working environment for another co-worker, or may interfere with the co-worker's work performance; and/or
  - An employee who is forced to work in an environment where preferential treatment is given to those who submit to sexual advances may be adversely affected by such conduct.

In addition, the dissemination of sexually explicit voice mail, e-mail, graphics, downloaded material or websites in the workplace is strictly prohibited. All employees should take special note that, as stated above, retaliation against an individual who has complained about sexual harassment, and retaliation against individuals for cooperating with an investigation of a sexual harassment complaint is unlawful and will not be tolerated.

(2) Training – The Town recognizes the importance of educating and training its employees on how to recognize and prevent sexual harassment in the workplace. Therefore, all supervisors will be provided with training annually at regular intervals, at the Town's expense. Training of non-supervisory employees and officials may also be provided, at the Town's expense. Additional training may also be required, at the discretion of the Town Manager and/or the Board of Selectmen.

(3) Complaints of Sexual Harassment – If any employee believes that he/she has been subjected to sexual harassment, the employee has the right to file a complaint directly with a Town Complaint Officer. This may be done in writing or orally.

The Town has designated:

Cathy Darby  
 Human Resources Director  
 North Andover Town Hall  
 120 Main Street, North Andover, MA 01845  
 (978) 688-9526

and

Bruce Thibodeau  
Director Public Works  
384 Osgood Street,  
North Andover, MA 01845  
(978) 688-0950

as Complaint Officers. They are vested with the authority and responsibility of processing all harassment complaints in accordance with the procedure outline below. In addition to the two Complaint Officers, employees may report complaints to their respective supervisor who will refer the complaint to one of the Complaint Officers.

(4) Sexual Harassment Investigation – When either Complaint Officer receives a complaint, he/she will promptly investigate the allegation in a fair and expeditious manner. The investigation will be conducted in such a way as to maintain confidentiality to the extent practicable under the circumstances. The investigation may include a private interview with the person filing the complaint, the alleged harasser, and with witnesses.

In addition to witness interviews, the investigation may also include a review of any documents, journals, recordings, photographs, voice mails, e-mails, telephone records, or other items that may be relevant to the allegations of harassment.

At the conclusion of the investigation, the Complaint Officer will report the results of the investigation, in writing, to the Town Manager. If appropriate, the complainant and/or alleged harasser will also be informed of the results of the investigation. Depending on these results, disciplinary action may be taken against the alleged harasser. In the discretion of the Town Manager, the complainant may be informed of the imposed discipline.

The Complaint Officer may make follow-up inquiries to ensure that the conduct has not resumed and that neither the complainant nor any witnesses interviewed during the investigation has suffered any retaliation.

(5) Employee Responsibilities – Each Town employee is personally responsible for:

- ◆ Insuring that the employee's conduct does not sexually harass any other employee, applicant for employment, recipient of public services, or any other individual in the workplace.
- ◆ Cooperating in any investigation of alleged sexual harassment by providing any information the employee possesses concerning the matter being investigated.
- ◆ Supervisory level employees are responsible for monitoring the workplace to keep it free of sexual harassment and for reporting to the Town Manager any violations of this policy that they become aware of and any complaints of harassment reported to them.

(6) Disciplinary Action – If it is determined that there has been a violation of this policy, including but not limited to inappropriate conduct or any failure of an employee to meet its obligations under the policy, the Town will take such action as is appropriate under the circumstances. Such action may range from counseling to termination from employment, and

may include such other forms of disciplinary action, as the Town deems appropriate under the circumstances.

(7) State and Federal Remedies – In addition to the above, if any employee believes they have been subjected to sexual harassment, they may file a formal complaint with either or both of the government agencies set forth below. Using the Town’s complaint process does not prohibit an employee from filing a complaint with these agencies. Each of the agencies has a three hundred (300) day time period for filing a claim.

The United States Equal Employment Opportunity Commission E.E.O.C.)  
JFK Federal Building, Room 475  
Boston, MA 02203  
(617) 565-3200

The Massachusetts Commission Against Discrimination (M.C.A.D.)  
One Ashburton Place, Room 601  
Boston, MA 02108  
(617) 994-6000

#### **M. Town Equipment and Property**

Equipment, supplies and materials essential in accomplishing job duties are expensive and may be difficult to replace. When using Town property and tools, employees are expected to exercise reasonable care and follow all operating instructions, safety standards, and guidelines. Such property must be used in accordance with its intended purpose or function. Employees unfamiliar with the proper use of Town equipment must gain a working knowledge before utilizing it. The improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in disciplinary action, up to and including termination of employment.

Employees are not allowed to utilize Town property or equipment for any personal projects or for any personal use whatsoever while on the Town premises (see exception for computer equipment in Section VII-H). Similarly, Town-owned equipment, materials and supplies must not be removed from the premises for personal use under any circumstances. The Town is *not* responsible for any injuries or accidents that may occur off Town premises.

Employees must return all of Town property immediately upon request or upon termination of employment. The Town may take all action consistent with state law to recover or protect its property, including initiating a civil proceeding.

#### **N. Workplace Monitoring and Inspections**

Workplace monitoring and security inspections may be conducted to ensure quality control, employee safety, security, and customer satisfaction. Such monitoring and inspections will also serve to discourage theft or unauthorized possession of employee and/or Town property. Computers, desks, toolboxes and other storage devices furnished to employees are the property of the Town. Accordingly, any agent or representative of the Town can inspect,

monitor and access them, as well as any articles found within them, at any time, either with or without prior notice. This policy of monitoring and inspections applies equally to briefcases, toolboxes or other storage devices that are the employee's property and that the employee utilizes on Town property. Employees should have no expectation of privacy in this regard. Additionally, as appropriate and consistent with the law, the Town or its representatives may inspect persons entering and/or leaving the premises and any packages or other belongings.

Any inspection or search will be reasonable in scope and for a legitimate purpose, respecting the legitimate privacy rights of employees. Any employee who wishes to avoid inspection or search of any articles or materials should not bring such items onto the premises.

## **O. Workplace Violence Prevention**

The Town is committed to preventing workplace violence and to maintaining a safe work environment and has adopted the following guidelines to deal with intimidation, harassment, or other threats of or actual violence that may occur during business hours or on its premises.

All employees, including management and temporary employees, must be treated with courtesy and respect at all times. Employees are expected to refrain from fighting, "horseplay," or other conduct that may be dangerous to others. Firearms, weapons and other dangerous or hazardous devices or substances are prohibited from Town premises without proper authorization.

Conduct that threatens, intimidates, or coerces another employee, or a member of the public at any time, including off-duty periods, will not be tolerated. This prohibition includes all acts of harassment, including harassment that is based on an individual's race, color, religious creed, sex, national origin, ancestry, sexual orientation, pregnancy, veteran's status, military service, age, marital status, genetic information, disability or on any other basis protected by federal, state, or local law or ordinance.

All threats of or actual violence, both direct and indirect, should be reported immediately to the supervisor and/or the Human Resources Director. This includes threats by employees, customers, vendors, solicitors, or other members of the public.

Any employee who applies for or obtains a protective or restraining order which lists the employment location as being a protected area must provide the Human Resources Director with a copy of the petition, the declarations used to seek the order, a copy of any temporary protective or restraining order which is granted, and a copy of any protective or restraining order which is made permanent.

All suspicious individuals or activities on Town premises should also be reported as soon as possible to a supervisor and/or the Town Manager's office. Employees should never place themselves in a position of peril. If an employee sees or hears a commotion or disturbance at work, he/she should not try to intercede or see what is happening.

The Town will promptly and thoroughly investigate all reports of threats of or actual violence and of suspicious individuals or activities. The identity of the individual making a report will be protected as much as possible. In order to maintain workplace safety and the integrity of its investigation, the Town may suspend employees, either with or without pay, pending investigation or take any other steps, which, at its sole discretion, it deems appropriate.

Anyone determined to be responsible for threats of or actual violence or other conduct that is in violation of these guidelines will be subject to prompt disciplinary action up to and including termination of employment and possible civil or criminal action.

The Town encourages employees to bring their disputes or differences with other employees to the attention of their supervisor or management before the situation escalates into potential violence. The Town is eager to assist in the resolution of employee disputes.

#### **P. Safety**

To assist in providing a safe and healthful work environment for employees, customers, and visitors, the Town of North Andover has established a workplace health and safety program. This program is a top priority for the Town. Town management has responsibility for implementing, administering, monitoring, and evaluating the safety program. Its success depends on the alertness and personal commitment of all.

