



CITY OF HANNIBAL

Welcome to the City of Hannibal!

Thank you for choosing to work with us. We hope you will find your employment in the City of Hannibal a rewarding experience. We look forward to the opportunity of working together to create a more successful city government. We also want you to feel your employment with the city will be a mutually beneficial and gratifying one.

You have joined an organization that is dedicated to an outstanding reputation for public service. Credit for this goes to everyone in the organization. We hope you, too, will find satisfaction and take pride in your work here. As an employee of the city, you will be expected to contribute your talents and energies to further improve the environment and quality of our city.

The Employee Guide to Success may provide answers to most of the questions you may have about our benefits programs, as well as city policies and procedures. You are responsible for reading and understanding this Guide. If anything is unclear, please discuss the matter with your supervisor.

I extend to you my personal best wishes for your success and happiness as an employee of the City of Hannibal.

Lisa Peck
City Manager

Employee Guide to Success

Personnel Policies for the City of Hannibal

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I. Introduction

How to Use this Guide

The *Employee Guide to Success* has been prepared to inform you of the City of Hannibal history, philosophy, employment practices, and policies, as well as the benefits provided to you as a valued employee. It can serve as a ready reference for employees and Supervisors, with the expectation that the policies will be administered consistently throughout the City of Hannibal.

The *Employee Guide to Success* replaces (supersedes) the previous City of Hannibal Personnel Policies and Procedures Manual for the City, and all other City of Hannibal policies whether written or spoken, dated or undated, related to the personnel issues included here.

The Employee Guide to Success applies to all departments in the City of Hannibal with the exception, at this time, of the Board of Public Works.

The policies in this *Employee Guide to Success* are to be considered as guidelines. These policies are not a contract. The City of Hannibal, at its option, may change, delete, suspend, or discontinue any part or parts of the policies in this *Employee Guide to Success* at any time without prior notice as needed. If any policy in this *Employee Guide to Success* becomes unenforceable and invalid, that does not invalidate the entire Employee Guide to Success, only that particular policy.

How Changes to the Guide will be Communicated

Only the City Council of the City of Hannibal may alter or modify any of the policies in this *Employee Guide to Success*. No statement or promise by a Supervisor, manager, department head, or City government official, past or present, may be interpreted as a change in policy nor will it constitute an agreement with an employee.

Any change in the policies in this *Employee Guide to Success* will be explained to employees in writing, with an effective date specified. Each page is numbered so pages can be replaced directly, with assurance that you have the most recent policies for your reference.

How to Stay Informed

Employees are encouraged throughout their employment to stay informed by attending employee meetings and promptly reading bulletin boards, memos, the Chronicles newsletter, or other employee communications.

As you read, please feel free to ask your Supervisor regarding any of the policies in the *Employee Guide to Success*. Your Supervisor can explain it or get an answer for you promptly.

About the City of Hannibal

Hannibal is known as "America's Hometown", featuring friendly people, fascinating history, diverse architecture, shoreline to the Mississippi River, relatively low cost of living, and the commercial hub of Northeast Missouri.

The City of Hannibal was founded in 1819. When Samuel Clemens (AKA Mark Twain) lived here, he played along the Mississippi River and roamed the surrounding hills. He described Hannibal as the little town "drowsing in the sunshine".

Other famous residents include Margaret Tobin Brown - the "Unsinkable Molly Brown" who survived the Titanic, William P. Lear - inventor of the Lear jet, Cliff Edwards - actor and musician, Admiral Robert E. Coontz - a Navy Commander, Jake Beckley- "Old Eagle Eye" played baseball for three major league teams, and Helen Cornelius - country singer.

Hannibal is now known as a tourist attraction because of its history and festive events. Over 500,000 visitors arrive each year. Hannibal has grown to become a city with nearly 18,000 residents today.

The City of Hannibal features the following services to residents:

City Council and City Manager oversee City operations

Various City Boards (about twenty of them) to advise and direct operations

Accounts, Records & Payroll provides documents, business licenses, payroll, and all finance functions

Collector's Office manages efficient collection and handling of all city collections

Department of Public Works oversees all design, facilities, and construction

Building Inspection checks and improves building quality or safety

Street Department maintains and repairs streets for traffic safety

Legal Department preserves and explains legal compliance in City operations

Fire Department provides fire prevention and education, fire suppression, and medical response

Police Department provides law enforcement, protection, and public safety

City Planning designs strategic use of city resources now and for the future

Parks & Recreation Department maintains or enhances 20 City parks

Public Library provides information services to adults and children

Board of Public Works provides efficient and reliable utilities

Convention and Visitors' Bureau promotes and markets the Hannibal community

City of Hannibal employees are proud to serve the public. We enjoy meeting citizens, answering questions, and solving problems. We also appreciate the teamwork of other trained and friendly co-workers dedicated to serving the public.

II. Your Employment and Career

Our Philosophy About Your Career

We are pleased you have chosen a career with the City of Hannibal. We want to provide an exciting, challenging, and rewarding workplace. We hope you will find this is not just a job, but the place where you can make a valuable contribution toward working together to serve the citizens of Hannibal.

We want our employees to envision their future here. Many of our employees have many years of service with the City of Hannibal. We value continuous improvement throughout your career, and we value employee loyalty. This is reflected in the policies shown in later sections of the *Employee Guide to Success*.

Equal Employment Opportunity

The City of Hannibal is an equal employment opportunity employer. Employment decisions are based on merit and operational needs, and not on race, color, citizenship status, national origin, gender, sexual orientation, age, religion, disability, marital status, military veteran status, political affiliation, or any other factor protected by law. Any employees, including supervisors, involved in unfair discriminatory practices may be subject to termination.

The City of Hannibal complies with the law regarding reasonable accommodation for handicapped and disabled employees. We will comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). We will not discriminate against any otherwise qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability. We will also make reasonable accommodation wherever necessary for all employees or applicants with disabilities,

provided that the individual is otherwise qualified to safely perform the essential duties of the job and provided that accommodations do not impose an undue hardship.

Equal employment opportunity notices are posted near employee gathering places as required by law. These notices summarize the rights of employees to equal opportunity in employment and list the names and addresses of the various government agencies that may be contacted in the event that any person believes he or she has been discriminated against unfairly.

Management is primarily responsible for seeing that City of Hannibal's equal employment opportunity policies are implemented, but all employees share in the responsibility for assuring that policies are effective and apply uniformly to everyone.

Work Eligibility

How You Were Selected

The City of Hannibal is confident that as a result of the mutual selection process, your employment will prove to be beneficial to the City of Hannibal as well as yourself, and we look forward to having you work with us.

We carefully select our employees through written applications, personal interviews, and reference checks. After all available information was considered and evaluated, you were selected to become a member of our team.

This selection process helps the City of Hannibal find and employ people who are concerned with their own personal success and the success of the City; people who want to do a job well; people who can carry on their work with skill and ability; and people who can work well with us serving the public.

Immigration Law Compliance

All offers of employment are contingent on verification of your right to work in the United States. On your first day of work you will be asked to provide original documents verifying your right to work and, as required by federal law, to sign Federal Form I-9, Employment Eligibility Verification Form. If you at any time cannot verify your right to work in the United States, the City of Hannibal will terminate your employment.

Employee Background Check

Prior to becoming an employee of the City of Hannibal, a job-related background check was conducted. A comprehensive background check may consist of prior employment verification, professional reference checks, and education confirmation. As appropriate, a credit, criminal,

health examination and/or driving record history may have also been obtained. If you falsify information on your job application, your employment may be terminated.

Hiring of Former Employees

Depending on the circumstances, the City may consider re-hiring a former employee. The City may rehire former employees if their previous work performance was satisfactory and their previous separation was in good standing. The usual pre-employment procedures, Introductory Period, and new employee benefits will apply when re-hired.

Bonding

To preserve public trust and help insure that public funds and citizen money are handled appropriately, bonding may be required prior to or during employment. This would be required in positions that involve fiscal responsibility or potential unsupervised access to citizen cash and valuables. It is your responsibility to ensure that you are bondable. The City of Hannibal will pay the cost of bonding. Your employment may be conditional upon maintaining bonding. If your job requires bonding (as specified in the job description) and you do not maintain this qualification, you will be subject to transfer to another position if available, or dismissal.

Criminal Records

In response to the City of Hannibal's zero-tolerance of violence in the workplace, the City may conduct a pre-employment criminal check on those applicants for positions that may involve unsupervised contact with the public.

To protect our employees and citizens, applicants will not be hired if they have felony convictions as an adult. Current employees with a felony conviction prior to July 1, 2001, will not be terminated on that basis unless they falsified information in the hiring process.

Current employees who are convicted of a felony or plead guilty to a felony after July 1, 2001, will be terminated. Furthermore, since we strive to maintain a high standard of integrity role-modeled by our Police Department, a domestic violence conviction or misdemeanor convictions may preclude continued employment in the Police Department.

Driver's License and Safe Driving Record

Some employees have jobs in which they are trusted to drive City vehicles or are required to drive as part of their job. Employees whose job requires driving must have a valid driver's license and a driving record during the last three years that is acceptable to our insurance provider. Your driving record may be checked from time to time. You must report any changes in your driving record to your Supervisor immediately. Failure to report changes in your driving

record within 5 calendar days may result in disciplinary action, up to and including possible termination.

If your job requires driving and you lose your driver's license after June 1, 2012, or your driving record becomes an unacceptable risk, your employment will be terminated. Because of our insurance requirements, if your job requires driving, you must have a valid driver's license and a safe driving record for the previous three years.

Health/Fitness Examination

After an offer of employment is made, the City of Hannibal will for all jobs, require candidates' participation in a health examination to determine their ability to perform essential job functions. All such health exams, fitness tests, and drug screenings will be arranged and paid for by the City.

A health exam will include drug screening in accordance with policies for a drug free workplace. Subsequent employment may be contingent on the results of the health exam, fitness testing, and drug screening. Physical requirements of a job will be specified in the job description. If a person falsifies information or withholds information regarding their physical condition during the health exam this shall be reason for immediate termination.

Relatives

No person shall be employed by the City of Hannibal or transferred to a department of the City when, as a result, the employee would directly supervise a relative or be directly supervised by a relative, except when required by law. Relatives for purposes of this section are defined as: employee's spouse, children, grandchildren, mother, father, mother-in-law, father-in-law, brothers, sisters, brothers-in-law, sisters-in-law, and grandparents. This does not mean that a person cannot be employed in the same department as a relative; it means the employee may not directly supervise a relative or be directly supervised by a relative. An exception to this would be during "call-in" periods for temporary and emergency situations.

Job Dedication

During Work Hours

We value the time you spend here. Your work hours are paid time on-the-job. During work hours, employees are expected to do their job as described in their job description. Supervisors may also request special temporary projects or other assignments that are work related.

When any employee attends meetings held by the department regarding work-related issues, whether voluntary or required, during regularly scheduled hours or not, that time will be considered paid work hours for all who attend.

Outside of Work Hours

For community involvement, employees are encouraged to participate in charities and organizations of their choice outside of work hours. There are many local civic organizations and charities that are beneficial to public relations and the career growth of individuals. The Department Head may choose to allow a specific individual to participate during normal work hours as unpaid time by offering flexible scheduling.

Employees are encouraged to seek suggestions from their Supervisor about local civic organizations and charities that would be valuable experience.

Employees may choose to participate in an employee union or employee organization outside of work hours. If one union organization exists to serve employees in one City department, the Department Head is expected to meet and confer with them regularly.

Based on the Missouri Constitution (specifying use and misuse of paid time), since union meetings and union activities are for the personal benefit of individual employees, time spent in union meetings and union activities is not to be submitted on a City time record as paid work hours.

If a non-exempt individual wants to attend a regional union conference out of town during scheduled work hours, the Department Head may, as a courtesy, choose to allow the person to attend by offering scheduling flexibility. The Department Head can prevent any loss of pay during that pay period by offering that person additional scheduled hours of work during a pay period to offset the unpaid time.

Outside Employment

If you desire to hold a second job, part-time or full-time, or if you intend to engage in a business enterprise of your own outside of City work hours, you must consult with your Supervisor to be sure it does not present a conflict-of-interest with your position here, and to be sure it does not hinder your ability to perform your job here.

After June 1, 2012, full time or part-time employees must seek pre-approval for outside employment in writing from the Department Head. A Department Head may choose to not approve outside employment only if it hinders your ability to perform your job here, is a conflict-of-interest, or presents a potential conflict of interest. This decision can be made regardless of the number of hours planned for outside employment. This policy does not apply to employees who are on-call reserves.

If it becomes apparent that outside employment is a conflict-of-interest or interferes with your ability to perform your job here, you will be given three calendar days to propose an acceptable solution. If you do not propose an acceptable solution within three calendar days, the City will implement a solution such as transfer or termination, and you will be prohibited from re-occurrence of the same conflict-of-interest in the future.

Introductory Period

Your first year of employment with the City of Hannibal is considered an Introductory Period. A Department Head has the discretion to extend an individual's Introductory Period if needed. This may occur, for example, if there are extensive absences or lack of opportunity to demonstrate necessary job skills.

This Introductory Period will be a time for getting to know other employees, your Supervisor, the tasks involved in your job, and City of Hannibal services. During this Introductory Period, the City of Hannibal will evaluate your suitability for employment, and you can evaluate the City of Hannibal as well. Completion of the Introductory Period does not guarantee continued employment.

Employees terminated during the Introductory Period will not have recourse regarding the termination and will not receive compensation for any benefits accumulated during the Introductory Period.

Job Descriptions

For clarity and legal compliance, job descriptions will be kept current for all City positions. Each employee should be familiar with their own job description. It is the responsibility of the incumbent employee and the Supervisor to keep the job description current and accurate. At least once each year, employees should check their job description to verify its accuracy.

If an enduring change has occurred in the job responsibilities or the knowledge, skills, and abilities essential to perform the job successfully, the job description should be updated. An enduring change in the job is a long-term change (not temporary changes of less than six months). Changes to the job description should be initiated by the incumbent, then reviewed by the supervisor(s) to whom the employee reports, then approved by the Department Head. All changes to the job descriptions must have two levels of approval.

If a new type of position is required, a job description must be created, approved, and available before the position is posted or advertised.

Job descriptions are available from your Supervisor or the Accounts Records and Payroll office. Employees may request to see a job description for their own position, an open position, or a position they realistically aspire to in the future.

Training

Employees are encouraged to attend training for continuous improvement. As our jobs become increasingly complex and aspects of public service become more challenging, continued learning is important to keep employee skills current.

It is recommended that employees each receive at least 40 hours of formal training per year to continually improve performance in their current job. Formal training is defined as structured learning, seminars, or interactive self-paced training.