The Town provides information to employees about workplace safety and health issues through regular internal communication channels.

Some of the best safety improvement ideas come from employees. Those with ideas, concerns, or suggestions for improved safety in the workplace are encouraged to raise them with a supervisor or the Human Resources Director. Reports and concerns about workplace safety issues may be made anonymously if the employee wishes. All reports can be made without fear of reprisal.

Each employee is expected to obey safety rules and to exercise caution in all work activities. Employees must immediately report any unsafe conditions to their supervisor or the Human Resources Director. Employees who violate safety standards, who cause hazardous or dangerous situations, or who fail to report or, where appropriate, remedy such situations, may be subject to disciplinary action, up to and including termination of employment.

In the case of accidents that result in injury, regardless of how insignificant the injury may appear, employees should immediately notify their supervisor and/or the Human Resources Director, to comply with laws and to initiate insurance and workers' compensation benefits procedures.

#### **Q. Telephone Usage**

The telephone is provided for official Town business. It is important that employees are always polite, courteous and professional in dealing with customers or companies on the phone.

Employees should strive to limit their personal calls to break or meal/lunch periods. Personal calls shall not interfere with the employee's ability to perform the essential functions of their job. Employees must receive prior authorization from the Human Resources Director prior to placing personal calls outside of the local area.

## **R. Office Closure for Inclement Weather**

The Town Manager may close all or portions of Town operations due to severe weather conditions or natural or man-made disasters. The Town Manager may authorize regular pay during any emergency periods. In the event that the Town Manager closes all or a portion of Town operations after the commencement of the normal work day, only those employees who reported to work shall be eligible for regular pay. Employees who did not report to work shall be charged appropriate paid or unpaid leave.

## **S. Disciplinary and Corrective Action**

The Town of North Andover is committed to administering equitable and consistent discipline for unsatisfactory conduct in the workplace. The best disciplinary or corrective measure is the one that does not have to be enforced and comes from good leadership and fair supervision at all employment levels. The Town's own best interest lies in ensuring fair treatment of all employees and in making certain that disciplinary actions are prompt, uniform and impartial. The major purpose of any disciplinary action is to correct the problem, prevent recurrence and prepare the employee for satisfactory service in the future.

Although employment is based on mutual consent and both the employee and the Town has the right to terminate employment at will, with or without reason or notice, the Town may use discipline, including progressive discipline, at its discretion. This section does not alter the "at-will" nature of employment.

When disciplinary action becomes necessary, the Town may utilize a progressive approach which may include counseling, written warning/reprimand, suspension with or without pay, or termination of employment, depending on the severity of the problem and the number of occurrences. All forms of disciplinary action must be documented in the personnel file. Any disciplinary action involving suspension or termination must be approved by the Town Manager. Circumstances may warrant the delay of moving to a higher step (?), or immediate termination. (See Section III (F) for termination procedures).

While it is impossible to list every type of behavior that may be deemed a prohibited offense, the Employee Conduct and Work Rules provisions (Section VII-A) includes examples of problems that may result in disciplinary action including termination of employment. Other offenses or unsatisfactory conduct may lead to disciplinary action, including termination, as well.

## **S. Complaint Resolution**

### (1) Complaint Resolution Steps

*Step 1 – Department Head:* No later than five (5) work days after the event giving rise to the complaint, or five (5) work days after the employee should reasonably have learned of the event giving rise to the complaint, whichever is later, the employee must submit a written complaint to his/her immediate supervisor. The written complaint must contain the specific term(s) identifying the specific policy allegedly violated by the Town. The failure to do so will be sufficient grounds to refuse to process the complaint. Within five (5) workdays after receiving the complaint, the immediate supervisor and the employee shall meet to discuss the complaint. The immediate supervisor shall give his/her written answer within five (5) workdays of said meeting. If the Division Director is the immediate supervisor, then Step 2 is the first step of this complaint process.

*Step 2 – Division Director:* If the complaint is not settled in Step 1, the employee, no later than five (5) work days after receipt of the immediate supervisor's response to the complaint or when said response is due, (whichever is earlier) may file a written appeal to his/her Division Director. Within five (5) workdays after receipt of this appeal, the Division Director and the employee shall meet to discuss the complaint. The Division Director shall give his/her written answer within five (5) days of said meeting.

*Step 3 - Town Manager:* If the complaint is not resolved at step 2, the complaint may be presented to the Town Manager within five (5) work days after the response from the Division Director, or when said response is due, whichever is earlier. The Town Manager or his/her designee shall meet with the employee within ten (10) workdays of the presentation of the complaint at step 3. The Town Manager or his/her designee, shall give his/her written answer to the complaint within ten (10) work days after such meeting, and said answer shall be final and binding on the employee and the Town.

(2) Written Presentation – All complaints presented at any step of the complaint resolution procedure shall include the facts giving rise to the complaint; the provision(s) of this Policy, if any, alleged to have been violated; and the remedy sought. All complaints shall be signed and dated by the aggrieved employee. All written answers submitted by the Town shall be signed and dated by the appropriate Town official.

(3) Time Limitations – No complaint shall be accepted by the Town unless it is submitted or appealed within the time limits set forth in this Policy. If the complaint is not timely submitted at Step 1 or Step 2, it shall be deemed waived. If the complaint is not timely appealed to Step 3, it shall be deemed to have been settled in accordance with the Town's Step 2 answer. If the Town fails to answer within the time frames set forth herein, the complainant should proceed to the next step as if the complaint was denied.

## **VIII. EMPLOYEE BENEFIT PROGRAMS**

### **A. Employee Benefits Overview**

Eligible Town employees are provided a wide range of benefits. A number of programs, such as retirement, workers' compensation and unemployment insurance, cover all employees in the manner prescribed by law. The Town also provides additional benefits to employees.

Benefits eligibility is dependent upon a variety of factors, including employee classification and length of service with the Town. A more detailed description of the benefits can be obtained from the actual plan documents, such as a summary plan description, and the terms and conditions of those documents control rather than the summaries contained in this Policy.

The existence of these benefits does not give rise to a contractual claim for benefits, and the Town expressly reserves the right to add to or rescind any of the existing programs at any time, consistent with state and federal law. The Town may also require or increase employee premium contributions toward any benefits at its discretion.

Pursuant to the authority contained in MGL c41, §108C, certain fringe benefits as set forth in subsequent sections of this Policy are hereby granted to employees occupying positions in the classification plan. The fringe benefits are considered to be a part of the compensation plan and the monetary value hereof shall be extended to eligible employees in addition to rates set forth in the appropriate salary or wage schedule. Part-time employees who work less than 20 hours per week do not receive fringe benefits.

### **B. Longevity Increments**

(1) An employee of the Town who has been in continuous, full-time or regular, part-time employment shall be paid, in addition to salary compensation received, annual increments determined as follows:

Length of Service	July 1, 2007
Over 5 but not over 10 years	\$ 525
Over 10 but not over 15 years	\$ 825
Over 15 but not over 20 years	\$ 925
Over 20 but not over 25 years	\$1,025
Over 25 years	\$1,125

*\* Longevity will be pro-rated for regular, part-time employees.*

(2) An employee will become eligible for longevity increments on the 5th, 10th, 15th, 20th, and 25th anniversary date of his or her employment; and the amount of increment to which he/she is entitled for the then current fiscal year will be determined by paying, in December, the highest amount relative to the employee's anniversary date.

(3) An employee who qualifies for longevity compensation and then leaves the employ of the Town shall not be entitled to such compensation if re-employed until a new five-year period of continuous, full-time employment has been served.

(4) If the service of an employee is interrupted by lay-off, military service, or other reason not resulting from the employee's own action, total service will be considered as continuous service.

(5) Upon termination of an employee, the total longevity payment shall be a pro-rated amount related to that half of the then fiscal year in which their employment is terminated. This pro-rated amount shall be computed by multiplying the number of days served in that half of the then fiscal year by the per day longevity dollar amount for a full half year at the appropriate rate. Upon the death of an employee, benefits shall be paid to the estate of the deceased.

(6) Upon retirement, eligible employees shall receive the entire benefit.

### **C. Vacations**

The Town provides regular employees paid vacations based upon their length of service.

(1) A continuous, regular full-time employee or part-time employee shall be granted vacation leave with pay on the following terms:

ONE (1) YEAR OF SERVICE	TEN (10) DAYS
FIVE (5) YEARS OF SERVICE	FIFTEEN (15) DAYS
TEN (10) YEARS OF SERVICE	TWENTY (20) DAYS

Regular part-time employees shall be credited with vacation leave on a pro-rated basis

AFTER 10 (TEN) YEARS OF SERVICE employees shall receive one additional day for every year of continuous service thereafter for a maximum of twenty-five (25) days. An employee, after completion of their introductory period, may request up to five (5) days of his/her vacation in advance.

(2) Employees will receive their full vacation entitlement as provided by this section, on the first of the month in which their anniversary falls. Length of service for purposes of vacation eligibility shall be based upon the employee's anniversary date of employment. The amount of vacation time allowed in any anniversary year will be based on the number of months of active service during the preceding twelve (12) months.

(3) Absences on account of sickness in excess of that authorized under the rules, or for personal reasons as provided for under other leave may, at the discretion of the Department Head, be charged to vacation leave.

(4) Upon the death of an employee who is eligible for vacation under these rules, payment shall be made to the estate of the deceased in an amount equal to the vacation allowance, as accrued in the vacation year prior to the employee's death but which has not been granted. In addition, payment shall be made for that portion of the vacation allowance earned in the vacation year during which the employee died, up to the time of his or her separation from payroll.

(5) Absence for personal reasons may be charged to vacation leave upon application by the employee and approved by his/her Department Head. Such absences, however, may not be charged to vacation leave beyond that which the employee has earned at the time of such application.

(6) Employees called to military service during a state or national emergency will have vacation time accrued as mandated by federal and state laws.

(7) Employees may carry over from one benefit year to the next no more than five (5) days of vacation, regardless of the amount of vacation accrued during a specific year.

(8) Employees who are eligible for vacation under these rules and whose services are terminated by dismissal, resignation or by retirement, or by entrance into the armed forces, or who are on leave as result of an injury sustained while on the job, shall be paid an amount equal to the vacation allowance as earned, and not granted, nor used, in the vacation year prior to such dismissal, resignation, retirement, or entrance into the armed forces. In addition, payment shall be made for that portion of the vacation allowance earned in the vacation year during which such dismissal, resignation, retirement, or entrance into the armed forces occurred up to the time of the employee's separation from the payroll, but no such payment shall be made to those persons on injury leave who have not been separated from the payroll.

(9) The Town Manager is authorized to grant vacation benefits at a schedule different than that contained in Paragraph (1) when the Town Manager makes a determination that the recruitment efforts of the Town for qualified employees may be compromised due to the inability of the Town to grant a vacation benefit comparable to a potential employee's existing vacation benefit. When reaching such a decision, the Town Manager will take into consideration the potential employee's previous relevant years of experience but at no time shall the vacation granted exceed the schedule contained in Paragraph (1) for analogous periods of times of prior employment.

(10) Advance paid vacation time will not be paid to any employee.

(11) Vacation schedules are subject to the approval of the immediate supervisor and the respective Division Director. To take vacation, employees should submit a Time Off Request Form thirty (30) days in advance of their proposed vacation time, or with as much advanced notice as possible, to permit vacation scheduling and the maintenance of proper workflow. While the Town will do its best to accommodate an employee's vacation request, the Town has the right to limit the number of employees who will be on vacation during any period. Requests

will be reviewed based on a number of factors, including business needs, staffing requirements and when the request was made.

### **E. Holidays**

The following days shall be recognized as legal holidays on which days employees shall be excused from all duty not required to maintain essential Town services:

New Year's Day	Labor Day
Martin Luther King Day	Columbus Day
Presidents' Day	Veterans' Day
Patriots' Day	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Day

When December 24<sup>th</sup> (Christmas Eve) falls on a regular scheduled workday, employees shall receive an additional half-day paid holiday.

All full-time and regular, part-time employees (one who work an average of at least 20 hours a week) shall be entitled to holiday pay for the designated holidays. Holiday pay is based on the number of hours the employee is regularly scheduled to work and the holiday must fall on the employee's regular workday. If a holiday falls on a Saturday or Sunday, the Town will grant paid holiday time off for employees on either the preceding Friday or the following Monday after the holiday. An eligible non-exempt employee must work the day before and after the holiday in order to receive holiday pay, unless the employee's absence is excused in advance or the employee is on an approved vacation. Holidays occurring during an employee's vacation period will be credited as holiday pay instead of the accrued vacation time off that would otherwise have applied. Paid time off for holidays will not be counted as hours worked for the purposes of determining whether overtime pay is owed to non-exempt employees.

Employees are only eligible for receiving paid holidays if they are actively working for the Town when the holidays are observed.

### **F. Sick Leave**

(1) A regular full-time or part-time employee who has completed his/her Introductory Period shall be allocated six days leave with pay and thereafter shall accrue leave at the rate of one and one-quarter days for each month of service, provided such leave is caused by sickness or injury or by exposure to contagious disease. Regular part-time employees shall be credited with sick leave on a pro-rated basis.

(2) An employee shall be credited with the unused portion of leave granted under sub-section (1).

(3) If the amount of leave credit provided under sub-section (2) has been or is about to be exhausted, an employee may make application for additional allowance to that provided under

sub-section (1). Such application shall be made to the Town Manager who is authorized to grant such additional allowances as he/she may determine to be equitable after reviewing all circumstances including the employee's attendance and performance record prior to conditions supporting his or her request for the additional allowance.

(4) Sick leave must be authorized by the department head and must be reported to the Town Manager.

(5) The employee may be requested to submit to a physician's certificate of illness after three consecutive workdays absence to his/her department head before leave is granted under the provisions of this section. The Department Head shall forward this certificate to the Town Manager.

(6) The Town Manager may require medical examination of any employee who reports his/her inability to report for duty because of illness. This examination shall be at the expense of the Town by a physician appointed by the Town Manager.

(7) Injury, illness, or disability as a result of a self-imposed act shall not be considered a proper claim for leave under this section.

(8) Employees may be granted sick leave if actively participating in a Town-approved alcohol or substance abuse program.

(9) An employee whose service is terminated by retirement shall be entitled to a portion of his/her accumulated sick leave as stated in Section VI-D, "Terminal Leave".

(10) Upon the death of an employee, benefits shall be paid to the estate of the deceased as stated in Section VI-D "Terminal Leave".

(11) Sick leave may not be used if an employee is on vacation, leave of absence, other leave, or if he or she is not otherwise scheduled to work.

## **G. Bereavement Leave**

A regular full-time or part-time employee shall be entitled up to five (5) working days with pay following day of death in an employee's immediate family (spouse, child, parent of either spouse; brother, sister, grandparent of employee, grandchild of employee), and up to two (2) working days following day of death of brother-in-law, sister-in-law, grandparent of spouse, or person in the immediate household. For all other types of employees, paid leave may be granted at the discretion of the Town Manager. Employees who need to take time off due to the death of an immediate family member should notify their immediate supervisor as soon as possible.

Bereavement pay is calculated based on the employee's regular rate of pay and regularly scheduled hours of work. Bereavement leave shall not apply if an employee is on vacation, leave of absence, other leave, or if he/she is not otherwise scheduled to work.

## **H. Jury Duty**

An employee required to serve on a jury and thus having to be absent from regular duty will be compensated in accordance with the provisions of MGL c234A.

Employees are expected to present the jury duty summons to their immediate supervisor within forty-eight (48) hours of receipt or with as much notice as is practicable so that arrangements can be made to accommodate their absence. During an employee's service as a juror, the employee is expected to report to work if he/she is not scheduled for duty or selected for a panel. Employees will not be penalized in any way for serving on a jury.

## **I. Workers' Compensation Insurance**

The Town provides a comprehensive workers' compensation insurance program at no cost to employees. This program covers accidental injuries or occupational illness arising out of and in the course of employment. Subject to applicable legal requirements, workers' compensation insurance provides benefit coverage and medical payments.

(1) In the event an employee sustains a work-related injuries or illnesses, he/she must inform their immediate supervisor immediately. No matter how minor an on-the-job injury may appear, it is important that it be reported as promptly as possible. All injured employees are required to complete the necessary paperwork and reports, including a first report of injury form, within twenty-four (24) hours of the injury. In addition, the employee's supervisor or foreman who has knowledge of the injury or accident is also required to report such injury or accident to the Division Director and the Human Resources Director. Failure by an employee to report the injury or accident may result in disciplinary action, up to and including termination.