If you become aware of available training that you believe will enhance your job skills (and/or those of other employees), please tell your supervisor. Inform the Supervisor as early as possible, so the Supervisor can attempt to schedule workloads to accommodate your (and/or other employees') desire to attend training. Training requests should be pre-approved by your supervisor based on job relatedness and budget considerations.

If you are required to attend training, your time during training is paid work time and the entire cost for your training will be paid by the City. If a particular training course is voluntary and outside of normal work hours, training time for all participants may or may not be considered paid work time (depending on the course topic). Also, if training is voluntary and outside of normal work hours the cost of training enrollment may or may not be covered by the department.

Training offered by the City that is voluntary and not job related will not be considered paid work time.

After you attend training, give yourself credit in your personnel file by providing documentation such as a certificate of completion.

Career Opportunities

It is our policy to provide career opportunities for our employees by promoting from within, while also recruiting new employees that may bring specialized skills and talents to benefit a department at any level.

Job Posting

When a Department determines that they need to fill a full-time position that has become open, the job will be posted on employee bulletin boards within all City departments, and the posting will last for at least five calendar days. This includes positions at all levels, except for instances where hiring pools are used. Employees interested in such positions must submit a resume or job application as required by the posting, so their qualification can be determined.

It is not required that all temporary and part-time positions be posted, unless the temporary or part-time position lasts for more than ten days. If a temporary or part-time position is expected to last for more than ten days, or whenever there is enough advance planning to make it practical, these positions will be posted for all City employees to see.

This is a special feature because a full time City employee in one department can choose to apply for work in another City department part-time in another job role without being paid overtime for those part time hours. To meet the legal guidelines, the part-time job must be in a different job capacity. This feature allows supervisors to have trained and available staff from other City departments available to assist them when needed at no added cost compared to non-employees. The advantage of this feature to employees is that they can have first access to part-time job opportunities that were previously only offered to non-employees.

The job posting will specify the job title, pay range, exempt/non-exempt status, job responsibilities minimum qualifications, preferable qualifications, and the selection process. Employees who do not meet the minimum qualifications cannot be considered and should not apply. The selection process for a job may include screening of applicant qualifications, interviews, testing, and/or work samples.

Once the selection process has been defined and described in the job posting, the selection process must be consistent for all candidates considered.

To expedite the selection process, an open position may be advertised to the public at the same time it is posted, but it must be posted to City departments for at least five days before the initial screening process is completed.

Employees may nominate themselves to be considered for a position, without supervisor approval. As a courtesy, however, employees are encouraged to notify their supervisor about positions they have applied for within the City.

Similar to the hiring process, selection for internal opportunities is made without regard to race, color, citizenship status, national origin, gender, sexual orientation, age, religion, disability, marital status, military veteran status, political affiliation, or any other factor protected by law.

Similar to the hiring process, the most qualified candidate will be offered the position. If a City employee and a non-employee are equally qualified, the City employee will be given preference. If two City employees are equally qualified, the City employee with the most years of service will be given preference.

With the approval of the Department Head, if a person resigns with enough advance notice, their job can be posted and filled even prior to the last day of work. This allows overlap time between the person who resigned and the new incumbent, so the new incumbent can have the benefit of training from the person who resigned.

As a courtesy, if an employee applies for a position and is not selected, the employee will be promptly notified of the selection results by the hiring manager or their own Supervisor. It is

recommended that the supervisor or hiring manager coach the employee on how to become more eligible for promotion opportunities in the future.

Hiring Pools

Departments within the city may utilize Hiring Pools to fill department vacancies. Hiring pools enable departments to maintain a diverse roster of qualified applicants for future openings. Candidates are tested and, depending on their score, placed on a list to fill future openings. Determination of the most qualified candidate will be at the sole discretion of the department head.

For departments who utilize hiring pools, city employees must sign-up to be considered for the annual applicant hiring pool. Openings for positions that occur after the annual hiring pool is established will not be re-posted within the city.

Transfers, Demotions, and Promotions

Regular employees may request a transfer to another position of the same classification and pay level in another division or department if 1) a vacancy in that classification exists, and if 2) the individual wishing the transfer possesses the necessary qualifications to perform that particular position. Employees may also be transferred to another position, of the same classification, at the direction of the City Manager. In transfer situations, the City will attempt to balance the needs of the City with the needs and preferences of the individual.

Any employee who is transferred will earn a rate of pay within the pay grade of the new position. If the position to which the employee is transferred lies within the same pay Grade as his/her current position, the employee's current Step and pay level may be carried into the new position, provided the responsibilities of the new position are comparable and similar. For instance, if a park supervisor transfers to become a police officer, that individual, as a first-year officer, is not likely to carry his pay Step and level to the Police Department. If however, a park maintenance worker transfers to the Street Department in a similar position/capacity, he/she would carry their Step and pay level into the new position. These decisions will be determined by the Department Head, in consultation with the City Manager.

If an employee is promoted to a new job and then later demoted (by choice or involuntarily), the employee's pay will be reduced to the most recent rate of pay the employee had before the promotion plus any subsequent increases that were unrelated to the promotion (such as performance, merit, or step increases).

When employees begin another position within the same department, or in another City department (excluding the Board of Public Works), they keep the amount of vacation they are entitled to (there is no loss of vacation benefits). Likewise, the employee's years of service are cumulative (there is no loss of years of service). After July 1, 2001, all years of consecutive

service as a City employee in any department will be considered for total years of service. This excludes standing employee pension plans, which have separate provisions.

A promotion is the movement of an employee from one position to another, where the new position has a higher grade of job classification. A promotion may be accomplished in two different ways. The first type of promotion is the movement of an employee to a higher position, while the second method is accomplished through the reclassification process.

- A. When an employee is promoted to a position in a higher class, he is increased to the minimum step in the new Pay Grade, or to that step within the new Pay Grade that is approximately 8% above the employee's present rate, whichever is greater.
- B. Job reclassifications will affect all incumbents of the evaluated job unless the evaluation reveals that the evaluated position is unique and represents a new type of position.

For promotions or transfers within or across departments, there will be a one year "Probationary Period of Promotion" during which the individual's suitability for the new position will be assessed. During this time, the Department Head may demote, transfer, or terminate an individual who does not successfully perform the duties of the position. Transfer or demotion will be considered if there is currently a position available for which the individual is qualified.

Temporary or Interim Appointments, Pay for Additional Responsibility

In the event of a prolonged absence or vacancy in a supervisory position, an employee may be asked to assume the supervisor's responsibilities, in addition to their own, for a temporary period of time. This situation may also apply to a prolonged absence or vacancy in a non-supervisory position, where an employee is asked to fulfill their own responsibilities, in addition to that of the absent/vacant employee. "Prolonged" is defined as a period of 30 days or more, and "additional responsibility" assumes a critical need to fulfill both responsibilities simultaneously.

In the event this situation occurs, the City Manager may authorize increased compensation on a temporary basis (retroactive), to fairly compensate that employee for his/her additional responsibilities. Compensation shall generally be determined in the same manner as pay for promotion.

Out of Rank Pay

The Police Department may authorize "out of rank" pay to assure supervisory responsibilities are accommodated during a prolonged vacancy or absence. "Prolonged" is defined as a period of 15 days or more. In such an event, the department may authorize a 4% increase for each Grade; not to exceed a 12% increase in total.

Employment Classifications

Based on your role, you are classified as full-time or part-time, temporary or regular, reserve or not, and non-exempt or exempt. If you are unsure of which job classification your position fits into, check your job description.

Full Time Employees

An employee who has successfully completed their Introductory Period and who works at least 1,500 hours per year is considered a full-time employee.