(2) If an employee, who has been absent from work and collected sick pay, and has this absence declared eligible for Worker's Compensation benefits the following shall take place:

(a) When an employee is out more than five (5) days, upon approval of the claim, he/she will receive 60% of their salary. Beginning on Day 6, the employee may choose to be compensated for up to 40% of their salary by using his/her accrued sick leave until they return to work. A request to do so must be submitted in writing to the Division Director. Otherwise, the employee will only receive the worker's compensation payment.

(b) If an employee has been out for over twenty-one (21) days, an employee will receive worker's compensation for the first five (5) days of injury. Those days paid and charged to sick leave (three of the first five days) during this absence will be credited back to the employee based upon the difference between the gross pay paid under sick pay benefit and the portion determined to be collected under Worker's Compensation. The employee will be required to reimburse to the Town the dollar amount equivalent to the three (3) days of pay.

(3) The Town is not required to offer light / limited duty work for returning employee with this restriction. If there is such work available, it can be offered to the employee with medical authorization. This authorization should be very specific explaining weight limits and length of time for the restriction.

## **J. Health Insurance**

The Town health insurance plan provides eligible employees and their spouses/dependents access to health insurance benefits. Employees who decline such coverage are not entitled to any payment or cash equivalent of the value of the benefits offered. Eligible employees may participate in the health insurance plan subject to all terms and conditions of the agreement between the Town and the insurance carrier.

The Town's contribution to health insurance coverage may change at any time. Through payroll deductions, employees pay the remaining premium amount. Deductions are taken one month in advance.

## **K. Educational Reimbursement**

A regular full-time or part-time employee, having completed one year of service with the Town, shall be eligible to receive educational reimbursement as follows:

(1) Reimbursement will be provided, in accordance with provisions of this section, provided the employee receives an advanced favorable recommendation by the Division Director and approval by the Town Manager, subject to the appropriation of funds. Reimbursement for regular part-time employees will be pro-rated based on the ratio of regular hours worked to the regular workweek of full-time employment in the classification plan.

(2) Course must be offered outside normal working hours. Hardship cases may be discussed jointly with the Division Director and Town Manager.

(3) Course contents must be job-related and approved.

(4) Course cost must be approved in advance.

(5) Educational reimbursement of 100% will be made for registration fees, books, and tuition based upon a passing grade of B- or better.

(6) Grade and payment certification is required before reimbursement.

(7) The employee will be obliged to remain in the Town employment for six months after completion of the course, or full reimbursement for the last courses will be deducted from final paycheck at time of termination.

## L. Vehicle Use

(1) Purpose and Scope – The purpose of this policy is to set forth the guidelines for reimbursement or compensation for employee use of personal vehicles; the guidelines under which Town vehicles will be authorized to Town personnel; and the guidelines under which Town vehicles may be used.

(2) Applicability – The provisions of this policy apply to all employees in Town service with the exception of the Town Manager. Employees whose employment is regulated by collective bargaining agreement are subject only to those provisions of this policy not specifically regulated by agreement.

### (3) Definitions

(a) Municipal Vehicle – those automobiles, trucks, vans, or other self-propelled equipment owned, rented, or leased by the Town and licensed for travel on a public way.

(b) Expense Reimbursement – that payment for approved expenses relating to personal automobile use upon receipt of written documentation. Expense reimbursement is not considered to be a salary item.

(c) Personal Automobile – automobile owned or available for private use by the employee.

(4) It is the policy of the Town that certain positions require employee access to municipal vehicles, either during the work shift or on a 24-hour on-call basis. Town vehicles are not personal vehicles and are not for personal use. Town vehicles should be viewed as belonging to the citizens of North Andover and are assigned solely for purposes consistent with providing services to those citizens.

(5) The assignment of municipal vehicles during work time is based upon job description. Division Directors who have municipal vehicles available for this purpose may assign such vehicles in a manner consistent with division/departmental workload and employee function. The Town Manager or Division Director may rescind the assignment of vehicles at any time.

(6) Assignment of Municipal Vehicles for 24-Hour Use (Vehicle Use Approved for Commuting Purposes)

(a) The assignment of vehicles for 24-hour use will be made in writing by the Town Manager after receipt of a written recommendation from the Division Director and will only be considered for employees who require a vehicle for the ordinary and necessary discharge of their job functions. Criteria, which will be used in the determination of eligibility for 24-hour vehicle use, include:

- ◆ Officially designated on-call status;

- ◆ Requirement for frequent emergency availability;
- ◆ Issuance of a pager or other communication device;
- ◆ Emergency or other equipment contained in the vehicle; and/or
- ◆ No Town facility is available for garaging in a safe and convenient location.

Such assignment may be rescinded in writing at any time by the Town Manager.

(b) Vehicle use is limited to travel to and from the residence and place of work except as noted in the following paragraph. The vehicle should be driven over the most direct route taking into account road and traffic conditions. The vehicle should not be utilized for travel outside a direct commuting route for personal reasons.

(c) This section applies to the following Town positions: Police Chief, Fire Chief, Deputy Fire Chief, and any other position approved by the Town Manager. These employees, in recognition of their need not only to respond to emergencies from their home but also when they are not at home or at work, may use Town issued vehicles for personal business subject to the following conditions:

(i) When the employee is off duty and either not on-call or available for duty within a reasonable period of time, the employee will not use a town vehicle.

(ii) If the employee is transporting non-town personnel in a town vehicle and is called to an emergency, the employee will take all reasonable actions necessary to ensure the safety of the passenger for the duration of the emergency.

(iii) The use of such Town vehicle where the expected travel distance is greater than two hours, from the Town without the expressed written permission of the Town Manager is prohibited.

(d) Whenever a position becomes vacant, the authorization for 24-hour use shall be re-evaluated.

(e) Employees assigned vehicles for 24-hour use involving a commute of more than twenty-five (25) miles one way shall reimburse the Town for the additional fuel cost as determined by the Director of Public Works. Employees who have been assigned a Town vehicle and have established commuting patterns of more than twenty-five (25) miles prior to January 1, 2006 shall be exempt from this provision.

(f) Employees assigned municipal vehicles on a 24-hour basis will be given a copy of this policy and will be required to sign a confirmation of receipt.

(g) Impute Income Taxation

(i) Employees who are assigned marked and unmarked police vehicles, and/or marked municipal vehicles carrying tools and meeting certain other eligibility

criteria will not be subject to imputed income taxation as a result of the vehicle assignment.

(ii) Other employees authorized to commute in a Town vehicle may be subject to imputed income regulations as set forth by the Internal Revenue Service, which considers a certain portion of the vehicle use (namely the commute) to be income for the purposes of income taxation. The Finance Department shall be responsible for determining any tax liability and will be provided with the names of all employees authorized to use Town vehicles for commuting purposes, and the normal, one-way commuting distance, each December 1<sup>st</sup>. It is the responsibility of the employee to complete and return the "Tax Calculation Form for Employees Utilizing Town Owned Vehicles for Personal Use" to the payroll office by the date requested. The form is included in the Addendum.

#### (7) General Rules Governing Municipal Vehicle Use

- (a) Municipal vehicles may only be used for legitimate municipal business.
- (b) Municipal vehicles will not be used to transport any individual who is not directly or indirectly related to municipal business. Passengers shall be limited to Town employees and individuals who are directly associated with Town work activity (committee members, consultants, contractors, etc.). Family members shall not be transported in Town vehicles (accept as noted within paragraph (6)(c)).
- (c) Vehicles should contain only those items for which the vehicle is designed. The Town shall not be liable for the loss or damage of any personal property transported in the vehicle.
- (d) Employees are expected to keep municipal vehicles clean, and to report any malfunction or damage to their supervisors immediately.
- (e) Employees are expected to park such vehicles in safe, legal locations.
- (f) Employees must wear seatbelts in vehicles so equipped during operation of the vehicle.
- (g) Employees must turn the vehicle ignition off, remove keys and lock the vehicle when unattended.
- (h) Employees may not operate municipal vehicles under the influence of alcohol, illegal drugs, or prescription drugs or medications, which may interfere with effective and safe operation.
- (i) Employees who operate municipal vehicles must have a valid motor vehicle license issued by the state of their current residence and may be required to provide proof of valid motor vehicle license every six (6) months.

(j) Employees who incur parking or other fines in municipal vehicles will be personally responsible for payment of such fines unless the payment of such fines by the Town is approved by the Town Manager.

(k) Employees who are issued citations for any offense while using a municipal vehicle must notify their supervisor immediately when practicable, but in no case later than twenty-four (24) hours. Failure to provide such notice will be grounds for disciplinary action in accordance with Section VII of this policy.

(l) An employee who is assigned a municipal vehicle or using their personal vehicle for municipal business and who is arrested for or charged with a motor vehicle offense for which the punishment includes suspension or revocation of the motor vehicle license, whether in his/her personal vehicle or in a municipal vehicle, must notify his or her supervisor immediately when practicable, but in no case later than 24 hours. Conviction for such an offense may be grounds for loss of municipal vehicle privileges and/or further disciplinary action.

(m) The Town reserves the right not to allow an employee to use a town vehicle based on the employee's driving record. If the employee is required to drive as part of their job responsibility, the employee must use their own vehicle and is eligible for reimbursement pursuant to the provisions of this policy.

(n) Smoking is prohibited in all town vehicles.

(8) The Town will reimburse employees for reasonable documented expenses they incur as a result of personal automobile use on behalf of the Town. Receipts and the Personal Automobile Travel Expense Report must be submitted in order for an employee to be reimbursed for such expenses.

(a) When an employee is authorized to use a personal automobile for work-related travel, he/she shall be reimbursed at a mileage rate established by the Town Manager.

(b) The mileage rate is intended to include the costs of gasoline, repairs, insurance and general wear and tear on the automobile.

(c) In addition to the mileage rate, the Town will reimburse employees authorized to travel outside of North Andover, driving personal or municipal vehicles, for tolls and reasonable parking expenses, when receipts are provided. Employees will not be reimbursed for tolls, which would normally be paid by the employee during his/her normal commute to work.

(d) The Town retains the right to require employees who are reimbursed for work-related travel, to show proof of the following minimum levels of insurance coverage on their personal vehicle:

- ◆ Bodily Injury: \$100,000/\$300,000
- ◆ Property Damage: \$25,000

(e) An employee who uses his/her personal automobile to travel from home to a temporary assignment, rather than his/her regularly-assigned work location, shall be allowed personal automobile expenses between home and the temporary assignment or the regular work location, whichever is less.

(f) Employees will not be reimbursed for commuting between their homes and offices or other regular work locations.

(g) In order to be reimbursed for personal automobile use, employees must complete the Personal Automobile Travel Expense Form and attach all relevant receipts. This form should be submitted to the Town Accountant for payment.

(h) In the event that an employee's personal vehicle is damaged during an approved, work-related trip, and the damages are not due to the negligence of the employee, the Town will reimburse the employee, upon receipt of verification of payment of a deductible (comprehensive or collision) to cover part of the cost of repair, up to a maximum of \$500 or the amount of the deductible, whichever is less, per occurrence.

(9) Special Circumstances – This policy is intended to provide a basic framework governing the use of personal and municipal vehicles in the Town, and, as such, cannot contain procedures governing every situation that might arise. Employees seeking clarification or exemption from the provisions of this policy should contact the Town Manager who will provide such clarification and may authorize exceptions to the policy under mitigating circumstances.

(10) Sanctions – Failure to comply with any and all provisions of this policy may result in disciplinary action up to and including removal of Town vehicle privileges, suspension, and/or termination from Town service.

## **M. Benefits Continuation**

The Consolidated Omnibus Budget Reconciliation Act (COBRA) statute provides eligible employees and their qualified beneficiaries the opportunity to continue health insurance coverage under the Town's health plan when a "qualifying event" would normally result in the loss of eligibility. Some common qualifying events include but are not necessarily limited to termination of employment, death of an employee, a reduction in an employee's hours, an employee's divorce or legal separation, and a dependent child no longer meeting eligibility requirements. Under this law, the employee or beneficiary pays the full cost of coverage at the employer group rates plus an administration fee.

Eligible employees are provided with written notice describing rights granted COBRA when they may become eligible for coverage. The notice contains important information about the employee's rights and obligations.

## **N. Cafeteria 125c Plan**

The Town offers a Cafeteria 125c Plan that allows employees to pay for certain benefits with pre-tax dollars, resulting in a savings for employees off the cost of benefits. For more information about utilizing the Plan, contact the Payroll Office.

## **O. Stevens Estate Director – Incentive Plan**

(1) Purpose – The purpose of the Incentive Plan (as referred to in this Section O, the “Plan”) is to aid the Stevens Estate in retaining and motivating the Director and to secure for the Estate the benefits arising from the alignment of the Director’s compensation with the Estate’s business objectives. The Plan shall be administered by the Town Manager’s Office with the assistance of the Stevens Estate Board of Trustees. The Town Manager’s construction and interpretation of the terms and provisions of the Plan shall be final and conclusive.

(2) Eligibility – Beginning July 1, 2014, the individual holding the position of “Estate Director” shall be eligible to receive a bonus under this Incentive Plan each fiscal year. The Director must be employed for at least six continuous months during the fiscal year and remain employed by the Estate on the applicable Payment Date to be eligible for and to receive a Performance Bonus payment. All bonus payments shall be made in accordance with the Town’s payroll procedures including proper withholding of all applicable U.S. federal, state and local taxes.

(3) Payment Date – The Performance Bonus shall be payable as earned at the end of the fiscal year in which the bonus is earned. To the extent a Performance Bonus (as defined in Paragraph 4) becomes payable under the Plan, it shall be made in a single installment with the second payroll occurring after the financial statements for the Estate for the respective fiscal year are deemed final by the Town.

(4) Description – The Performance Bonus: The Stevens Estate must achieve Break Even (as defined herein) for the fiscal year in order for the Director to receive a Performance Bonus. The Performance Bonus shall be binary. No bonus will be awarded if Break Even is not achieved. The Performance Bonus shall be up to \$5,000. As used in this Plan, “*Break Even*” means that Net Revenue exceeds the Estate’s recorded expenses by a minimum of \$5,000 for the fiscal year, such results being prepared by the Town in accordance with the Town’s accounting policies, applied on a consistent basis.

For each additional \$10,000 in revenue above the Break Even point the Performance Bonus shall be \$1,000 up to a maximum of \$5,000.

The Stevens Estate Director position is a Grade E-13 in the Pay Classification plan.

## **IX. AMENDMENT TO THE POLICY**

The Town Manager shall, from time to time, propose and the Board of Selectmen may adopt Amendments to this Personnel Policy. In accordance with the provisions of Chapter 41,

Article 11 of the Town Bylaws upon receipt from the Town Manager of a proposed Personnel Policy and subsequent amendments to the policy, the Board of Selectmen will conduct a duly advertised public hearing to provide an opportunity for interested parties to comment on the proposed changes. The Town Manager will endeavor to distribute copies (electronically or otherwise) of the proposed amendments to the Personnel Policy to all employees whose employment is governed by said Personnel Policy at least one week in advance of the public hearing. At the conclusion of the public hearing, the Board of Selectmen may accept, reject or amend the proposal of the Town Manager. The Town Manager shall be responsible for administration and enforcement of the Personnel Policy.

## **EMPLOYEE ACKNOWLEDGMENT FORM**

The Personnel Policy describes important information about the Town of North Andover and employees should consult with Town management regarding any questions not answered in the Policy.

- ◆ The Personnel Policy does not and is not intended to create a contract of employment between the Town and any of its employees, nor is it to be construed to constitute contractual obligations of any kind. Rather, the Personnel Policy is provided for employee guidance only. The provisions of the Policy have been developed at the discretion of Town management and, except for its policy of employment-at-will, may be amended, modified, revoked, rescinded or added to at any time, in the Town's sole discretion. This Policy does not and is not intended to create any enforceable rights or promises of any kind with respect to the terms and conditions of employment.
- ◆ This Policy supersedes all prior agreements, understandings, representations, handbooks, and policies concerning my employment with the Town of North Andover. I acknowledge that the Town of North Andover may make revisions to the information, policies, and benefits described in this Policy from time to time. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies.
- ◆ I understand that I have entered into my employment relationship with the Town of North Andover voluntarily and acknowledge that there is no specified length of employment. Accordingly, either the Town or I can terminate the relationship at will, with or without reason, at any time, as long as there is no violation of applicable federal or state law. I acknowledge that no oral or written statements or representations regarding my employment can alter the foregoing.
- ◆ I acknowledge that this Policy is neither a contract of employment nor a legal document.
- ◆ I specifically acknowledge that I have reviewed the Anti-Harassment policy in the Town's Personnel Policy. I understand that, in the event that I believe I have been subjected to discrimination or harassment, including sexual harassment, that I am expected to immediately notify my supervisor, the Human Resources Director or the Town Manager.
- ◆ I specifically acknowledge that I have reviewed the provisions relating to Workplace Monitoring and Inspections and understand that any property, personal or Town-owned, such as toolboxes or desks, may be subject to inspection at any time.
- ◆ I also am aware that the Town may monitor my use of the electronic computer systems, including e-mail and voicemail, and that I may not use a password or pass code for my computer, e-mail or voicemail that is unknown to the Town. I also understand that monitoring may include printing or reading e-mail messages sent, received, or stored in these systems, as well as listening to voicemail messages.