Part-Time Employees

An employee who works less than 1,500 hours per year is considered a part-time employee (an average of approximately 29 hours per week). If you are a part-time employee, you are not eligible for the benefits described in this *Employee Guide to Success*.

Regular Employees

Employees hired to work on a regular basis for an indefinite period of time are classified as "regular" employees. Such employees may be either full or part-time. Unless otherwise specified, the benefits described in this *Employee Guide to Success* can apply only to regular full-time or regular part-time employees.

Temporary Employees

From time to time, the City of Hannibal may hire "temporary" employees for specific periods of time or for the completion of a specific project. The job assignment, work schedule, and duration of the position will be determined on an individual basis.

Normally, a temporary position will not exceed six (6) months in duration, unless specifically extended by a written agreement. Summer employees, interns, and seasonal employees are considered temporary employees. A temporary employee does not become a regular employee by virtue of being employed longer than the agreed-upon time.

Temporary employees are not eligible for benefits described in this *Employee Guide to Success*, except as granted at the City's discretion, or to the extent required by provision of state and federal laws. Those temporary employees classified as "non-exempt" who work more than a specified number of hours in the same job during any pay period will receive overtime pay.

Reserves

Reserves are pre-qualified outside contractors on-call for temporary assistance in specialized, highly trained positions. They are asked to assist a department with special short-term events. They may accept or refuse work offered at any time. Reserves are not employees, and they receive no other employee benefits.

Non-Exempt and Exempt Employees

Employees in certain types of jobs are referred to as "non-exempt" and are eligible to earn overtime pay. This means that they are not exempt from (and therefore are eligible to earn) overtime pay. Non-exempt employees are usually paid on an hourly basis.

"Exempt" employees are supervisors, managers, professional staff, technical staff, and others whose responsibilities allow them to be "exempt" from overtime pay provisions as provided by the Federal Fair Labor Standards Act (FLSA) and any applicable state laws. Exempt employees are usually paid on a salary basis.

Separation of Employment

The City of Hannibal will consider you to have voluntarily terminated employment if you:

1. Resign,
2. Fail to return from an approved leave of absence on the date specified by the city,
3. Fail to report to work or call-in for three consecutive scheduled workdays,

You may be terminated involuntarily for poor performance, misconduct, staff reductions, or violations of City of Hannibal policies. If you are terminated involuntarily, you will be paid for unused accrued vacation days, compensatory time accumulated, and personal days.

For the purposes of calculating benefits, death of an employee is equivalent to voluntary termination with proper notice.

Thus far, no involuntary terminations have occurred in the City of Hannibal for staff reductions. However, if this should occur, the criteria for involuntary termination will be work performance history during the last three years and the total number of years of employment with the City. This means employees with good performance and more years of service will have preference for retention in each job if this situation occurs.

Proper Notice if You Quit

If you resign voluntarily, the City of Hannibal hopes and expects you to provide at least two (2) weeks' notice prior to your last day of work. The day your resignation is received by the Department Head (or designee) is considered the day you have given notice to leave. If you quit without giving proper (2 weeks) notice or quit during your Introductory period, you will not be

paid for accrued vacation time, sick days, or personal days. You will be paid for any compensatory time accumulated and not yet paid.

If you give proper notice before you leave, you will be paid for all accrued vacation time, compensatory time, and personal days. In addition, if you give proper notice before quitting and you have more than five years of service, then you will also be paid for unused and accrued sick days up to the maximum number allowed by policy.

After you give at least two weeks' notice regarding your last day of work, your supervisor may schedule you to be present on the job until the date you specified or to use paid time off.

Exit Interview

If you quit, the City of Hannibal management would like to conduct an exit interview to discuss your reasons for leaving and any other impressions you may have about working here. The exit interview will be conducted by a neutral third party who is not an employee of the City and has been hired specifically to listen to your concerns and express them to the City. The results of the exit interview will be provided to the City Manager. **The results of all exit interviews will also be provided to the department head and entire council, including the mayor.**

III. Pay And Benefits

Our Philosophy About Pay and Benefits

The goal of our pay and benefits plan is to attract potential employees, meet the needs of current employees, and encourage well-performing employees to stay employed here.

Our goal is pay fairness. It is City of Hannibal's desire to pay wages to all regular employees that are competitive when compared to similar employers in other communities and/or industries, so that pay can be motivational, fair, and equitable.

Several factors may influence your rate of pay. Some of the items the City of Hannibal considers are the scope, nature, and overall difficulty of your job (defined in your job description and verified by you), what other employers pay their employees for comparable jobs (external equity), what the City of Hannibal pays other employees in comparable positions (internal equity), and individual performance.

Our goal also includes pay fairness in similar jobs within departments and the same job across departments. Each job has a pay grade, and incumbents with the same job will be in the same pay grade. In general, we compensate employees according to their effort and contribution to the success of services for City residents.

City of Hannibal applies the same principles of fairness to all employees, regardless of organizational level, race, color, citizenship status, national origin, gender, sexual orientation, age, religion, disability, marital status, military veteran status, political affiliation, or any other factor protected by law.

The City of Hannibal has a tradition of providing a very attractive and comprehensive benefits program for all eligible employees. The benefits described in this *Employee Guide to Success* represent a very large investment in City of Hannibal employees. The City of Hannibal will periodically review the benefits program and will make modifications as appropriate. The City of Hannibal reserves the right to modify, add or delete benefits at its discretion. Only three benefits are legally required:

- Unemployment Insurance
- Social Security
- Workers Compensation benefits for work related illness or injury

Even though the City of Hannibal is not legally required to provide further benefits, we have a generous benefits program to attract and keep our talented employees. Employees may receive:

Job training programs	Credit Union membership
Paid medical insurance	Wellness Program benefits
Paid dental insurance	13 Paid holidays
Paid sick time	Paid personal days
Paid vacation time	Therapeutic counseling for personal or family crises
Paid life insurance	Paid military leave
Paid time for jury duty	Paid funeral leave
Generous retirement benefits	

To stay competitive and attractive to both our current employees and potential applicants, we plan to review wages and employee benefits regularly.

Employee Pay

Pay Period

Our payroll work week begins on Friday at 12:01 a.m. and ends on Thursday at 12:00 midnight.

Payday is normally on every other Thursday for services performed during the two (2) week period ending the previous Thursday at 12:00 midnight. In a typical year, the bi-weekly pay schedule is comprised up of twenty-six (26) pay periods per year.

Work Hours

Due to the nature of city service, the normal workday for employees will vary from department to department. The city retains the right to alter an employee's workday to promote efficiency and better service.

At City Hall, regular hours are from 8:00 a.m. to 5:00 p.m. weekdays, Monday through Friday. In the Parks & Recreation Department, regular hours are from 7:00 a.m. to 4:00 p.m. on weekdays. In the Street Department, regular hours are from 7:00 a.m. to 3:30 p.m. weekdays. For these departments, the typical workweek consists of five (5) days, each eight (8) hours long, Monday through Friday. The Hannibal Convention and Visitors Bureau is usually open seven days a week, with hours that vary according to tourist season.

In the Police Department, uniformed officers are scheduled for twelve-hour shifts beginning at 6 a.m. and 6:00 p.m. Typical hours for the senior staff of the Police Department, non-uniformed officers, administrative, and civilian personnel are 8:00 a.m. to 5:00 p.m., though hours may vary with assignments.