- ◆ I understand that my signature below indicates that I have received a copy of the Town of North Andover Personnel Policy, and I understand that it is my responsibility to read and comply with its provisions and any revisions made to it. I have read and understand the above statements.

\_\_\_\_\_  
Employee Name (printed)

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date

**Town of North Andover  
Pay Classification  
Personnel Policy Employees**

\* 20% Min to Max, 10% Grade to Grade  
Effective July 1, 2014

Grade	7/1/2014	7/1/2014	7/1/2014
	Min	Mid	Max
E-19	93,747	103,128	112,508
E-18	85,257	93,783	102,309
E-17	77,499	85,249	92,998
E-16	70,447	77,492	84,536
E-15	64,036	70,434	76,874
E-14	58,209	64,029	69,850
E-13	52,912	58,203	63,494
E-12	48,097	52,906	57,716
E-11	43,720	48,092	52,464
E-10	39,742	43,716	47,690
E-9	39,321	39,737	43,350
E-8	32,838	36,121	39,405
E-7	29,849	32,835	35,819
E-6	27,133	29,846	32,560
S-3	5,694	6,264	6,834
H-7	13.72	15.09	16.46
H-6	12.47	13.72	14.97
H-5	11.33	12.46	13.60
H-4	10.31	11.33	12.36
H-3	9.36	10.31	11.24
H-2	8.52	9.36	10.22
H-1	7.74	8.52	9.29

**Town of North Andover  
Position Classification  
Personnel Policy Employees  
As of 7/1/14**

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**Grade E-19**

Fire Chief  
Police Chief  
Director - Public Works  
Assistant Town Manager

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**Grade E-18**

Director - Community Development  
Budget Director / Town Accountant  
Finance Director

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**Grade E-17**

Information Technology Director  
(consolidated)  
Operations Manager - Public Works  
Facilities Management Director (consolidated)  
Director of Engineering  
Superintendent - Water Treatment Plant  
Deputy Fire Chief  
Senior Network Manager - IT  
Human Resources Director/Director  
Community Services

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**Grade E-16**

Director - Youth & Recreation Services  
Assessor  
Inspector of Buildings  
Director - Library

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**Grade E-15**

Ass't Operations Manager - Public Works  
Administrative Services Director - Police  
Town Clerk  
Public Health Director  
Ass't Supt - Water Treatment Plant

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**Grade E-14**

Town Planner  
Treasurer Collector  
Director - Elder Services

IT Network Manager  
Conservation Administrator  
Staff Engineer

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**Grade E-13**

Director, Stevens Estate

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**Grade E-12**

IT Systems Support Analyst  
Assistant Library Director  
Executive Assistant - Town Manager  
Human Resources Benefits Specialist  
Local Building Inspector  
Assistant Director, Community Development

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**Grade E-11**

Veteran's Agent  
Administrative Ass't - Community Dev.  
Public Health Nurse  
Senior Water Analyst  
Director - Stevens Estate  
Assistant Assessor (2)  
WTP Lab Director  
Assistant Town Clerk  
GIS Analyst  
Assistant Town Accountant  
Health Inspector  
Electrical Inspector

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**Grade E-10**

Outreach Worker - Elder Services  
Plumbing & Gas Inspector  
Administrative Asst - Veterans

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**Grade E-9**

Conservation Field Inspector  
Support Services Coord. - Youth & Rec  
Services  
Community Service Officer  
Elder Client Assistant/Program Coordinator  
Payroll Coordinator

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**Grade E-8**

Social Program Coord. - Youth & Rec  
Services  
Program Coordinator - Youth & Rec Services

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**Grade E-7; E-1**

Reserved for Future Use

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**Grade S-1**

Director - Emergency Management

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**Grade H-7**

Crossing Guards - Police Department  
Matron - Police Department  
Cell Monitor - Police Department  
Stevens Pond Director  
Ropes Course Instructors (Grades H4-H7)

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**Grade H-6**

Stevens Pond Assistant Director

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**Grade H-5**

Youth Center Program Leaders/Coord.

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**Grade H-4**

Stevens Pond Lifeguard  
Youth Center Program Leaders/Coord.

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**Grade H-3**

Reserved for Future Use

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**Grade H-2**

You Center Program Staff

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**Grade H-1**

Youth and Recreation Workers  
Stevens Pond Gate Attendant

E = Exempt  
S = Stipend  
H = Hourly

## Addendum 3

# Computer Password Policy

A policy on passwords is important in order to allow the Town of North Andover to maintain a secure computing environment. The most vulnerable part of any computer system is the account password. No matter how secure it is from network or dialup attack, any computer system can be fully exploited by an intruder if he or she can gain access via a poorly chosen or maintained password.

For all access that requires a password, all users must follow the guidelines below:

- At a minimum, passwords are to be six (6) alphanumeric characters in length. Use at least one number in your password.
- All users must be made aware of the private nature of their password.
- It is the responsibility of the user or department head to inform the System Administration Staff if disclosure is suspected.
- Prompt notification must be given to the System Administration Staff when an account must be removed from the system.
- Accounts and passwords must not be shared.
- Passwords must not be posted on monitors, blackboards, bulletin boards, or in any other location where they may be disclosed.
- If a password has been seen, guessed or compromised, it must be changed immediately.
- No reusable passwords shall be used to authenticate all incoming connections across networks not controlled by the Town of North Andover (regular passwords are often stolen and reused when they pass across networks i.e. the internet).
- To avoid breaches of security, employees should log off or lock any personal computer or terminal connected to the Town network whenever they leave their workstation unattended and unsecured.
  
- DO use a password with non-alphabetic characters (digits or punctuation).
- DO use a password that is easy to remember, so you don't have to write it down.
- DO use a password that you can type quickly, without having to look at the keyboard.
  
- DON'T use your login name in any form (as-is, reversed, capitalized, doubled, etc.)
- DON'T use your first, middle, or last name in any form.
- DON'T use your spouse's or child's name.
- DON'T repeat a single character more than 2 times.
- DON'T use other information easily obtained about you. This includes license plate numbers, telephone numbers, social security numbers, the make of your automobile, the name of the street you live, etc.
- DON'T use a password of all digits, or all same letters.
- DON'T use a word contained in English or foreign language dictionaries, spelling lists, or other lists of words.

Methods of selecting a password which adhere to these guidelines include:

- Choose a line or two from a song or poem, and use the first letter of each word.
- Alternate between one consonant and one or two vowels, up to seven or eight characters. This provides nonsense words which are usually pronounceable and thus easily remembered.

Choose two short words and join them together with punctuation character between them

## Addendum 4

### Procedures for Expense Reimbursement

- I. Purpose: To document the procedures to be used by Town employees and volunteers to be reimbursed for reasonable and customary expenses they incurred on behalf of the Town. The procedures are separated into two sections; general reimbursable expenses and personal mileage reimbursement.
- II. References: Town of North Andover Personnel Policy  
Massachusetts General Law Chapter 40 Section 5, Chapter 44, Section 58  
“Municipal Expenditures: Proper Public Purposes” by Mary Mitchell, Esq. *City and Town*, February 2006 Edition
- III. Attachments: Expense Report  
Personal Automobile Travel Expense Report
- IV. General Reimbursable Expenses: In order to process reimbursements the following procedure shall be followed:

#### A. Reimbursement Requests

All requests for reimbursement must have original receipts or acceptable copies showing that the balance has been paid in full and must also display method of payment. There are several methods of payment, Cash, Check, Credit Card and Debit Card. Listed below are the documentation requirements based on each method of payment.

- Check: Provide front and back copy of canceled check.
- Credit Card: Provide a copy of the credit card receipt and statement showing payment in full. The statement must show the purchaser's name, the item and total amount. All personal information on the statement should be blocked out, (account #, Address, etc.).
- Debit Card: Provide a copy of the debit card receipt showing balance paid in full.
- Cash: Provide original sales slip showing balance paid in full.

#### B. Reimbursement Guidelines

All requests for expense reimbursement shall be reviewed for compliance with the following guidelines:

- Meals, tax & tip will be reimbursed. When dining out with others only your meal will be reimbursed. With prior approval by a supervisor, expenses for a group meal for work related reasons will be reimbursed. Alcoholic beverages will not be reimbursed.
- Hotel bills for additional items ex: Personal telephone charges, movies will not be reimbursed. Items such as facility fees, miscellaneous charges etc. will require further explanation on bill.
- Reimbursements related to certifications and licenses necessary to perform the employee's job must include documentation that the employee has successfully achieved or acquired the certification or license.
- Reimbursements for parking, tolls, trains, planes, public transportation and car rentals etc. must follow reimbursement procedures as listed above.
- Sales tax will not be reimbursed on items purchased for department use costing more than \$50.00. You must see Treasurer Collector for copy of exempt certificate to be used when purchasing these items.
- Flowers, wreaths, gifts, cards, food, etc. related to funerals, birthdays, retirements or other similar events are not eligible for reimbursement.

C. Submittal

Once an employee/volunteer has collected and reviewed all the documents required for reimbursement, they must complete the form "Expense Report" (see Attachment A) with complete details as to where charges occurred. Ex: conferences, seminars, meetings etc. including dates for such events. This form can also be found on the "S" Drive under Accounting and Finance/ Forms and Documents.

The employee must sign the Expense Report form certifying that the reimbursement request is true, correct and directly related to employment or volunteerism with the Town of North Andover. All statements made in the report are subject to investigation, and any false or dishonest information may be grounds for denial of reimbursement and disciplinary action up to and including dismissal. Once the approval of the reimbursement request is complete as referenced in section D below the complete form along with all documentation should be submitted to the accounting office for processing.

D. Approval

All reimbursement requests must be approved and signed by the employee's immediate supervisor and department or division director. The department and division director's reimbursement requests must be approved by the Town Manager.

E. Payment

When a voucher with supporting documentation is received by Accounting, it will be reviewed for completeness. If additional backup is necessary to process the reimbursement, the employee/volunteer will be notified.

V. Mileage Reimbursement Guidelines:

A. Mileage Reimbursement Requests

The Town of North Andover will reimburse employees for reasonable documented expenses they incur as a result of personal automobile use on behalf of the Town. The "Personal Automobile Travel Expense Report" (see Attachment B) must be signed by the employee's immediate supervisor and department or division director. The department and division director's reimbursement request must be approved by the Town Manager. The Mileage Reimbursement form may be found on the "S" Drive under Accounting and Finance/Forms and Documents.

Employees will not be reimbursed for commuting between their homes and offices or other regular work locations.

Mileage reimbursement per trip in excess of 20 miles, shall require submission of beginning and ending odometer reading or Map Quest documentation.

All reimbursements should be reasonable and customary work-related expenses. The Town reserves the right not to reimburse expenses that are found to be excessive or not appropriate.

B. Mileage Reimbursement Rates

When an employee is authorized to use a personal vehicle for work-related travel, he /she shall be reimbursed at a mileage rate established annually by the Town Manager. The mileage reimbursement rate may be found on the "S" Drive under Accounting and Finance//Forms and Documents, Personal Automobile Travel Expense form, (Attachment B).

In addition to the mileage rate, the Town will reimburse employees authorized to travel outside of North Andover, driving personal or municipal vehicles, tolls and reasonable parking expenses. Receipts must be

provided. Employees will not be reimbursed for tolls, which would normally be paid by the employee during his/her normal commute to work.

C. Insurance

The Town retains the right to require employees who are reimbursed for work-related travel, to show proof of the following minimum levels of insurance coverage on their personal vehicle:

- Bodily Injury:                   \$100,000/\$300,000
- Property Damage:               \$25,000

An employee who uses his/her personal automobile to travel from home to a temporary assignment, rather than his/her regularly-assigned work location, shall be allowed personal automobile expenses between home and the temporary assignment or the regular work location, whichever is less.

In the event that an employee's personal vehicle is damaged during an approved, work-related trip, and the damages are not due to the negligence of the employee, the Town will reimburse the employee, upon receipt of verification of payment of a deductible (comprehensive or collision) to cover part of the cost of repair, up to a maximum of \$500 or the amount of the deductible, whichever is less, per occurrence.

D. Mileage Reimbursement Submittal

The employee must sign the Personal Automobile Travel Expense Report form, (see Attachment B) and directly related to employment or volunteerism with the Town of North Andover and with full knowledge that all statements made in the report are subject to investigation and that any false or dishonest information may be grounds for denial of reimbursement and disciplinary action up to and including dismissal.

E. Mileage Reimbursement Payment

When a voucher with supporting documentation is received by Accounting, it will be reviewed for completeness. If additional backup is necessary to process the reimbursement, the employee/volunteer will be no

## Addendum 5

### **Travel Policy and Procedures**

It is the policy of the Town to reimburse employees for work related travel, including the cost of transportation, meals, registration and lodging, provided such travel is approved in advance by the Town Manager or his/her designee. This policy document provides staff with an organized source of information regarding Town policies and related guidelines relative to acceptable travel and the guidelines required to initiate a travel request, document travel expenses, and initiate process for reimbursement of travel related expenses.

All travel requests must be approved in accordance with this policy and performed in the conduct of official Town business. Failure to adhere to the provisions contained in this policy may result in a rejection of the requested reimbursement. The Town Accountant is the party responsible for reviewing travel reimbursement requests. All reimbursement requests must be accompanied by the appropriate approval and expense documentation. Travel to seminars or while conducting Town business are exempt from this policy unless lodging is required.

Travel within 50 miles of the Town does not require a Request for Travel form, however, employees *must request and receive the approval* of the Town Manager or his/her designee if expenses incurred (other than mileage, parking and/or tolls) are going to be paid by the Town or submitted for reimbursement. A *Time-Off Request* must be completed and approved by the Town Manager for Division Heads. Actual mileage will be reimbursed at \$.50 per mile. For purposes of mileage reimbursement, round trip mileage will be calculated using North Andover Town Hall or the employee's residence (if closer) as the departure and arrival point. Note: reimbursement under this section does not apply to those employees presently receiving a "car or gas allowance".

#### **(1) Travel Approval**

The Town Manager or his/her designee approves travel requests for travel over 50 miles one way for ALL employees. Division Heads must also approve all requests for travel for employees in their respective departments. Travel requests must be submitted in writing at least **twenty (20) working days** in advance of the anticipated travel or deadline date for registration for conference. Requests submitted for approval less than 20 days in advance must be accompanied by a written statement by the **Division Head** justifying the timing of the submittal. Employees requesting travel shall use the "Request for Travel" form. Forms can be obtained from the Human Resources Department.

#### **(2) Reimbursement of Expenses**

Employees will be fully reimbursed for all reasonable, documented costs as generally described below. All requests for reimbursement shall be submitted on the prescribed form (Expense Report Form) and must be supported by original legible receipts, unless otherwise

noted herein. If a legible receipt is not submitted where required, reimbursement shall not be made. The following types of expenses are covered by this policy.

**a. Transportation**

**Air Travel** Employees should purchase round-trip “coach class” tickets. All airline reservations should be made sufficiently in advance to take advantage of airline discount fares (usually 21 days in advance), if available and practical.

**Rental Vehicles**

Employees are expected to obtain the lowest possible rental rate for cars where practical. The Town will reimburse rental costs for travel the day before and the day after the conference (or training session) dates, especially if the extra days were necessary in order to take advantage of discount airline fares. Cars rented for personal use beyond these dates will not be reimbursed. Car rental insurance is to be purchased and will be reimbursed by the Town. Pooled transportation is encouraged to reduce costs. Discounts to government employees (or conference attendees) may be available and should be requested.

**Mileage Reimbursement**

When personal vehicles are used, employees will be reimbursed at the lesser of an advance purchase round-trip coach class airfare, or an amount based upon the number of miles at the current mileage rate. Travel urgency, health concerns, or the economy of using a personal vehicle at the destination site (in lieu of a rental vehicle) may alter which reimbursement method is used. The payment of mileage will be based on the most direct route from the point of destination. Employees receiving a monthly car allowance will not be reimbursed for travel within a 50-mile radius of the Town. Travel outside of this radius will be reimbursed for the total miles traveled.

**b. Lodging**

Overnight lodging is allowable up to standard hotel room rates. Discounts to government employees (or conference attendees) may be available and should be requested.