In the Fire Department, station crews are scheduled for 24-hour shifts beginning at 7 a.m. Expected productive work time is from 7:00 a.m. to 5:00 p.m. every workday (regardless of whether the workday is scheduled on the weekend or a holiday). From 5:00 p.m. to 7:00 a.m. is usually unscheduled, on-call time on the premises, when station crews may rest, sleep, or participate in recreation.

The 24-hour shift will be scheduled with 2 days (48 hours) off duty after each 24-hour work shift. The average number of hours scheduled throughout the year should not exceed 53 hours per week. Typical work hours for senior staff of the Fire Department, administrative, and civilian personnel are 8:00 a.m. to 5:00 p.m. on weekdays.

Employees and Supervisors in "exempt" positions may have flexible work hours. Because of their position and responsibility, they may often work longer hours or more days to meet a spontaneous need. Those in exempt positions are expected to work a minimum average of 40 hours per week during a month. When long work hours become excessive (more than 42 hours per week) or frequent, an exempt employee should notify their supervisor. A Supervisor can authorize scheduling flexibility to grant "trade time". This would be one-hour free time for each hour worked in excess of a 42-hour work week.

Time off privileges on a reasonable basis may be authorized for employees who are ineligible for overtime compensation yet have worked substantial time beyond normal working hours. Specific standards for relating time allowed to work overtime are not to be established. However, in no instance shall an exempt employee utilize trade time that has not been earned.

Your particular hours of work and the scheduling of your meal period may be determined by your supervisor. Some positions may require schedule adjustments of irregular scheduling to meet the needs for public service. As a courtesy, if you are a non-exempt employee scheduled for work on a day and it becomes apparent that the available work that day requires less than an hour (such as a brief meeting, ten minutes of court time, or a quick check of facilities), you will

be paid for one full hour. Employees are encouraged to be flexible about scheduling changes that are beneficial to departmental operations or considerate to the needs of another employee.

Call Back Time

Sometimes a non-exempt employee may have finished their scheduled work shift, departed, and then be contacted the same day to return to work again. If this occurs, as a courtesy, the employee will be given a minimum of 2 hours paid work time as "call back" time. If the employee returns to work and works more than 2 hours, the employee will be paid for the additional number of hours worked. If the employee returns to work and works 2 hours or less, the employee will be paid for 2 additional hours. This is intended as a courtesy to the employee to offset the inconvenience of returning to work.

Meal and Break Periods

Shift employees in the Fire, Police, and Convention and Visitors' Bureau receive paid time to take a break for a meal. Meal times of Fire and Police occur during shifts, and are paid time because they are constantly on-call to respond. The Convention and Visitor's Bureau operates the visitor's center 7 days per week and must respond to phone calls and walk-in visitors.

Employees in other departments who work longer than four (4) hours will be given an unpaid meal break of at least 30 minutes. The time when meal periods are scheduled varies among departments, depending on the needs of each department. If you are a non-exempt employee, you are requested not to perform any work during your regularly scheduled meal break. It is important to return to work on time at the end of your meal break.

You are also entitled to two (2) fifteen (15) minute paid breaks each workday. Normally these breaks will be scheduled at two different intervals, one prior to your meal period and one after your meal period. Usually, these breaks should be scheduled with your Supervisor. If you work in a department where breaks are not directly assigned, please coordinate with your co-workers to maintain adequate coverage at all times.

Overtime Pay

If you are a non-exempt employee, you will be eligible to receive overtime pay of one and one-half (1 ½) times your regular hourly wage for pre-approved overtime hours worked. If you are uncertain whether you are a non-exempt employee, check your job description.

All employees are expected to be willing to work overtime occasionally. In some jobs, a significant amount of overtime hours may be required. In some jobs a significant amount of overtime is offered as optional. If you are uncertain whether overtime is usually required or optional in your position, check your job description.

Overtime hours must be approved by your Supervisor before overtime hours are worked. Overtime hours must be officially tracked (documented) by your Supervisor.

Overtime is based on actual hours worked. If during a work period, you were away from the job because of a paid holiday, jury duty, funeral leave, compensatory time, personal day, vacation, or paid sick time, those hours will be counted as hours worked for the purpose of computing eligibility for overtime pay.

The City of Hannibal is not legally required to pay overtime rates for any City jobs with "seasonal variations". Jobs with seasonal variations include jobs in the Street Department, Parks and Recreation Department, Convention and Visitor's Bureau, and Collectors Office. Even though the City is not legally required to pay overtime rates to employees in these departments, we pay the overtime rate for full-time regular employees in these departments. Part-time and temporary employees in these departments are not eligible for overtime pay.

If you are a non-exempt non-civilian employee in the Fire Department, overtime hours will be computed only on those hours worked in excess of 24 hours in a 72-hour period that cause an employee to have worked in excess of 204 hours in a 27-day period.

If you are a non-sworn employee in the Police Department you will normally have a work period of 40 hours of work performed in a period of seven (7) consecutive calendar days from Friday (00:00 ours) to Thursday (24:00 hours), and if you are a sworn officer you will normally have a work period consisting of 80 hours of work performed in a period of fourteen (14) consecutive calendar days from Friday (00:00 hours) to Thursday (24:00 hours).

For all other non-exempt full-time regular employees, overtime hours will be computed on those hours worked in excess of 8 hours per day that cause an employee to have worked in excess of 40 hours in a work week from Friday (00:00) to Thursday midnight (24:00).

If a full-time City employee in one department occasionally works part-time in another capacity (a different kind of job) for another City department, they will not be paid overtime for the hours worked in the other department. This allows City departments to offer part-time work to current City employees at the same rate as non-employees.

Compensatory Time Off

The City of Hannibal often gives non-exempt employees the option of receiving compensatory time off ("comp time") instead of overtime pay for overtime hours worked. A Supervisor can choose to offer comp time instead of overtime pay to any non-exempt employee. The employee may choose to accept comp time instead of overtime pay. This decision must be made and documented before the employee works the hours of overtime work.

All comp time off must be given at the rate of one and one-half (1 ½) hours for each hour of overtime worked.

Supervisors should not allow employees to accumulate more comp time than can reasonably be accommodated for an employee to use. The maximum amount of comp time that an employee can accumulate is 48 hours, which would be based on 32 hours of overtime worked.

Scheduling use of comp time will be done with prior approval, ideally to meet both the needs of the employee and the department. Supervisors are encouraged to let employees use comp time when they desire, if it would not significantly interfere with department operations. Supervisors may also schedule an employee to use their accumulated comp time. If there are times in the department when less work is available, supervisors are expected to coordinate with employees and schedule use of comp time during those times.

Supervisors may also later decide to pay out the comp time as overtime pay if use of the comp time becomes difficult to schedule.

Time Records

By law, we are obligated to keep accurate records of the time worked by non-exempt employees. Exempt employees are also encouraged to track their time worked for review by their supervisor so they can let their Supervisor know if the time worked becomes excessive. However, all employees are required to submit time records, along with absence reports.

You are responsible for accurately recording your time working directly for the City of Hannibal. Do not submit work hours for time spent working for another organization.

A Supervisor may record hours worked for an employee, but no employee may record hours worked on another employee's time record. Tampering with another employee's time record is cause for disciplinary action, up to and including termination, of both employees. Deliberate falsifying of time records is considered theft of time and could be considered the cause for dismissal. Supervisors must authorize all time records before submitting them to the Accounts, Records, and Payroll department. In the event of an error in recording your time, please report the matter to your supervisor immediately.