**c. Parking and Tolls**

Reimbursements will be allowed for parking and tolls provided that the costs are documented and reasonable.

**d. Communications**

Official Long Distance Calls: The Town will reimburse employees for all long distance phone calls of official business.

Personal Long Distance Calls: The Town will reimburse employees for one personal long distance telephone call, not to exceed ten minutes in length, per day.

**e. Meals & Entertainment**

Regular Meals: The Town will pay for actual and reasonable expenses related to meals consumed during official travel up to a total of \$35.00 per day. Exceptions may only be made when meals are an integral part of a conference program, in which case reimbursement will be made at conference rate. A reasonable tip may be included. A flat per diem rate of \$35.00 will not be paid; meals will not be reimbursed unless accompanied by receipts.

Special Events: In those cases where the Town hosts special events, documentation should be included which explains the nature of the event and identifies their participants.

Special Conference Activities: Many conferences provide activities such as tours, receptions, meals, etc., which are offered at additional cost to the participant. These activities may be paid for by the Town, if approved in advance and if the activity is of reasonable cost and if the Town Manager, or his/her designee, deems that the information gained would be of benefit to the Town.

Miscellaneous: The Town will not pay for movies, alcoholic beverages and entertainment. Snacks will not be approved for reimbursement.

**(3)Restriction and Other Limitations**

**Out of state travel to states other than those which are contiguous to the Massachusetts is strictly prohibited.**

Employees are required to submit no later than July 1<sup>st</sup> annually a statement identifying what conferences or professional development events will be required during the upcoming fiscal year to obtain or maintain a professional association or state sponsored designation, which has been previously approved by the Town Manager or his/her designee. Such statement shall assume that the Town requires the employee to take the least days off possible to obtain or retain said designation.

Attendance at conferences other than those required to maintain or obtain an approved designation will be limited to two (2) calendar days per year, unless provided for in an employment contract or collective bargaining agreement.

Except for the Police and Fire Chiefs, no employee will be allowed to attend more than one professional association meeting per calendar quarter. Additionally, the maximum amount of Town time allowed for any such meeting shall be four (4) hours.

The Town Manager, or his/her designee, reserves the right to reject any request for travel or time-off covered by this policy.

#### (4) Policy Abuse & Penalties

All employees are expected to adhere to the procedures outlined in this policy. Continued failure to act in compliance with this policy may result in the employee's travel privileges being revoked. Any abuse of travel policies will subject employees to disciplinary action including possible termination.

Employees' actions and behavior, while traveling on Town business at Town expense, reflect on the Town. Professionalism is expected of North Andover employees at all times during this type of travel. Any action which is inappropriate or would give the appearance of being inappropriate should be avoided and may subject employee to disciplinary action up to and including discharge.

## ***REQUEST FOR TRAVEL***

### PROCEDURES

All approved requests and supporting documentation must reach Accounts Payable twenty (20) calendar days prior to the travel date. Exceptions will require the approval of the Town Manager or designee. Checks will be placed in a sealed envelope.

#### ***1. To initiate a Travel Request the following steps must be taken.***

##### Employee

Obtain "Request for Travel" form from Human Resources. The employee wishing to travel must submit a completed Request for Travel form, along with documentation about the conference/training session/event that he/she wishes to attend, to the Division Head more than twenty (20) working days prior to the date of anticipated travel.

*Note:* in positions which will require overtime or additional pay to the employee, or that additional pay will be necessary for others in the Department, these costs must be shown on the "Request for Travel" form. If not known to the employee, the Division Head will provide the information.

##### Division Head

If approved, the Division Head will forward the "Request for Travel" form to the Town Manager. See note above.

##### Town Manager (or designee)

"Request for Travel" form may be approved or denied by the Town Manager. Decision will be returned to the initiating Division Head.

Upon receipt of an approved "Request for Travel" form, the Division Head or employee will forward it to the Town Accountant along with all appropriate forms to request payment.

#### ***2. Once the employee has completed their travel:***

An "Attendance Report and Final Cost of Travel" form that itemizes travel costs by category should be completed and approved. Receipts are to be submitted for every expense. Detailed receipts for all meals are required.

REQUEST FOR TRAVEL APPROVAL

DEPARTMENT: \_\_\_\_\_

EMPLOYEE NAME: \_\_\_\_\_

TRAVEL DESTINATION: (City & State) \_\_\_\_\_

TRAVEL START DATE: \_\_\_\_\_

TRAVEL END DATE: \_\_\_\_\_

DESCRIBE BELOW THE NATURE OF THE MEETING, SEMINAR, CONFERENCE OR CONVENTION AND JUSTIFICATION FOR ATTENDING. (ATTACH ANY BROCHURE OR PRINTED MEDIA).

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**ESTIMATED CALCULATION  
OF COST**

REGISTRATION FEE (number of meals included: _____)	\$ _____
AIRFARE:(attach quotes)	\$ _____
LODGING: # of nights _____ @ \$ _____ =	
AUTO RENTAL # of days _____ @ \$ _____ +	\$ _____
MEALS: # of days _____ @ \$ _____ =	\$ _____
REIMBURSEMENT FOR PERS AUTO: # of miles _____ x .0500	\$ _____
OVERTIME COVERAGE COST	\$ _____
MISCELLANEOUS (explain)	\$ _____
<b>TOTAL COST TO TOWN</b>	<b>\$ _____</b>

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Division Head Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Request Approved  Request Denied

Town Manager Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**TOWN OF NORTH ANDOVER  
EXPENSE REPORT**

**ATTENDANCE REPORT AND FINAL COST OF TRAVEL**

DEPARTMENT: \_\_\_\_\_

EMPLOYEE NAME: \_\_\_\_\_

TRAVEL DESTINATION: (City & State) \_\_\_\_\_

TRAVEL START DATE: \_\_\_\_\_

TRAVEL END DATE: \_\_\_\_\_

Travel cost must be itemized, completed and approved prior to being submitted to the Town Accountant for payment. Receipts are to be submitted for every expense. Detailed receipts for all meals are required.

**CALCULATIONS OF COST**

REGISTRATION FEE (number of meals included: \_\_\_\_\_) \$ \_\_\_\_\_

AIRFARE:(attach quotes) \$ \_\_\_\_\_

LODGING: # of nights \_\_\_\_\_ @ \$ \_\_\_\_\_ = \$ \_\_\_\_\_

AUTO RENTAL # of days \_\_\_\_\_ @ \$ \_\_\_\_\_ = \$ \_\_\_\_\_

MEALS: # of days \_\_\_\_\_ @ \$ \_\_\_\_\_ = \$ \_\_\_\_\_

REIMBURSEMENT FOR PERSONAL AUTO: # of miles \_\_\_\_\_ x .0500 \$ \_\_\_\_\_

PARKING/TOLLS \$ \_\_\_\_\_

OVERTIME COVERAGE COST \$ \_\_\_\_\_

MISCELLANEOUS (explain) \$ \_\_\_\_\_

**TOTAL COST TO TOWN** \$ \_\_\_\_\_

Department Head Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Town Manager Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Request Approved

Request Denied

This policy can be found on the Town shared "S" drive

Addendum 6

TOWN OF NORTH ANDOVER

Information Sheet for Computation of Fringe Benefit of Employer Provided Vehicle

Name:

Position:

Department:

Description:

Information required for computation by \$ 3.00 per day (\$ 1.50 one-way) Commute Method

|                                                  |                  |
|--------------------------------------------------|------------------|
| 1. Number of days in year: .....                 | 365              |
| 2. Less: Saturdays and Sundays.....              | -104             |
|                                                  | 261              |
| 3. Less: Vacation days taken:.....               | _____            |
|                                                  | Subtotal : _____ |
| 4. Less: Paid Holidays: .....                    | _____            |
|                                                  | Subtotal: _____  |
| 5. Less: Sick days taken: .....                  | _____            |
|                                                  | Subtotal: _____  |
| 6. Less: all other non-vehicle use days:         |                  |
| (Explain)                                        |                  |
| -----                                            |                  |
| -----                                            |                  |
| -----                                            |                  |
|                                                  | Subtotal: _____  |
| 6. Net total days vehicle used to commute: ..... | _____            |

Signature of individual employee

Approved (requires approval of department head or a majority of Board governing department)

Value of this fringe benefit to be computed by Treasurer only:  
Multiply figure in No. 7 by \$ 3.00 = Value of taxable fringe benefit