Reimbursable Expenses and Travel

You must have your Supervisor's approval prior to incurring an expense on behalf of the City of Hannibal. To be reimbursed for all authorized expenses, you must submit an expense report with receipts and your Supervisor must approve it. Please submit an expense report each week you incur authorized reimbursable expenses. In order for the City of Hannibal to keep accurate and current accounting records, expenses not submitted within one month may not be reimbursed.

Travel expenses should be pre-approved and carefully managed to minimize cost. Reimbursable expenses may include:

- Directly routed travel (air fare, bus fare, train fare, car rental, taxi fare, fuel cost for City vehicle, or mileage cost for personal vehicle)
- Parking and highway tolls
- Overnight lodging if required
- Meals including gratuities
- Other reasonable required expenses

If you are asked to use your personal vehicle to conduct City business, you may be reimbursed at a per mile rate established annually by the City.

Meal costs (including gratuities) can be reimbursed up to \$35 per full day of travel with receipts provided. Each full day of travel is defined as 24 hours. Meal costs for a partial day cannot exceed \$25. Special consideration may be approved by the Department Head and City Manager on a case-by-case basis when travel is required in certain, extraordinarily expensive metropolitan locations. For reimbursement, actual receipts are required, and must be itemized to demonstrate the items purchased are appropriate and reimbursable by the city. An itemized receipt is required for all travel expenses to be reimbursed, except mileage cost for personal vehicle.

The following are examples of expenses that are not reimbursable: entertainment, laundry or clothes cleaning during travel, alcoholic beverages, tobacco products, childcare, elder care, indirect travel (side trips), souvenirs, and any cost associated with someone accompanying the employee. Pre-approval from your supervisor is required if you desire to bring another person (employee or non-employee) on work-related travel.

Employees who wish to combine a vacation with a work-related trip must have approval from the Department Head or City Manager (if the employee is a Department Head). The employee will be reimbursed for travel to and from the destination based on the least-expensive method of transportation, regardless of the type of transportation used. Other expenses will be reimbursed based on only what is required to complete city business.

Travel Time

Time spent traveling to or from a destination outside Hannibal may be considered unpaid or paid time, depending on when it occurs in accordance with U.S. Department of Labor standards. Time spent traveling to arrive at work in Hannibal or time spent returning from work in Hannibal is not considered paid time.

Any time spent working after arriving at an alternative work location will be paid time.

If an employee travels outside of Hannibal to voluntary training which is not paid for by the department, training time and travel time will not be paid time. If an employee travels to training

which is paid for by the department, training time and travel time may or may not be paid time, depending on the nature of the training and the decision of the department (in accordance with US Department of Labor standards).

Pay Increases

It is our philosophy that employees should be paid a fair base wage and performance should be rewarded with opportunities for increased pay.

For pay fairness, the City of Hannibal will periodically evaluate the job descriptions, check the accuracy of job titles, and conduct pay comparisons to insure that employees are paid a base wage within a competitive pay grade. This is recommended every 2-3 years to keep the pay ranges current.

You earn 100% of your base pay by fulfilling all your job responsibilities. We try to ensure that the base pay is competitive based on the expectations in your job description.

On an annual basis, employees may have the opportunity to earn more money (an additional %) based on performance. If the employee's base pay is within the competitive pay grade for that job, pay increases based on performance will be added to the employee's base pay.

Employees will also receive an increase in pay if they are promoted to a position with a higher pay range.

To summarize, an employee may receive increased income from the City of Hannibal for any of the following reasons:

- Pay grades for each job are updated and the employee's base pay needs to increase to fit in with the competitive pay grade.
- Employee is non-exempt and works overtime hours paid at 1 ½ times rate
- Employee performance earns a pay raise
- Successful completion by an employee of their Introductory Period of Employment will result in an increase of two (2) steps within their pay grade.
- Successful completion by an employee of their Introductory Period of Promotion will result in an increase of two (2) steps within their pay grade.
- If a transferred employee was permitted to bring their Step/pay level to their new position, they will not receive a two (2) step increase following completion of one year in the new position. If a transferred employee was not permitted to bring their Step/pay level into their new position, they will receive an increase of two (2) steps within the pay Grade following successful completion of their Introductory Period in that new position.

Other recognition and monetary incentives may also be possible during the year.

An employee's base pay may be reduced if they request a transfer, request a demotion, or are demoted into a position that has a pay range below their current salary.

Employee Benefits

The City of Hannibal has a history of providing generous employee benefits for employees and their families.

For your career, we offer open opportunities to apply for transfers or promotions that interest you. We also often provide paid job training programs.

For your financial resources, we provide credit union membership at no cost to you.

For your health, extensive benefits are provided for paid sick time, health insurance, dental insurance, continuation of health and dental insurance after employment, life insurance, "wellness" benefits (such as vision, hearing, smoking cessation), counseling for personal and mental health issues ("EAP"), workers compensation, unemployment insurance, social security benefits, retirement benefits, and paid or unpaid leave time.

For your enjoyment and convenience, we provide paid holidays, vacation time, and personal time. These are described in the following sections.

Holidays

The City of Hannibal offers regular full-time employees 13 paid holidays including New Year's Day, Martin Luther King Jr. Day, Presidents Day, Good Friday, Memorial Day, Independence Day, Labor Day, Veterans Day, Thanksgiving Day, Friday after Thanksgiving, Christmas Eve, Christmas Day, and New Year's Eve.

Holiday benefits are available immediately after a person is hired as a regular full-time employee by the City of Hannibal.

If a holiday occurs on a day that is not a scheduled workday for City employees, it will be honored as paid time off on another day identified for City employees by the Accounts, Records, and Payroll Department. If a holiday occurs during your scheduled vacation, you will still receive holiday pay for that day. You are not eligible to receive holiday pay when you are on an unpaid leave of absence.

Because the City needs 24-hour responsiveness in the Police Department and Fire Department, non-exempt non-civilian staff in these departments may be scheduled to work on any of these holidays. Holiday benefits are provided for them on a different basis than described above. For the possible inconvenience of being scheduled on any holiday, these employees will be paid a holiday premium of \$85 for every holiday.

All other employees are not usually asked to work on these paid holidays.

Personal Time

As a benefit for our employees, City of Hannibal offers you paid personal time to accomplish personal business that cannot be done during normal working hours. Only regular full-time employees are eligible for personal time. Employees receive 24 hours of paid personal time per calendar year.

Regular full-time employees become eligible for personal time upon initial employment. In the first calendar year of employment, the amount of personal time you are eligible for will depend on your hire date within the calendar year.

If your hire date is:

- January-March, 24 hours of personal time to use during the remainder of the calendar year.
- April-June, 18 hours of personal time to use during the remainder of the calendar year.
- July-September, 12 hours of personal time to use during the remainder of the calendar year.
- October-November, 6 hours of personal time to use during the remainder of the calendar year.
- December (which has four paid holidays in the upcoming weeks) - no personal time will be granted for use during the remainder of December.

You may use 1-24 hours of your personal time at any one time, at the discretion of the Department Head. In some departments, or at some times during the year, it may not be practical to use personal time in increments of less than 8 hours. You must get prior approval from your supervisor to schedule use of personal time.

If you do not use your personal time during the calendar year, it is not “carried over” into the next year. If you have unused personal time, you will be paid for your unused personal time if your employment is terminated involuntarily, or if you quit with proper notice.

Sick Time

In consideration of the health and well-being of our employees, the City of Hannibal provides paid sick time if an employee must be absent from work due to illness, injury, necessary medical treatment ordered by a physician, required dental treatment, routine physical examinations,

preventative medical examinations, or dental check-ups. To clarify this further, the following are examples, among others, that paid sick time should not be used for: exercise, fitness training, optional treatments, cosmetic surgery, alternative therapies, or cosmetic treatments.

Only regular full-time employees are eligible to accrue paid sick time. Sick time begins accruing immediately when hired. Sick leave is awarded at the end of each month and can be used after one full month of employment. Police and civilian employees accrue 0.25 hours per calendar day; fire department shift employees accrue 0.40 per calendar day.

Employees accrue eight hours of sick time every month, with the exception of Fire Department employees on 24-hour shifts, who accrue 12 hours of sick time per month.

Sick time may be carried over and accumulated from year to year. The maximum amount of sick time that an employee can accrue is 1,440 hours if that employee was hired after 7/1/96. If the employee was hired before 7/1/96, there is no limit on the amount of accumulated sick time.

If you are a non-exempt employee, you may ask to use your sick time in units of no less than one hour at any one time. Scheduling use of sick time is at the discretion of the Department Head. There may be times when it is not practical to schedule use of sick time less than eight hours at a time. Exempt employees should use sick time in units of whole days if needed.

The City of Hannibal is also genuinely concerned about your family. Therefore, in addition to utilizing paid sick time in the event of your own illness, paid sick time may be used to care for an illness or injury suffered by a member of your immediate family, if their illness or injury requires your personal time and attention. For purposes of this policy, immediate family includes a spouse, child, stepchild, child in law, parent, parent-in-law, grandchild, grandparent, brother, half-brother, stepbrother, sister, half-sister, or stepsister. Documentation may be required for this absence. Documentation will be required if the absence caring for a family member extends beyond three consecutive 8-hour workdays or two consecutive 24-hour work shifts.

To use paid sick time, please inform your supervisor as early as possible you will be absent from work due to illness. Providing false information to use paid sick time will be cause for discipline, up to and including termination of employment, along with reimbursement to the City for the amount of sick pay fraudulently obtained.

You may be asked to furnish a physicians statement verifying the necessity for absence(s) and the specific illness, injury, or other disability to which the absence is attributed. This will always be required when you return after three consecutive days of absence or absence from two consecutively scheduled 24-hour shifts. This requested documentation may also be used as assurance that the employee has sought medical attention, has physician-approval to perform the activities of the job, and is healthy enough to return to work without risk to other employee's health.

If you are on an approved leave of absence for less than thirty (30) days, you will continue to accrue paid sick time. If the leave extends beyond thirty (30) days, paid sick time will not continue to accrue.

In the event of an illness or injury which is covered by workers' compensation insurance, this Sick Time policy will not apply, but will defer to state of Missouri statutes.

Employees are encouraged to use their paid sick time to recuperate whenever they are ill or injured. If more days are required for recuperation, comp time, paid vacation days, personal days, unpaid sick days, or medical leave can be requested. If an injured employee is partially healed but not completely recovered, the City of Hannibal can arrange temporary modified duty at the employee's full wages for a limited time.

If you give proper notice when you resign and you have more than five years of service as a City employee, you will be paid for accrued sick time up to the maximum number allowed by policy, depending on when you were hired.

If you do not have more than five years of service, you will not be paid for any accrued sick time when your employment ceases. The following specifications preserve our generous tradition:

If you were hired before 7/1/96, you will be paid full value of all sick time accumulated up to a maximum of 1,152 hours.

If you were hired after 7/1/96, you will be paid 50% value of all sick time accumulated, up to a maximum of 1,440 sick hours accumulated. If a person has accumulated 1,440 hours or more, they would be paid $50\% \times 1,440 \text{ hours} = 720 \text{ hours of pay}$.

Vacation Time

Vacation is a time to rest, relax, and pursue special interests. The City of Hannibal has provided paid vacation as one of the many ways in which we show our appreciation for your work, knowledge, skills, and talents; all of which contribute to the services for City of Hannibal residents.

Regular full-time employees are eligible for paid vacation time after one full year of employment. This means employees must complete their Introductory Period in-order to use vacation time. Part-time or temporary employees are not eligible for paid vacation time.

Vacation Time for New Employees

Upon beginning employment, the amount of paid vacation time you are eligible to use for the remainder of that calendar year will depend on the month of your date of hire. After your Introductory Period, the amount of paid vacation time you are eligible to use for the remainder of that calendar year will depend on the month your Introductory Period ends. If your Introductory Period finishes in:

January through-March

8 paid vacation days

April through June	6 paid vacation days
July through September	4 paid vacation days
October through-November	2 paid vacation days
December (which has four paid holidays in the upcoming weeks), no paid vacation days will be granted to use during December.	

If you are a shift employee in the Fire Department and your Introductory Period finishes in:

January through March	4 (24-hour) paid vacation days
April through June	3 (24 hour) paid vacation days
July through September	2 (24 hour) paid vacation days
October through November	1 (24 hour) paid vacation day
If your Introductory Period finishes in December (which has four holidays with extra pay in the upcoming weeks), no paid vacation time will be granted to use during December.	

Following your introductory period, vacation days are available annually, starting each January.

Vacation Time in Subsequent Years

Each January all regular full-time employees no longer in their Introductory Period will be granted vacation time to schedule during that calendar year. The amount of vacation time depends on the years of employment with the City. If, on January 1, you have been employed:

Less than 5 years	2 weeks (80 hours) paid vacation time
More than 5, less than 12 years	3 weeks (120 hours) paid vacation time
More than 12 years, less than 20 years	4 weeks (160 hours) paid vacation time
More than 20 years	5 weeks (200 hours) paid vacation time.

If you are a 24-hour shift employee in the Fire Department and on January 1, you have been employed:

1-4 years	5 shifts paid vacation time
5-11 years	7 shifts paid vacation time
12-19 years	10 shifts paid vacation time
More than 20 years	12 shifts paid vacation time.

Employees hired directly into exempt senior level positions may be offered more weeks of vacation as a condition of hiring, if market conditions require a more attractive job offer.

How to Use Vacation Time

The City of Hannibal will always try to let you use your vacation time as desired, but vacations cannot interfere with your department's operation. Therefore, you must get prior approval from your supervisor to schedule use of vacation time.

Each January, employees in each department have the opportunity to request vacation times for that calendar year. In scheduling vacations, preference will be given to the employee with the longest length of continuous service as a City of Hannibal employee.

The recommended process to schedule vacation in each department is:

1. Employee in department with the most years of service chooses first “occasion” (an “occasion” is any number of consecutive days of vacation)
2. Employee with 2nd most years of service chooses an occasion
3. Employee with 3rd most years of service chooses an occasion, etc.
4. After all employees have made one choice, then the employee in the department with the most years of service chooses a second occasion
5. Employee with 2nd most years of service chooses a second occasion
6. Employee with 3rd most years of service chooses a second occasion, etc. until all vacation requests have been assigned

At the discretion of the Department Head, spontaneous requests to use vacation time may also be approved for unusual circumstances during the year. Your supervisor has a responsibility to maintain adequate staffing levels and has the authority to limit the approval of vacation requests in order to meet operational needs. Requests will normally be granted as long as your absence will not hinder departmental operations.

If an approved leave of absence is less than thirty (30) days, your vacation eligibility will not be affected. If your approved leave of absence extends beyond thirty (30) days, vacation time will not continue to accrue.

Employees are encouraged to use their vacation and have enjoyable time off each year.

If you have unused vacation time at the end of the calendar year, you may ask to “carry it over” into the next calendar year and use it as soon as possible during the first three months of the year. This request may be approved or not at the discretion of the Department Head. The maximum amount of unused vacation time from the previous year that may be carried over beyond the first three months of the next calendar year is five 8-hour days (or three 24-hour shifts for Fire Department shift crew). For example, if a City Hall employee has 7 days unused vacation that cannot be scheduled before the end of the year, the Department Head may allow the employee to carry over the 7 days and schedule the employee to use at least 2 of those vacation days during January-March of the next year.

After your Introductory Period, if you quit with proper notice or if you are terminated involuntarily, you will be paid for any unused vacation time at your full pay rate.

Group Insurance Benefits

The City of Hannibal has comprehensive quality insurance programs available for employees. Insurance programs are chosen by the City's Insurance Board. You may enroll for health, dental, and life insurance coverage on the 1st of the month following your date of hire. The group insurance benefits (health, dental, and life insurance) are summarized in this section. Please refer to information from the Accounts, Records, and Payroll Department for a more detailed explanation of each program.

Health Insurance

The entire cost for health insurance for each individual employee is paid by the City of Hannibal. The cost of health insurance for the employee's family members (dependent coverage) is partially subsidized (50%) by the City of Hannibal, such that the employee only pays 50% of the cost above-and-beyond the cost for an individual employee.

If an employee retires from a department in accordance with the applicable standards for full retirement benefits (for example, based on LAGERS criteria), the City will continue to pay the retired employee's entire cost of individual health insurance and 50% of the health insurance cost for dependents for a period of three years or until the employee is eligible for Medicare coverage, whichever is sooner.

Dental Insurance

The entire cost of dental insurance for each individual employee is also paid for by the City. The City of Hannibal allows employees to purchase additional dental coverage for family members at the low group insurance rate cost. The City does not subsidize the cost of dental insurance for the employee's family members.

If you request additional family member coverage for health or dental insurance, the cost will be automatically deducted from your paycheck.

COBRA Insurance

According to the federal Consolidated Omnibus Budget Reconciliation Act (COBRA) of 1985, in the event of your termination of employment with the City of Hannibal or loss of eligibility to remain covered under our group health insurance program, you and your eligible dependents may have the right to continued coverage under our health insurance program for a limited period of time at your own expense. When your employment ends, you will learn how you can continue your health and dental insurance coverage. Consult the Accounts, Records, and Payroll Department for additional information.

Life Insurance

If you are a regular full-time employee of City of Hannibal, you are covered by our group life insurance program. This is \$20,000 in term life insurance payable in the event of your death, in accordance with the policy, while you are insured (the police and fire departments have \$50,000 death benefits). You may change your beneficiary whenever you wish by submitting the appropriate document to the Accounts, Records, and Payroll Department.

The cost for employee life insurance is entirely paid for by the City of Hannibal. Life insurance is available to employees only (not family members).

Wellness Benefits

The city may, at your choosing, make additional deductions for supplemental benefits you may elect to sign-up for (long, short term disability, etc).

Employee Assistance Program

Another benefit the City of Hannibal offers its employees is the Employee Assistance Program (EAP). EAP provides a confidential, easily accessible professional counseling service for our employees whose personal problems may affect their abilities to function effectively at work or home. This may include family issues, grief, stress, relationships, substance abuse or addiction concerns, work-related issues, and any mental health issue. This service is available to all full-time employees and their immediate family members starting the first of the month after one month of employment. Confidentiality is one of the most important aspects of this program. If you contact the Employee Assistance Program directly, no one in the City departments will know unless you tell them. No information concerning the nature of your problem will be released without your written consent.

Workers' Compensation

Employees are eligible for Workers' Compensation benefits in the event of an on-the-job injury or illness. This coverage is automatic and immediate. An on-the-job injury is defined as an accidental injury suffered in the course of your work, or an illness which is the result of performing your assigned job duties. This benefit is paid for by the City of Hannibal. If you cannot work due to a job-related injury or illness, Workers' Compensation insurance pays your medical bills and provides a portion of your income until you can return to work.

All injuries or illnesses arising out of the scope of your employment must be reported to your supervisor immediately. Employees returning to work after being absent due to a work-related injury must report to their supervisor prior to beginning work and must bring a doctor's clearance for returning to work.

Light Duty

Upon consultation with the medical staff, the City reserves the right to place the employee in a light duty position, if warranted. All such light duty assignments will be in accordance with the medical staff's decisions, and limitations on the matter.

Unemployment Compensation Insurance

Depending upon the circumstances, employees may be eligible for Unemployment Compensation upon termination of employment with the City of Hannibal. Eligibility for Unemployment Compensation is determined by the Division of Unemployment Insurance of the State Department of Labor. The City of Hannibal pays the entire cost of this insurance program.

Unemployment compensation is designed to provide you with a temporary income when you are out of work through no fault of your own. For your claim to be valid, you must have a minimum amount of earnings determined by the State, and you must be willing and able to work.

Social Security

The United States Government operates a mandated insurance system known as Social Security. As a wage earner, you are required by law to contribute a set amount of your wages to the trust fund from which benefits are paid.

As your employer, the City of Hannibal is required to deduct this amount from each paycheck. In addition, the City of Hannibal matches your contribution dollar for dollar, thereby paying one-half of the cost of your Social Security benefits. This benefit applies to all employees.

Your Social Security number is used to record your earnings. Protect your Social Security record by ensuring your name and Social Security number on your pay stub and W-2 Form are correct.

You may also want to make sure your earnings statement is accurate each year by requesting a Personal Earnings and Benefit Estimate Statement from the U.S. Social Security Administration by calling 1-800-772-1213 or on-line at www.ssa.gov.

Retirement and Pension Benefits

The City of Hannibal has a retirement plan to provide eligible employees (those who have completed sufficient service) with a monthly pension benefit upon retirement. All regular full-time employees and part-time employees who work at least 1,500 hours per year are eligible to participate in the retirement plan.

Civilian City employees (those who are not in uniformed positions within the Police or Fire Departments) are covered under the Missouri Local Government Employees retirement System (LAGERS). The City pays a percentage of the employee's salary each month to the LAGERS plan. You may begin participating in the plan starting six months after your date of hire.

Uniformed (non-civilian) employees in the Police and Fire Departments are covered under a separate pension plan administered by the Police and Firemen Board of Trustees.

The details regarding City of Hannibal and employee contributions, administration, and investments are provided in summary plan descriptions available from the Accounts, Records, and Payroll Department.

If you participate in the City of Hannibal's pension plans, you are entitled to certain rights and protections under the Employee Retirement Income Security Act of 1974 (ERISA). ERISA provides that all plan members shall be entitled to obtain and examine any plan documents including annual reports, financial reports, and plan descriptions. ERISA also imposes duties upon the people who are responsible for the operation of the employee benefit plan. People who operate the pension plan have a duty to do so prudently in the interest of plan members and beneficiaries. Based on ERISA, you cannot be terminated or unfairly discriminated against to prevent you from obtaining a pension benefit or exercising your rights under ERISA. If your claim for a pension benefit is denied in whole or in part, you must receive a written explanation of the reason for denial.

Paid and Unpaid Leave Time

Paid or unpaid time off may be granted to eligible employees, according to the following leave policies. Paid leave time does not interrupt an employee's accumulated years of service. Unpaid leave may interrupt an employee's accumulated years of service and other benefits, depending on the type of leave and duration. The following sections describe the types of paid and unpaid leave that are available to eligible employees.

Paid Leave:

Bereavement Leave

Upon request to the Supervisor, regular full-time employees can receive up to three (3) working days of leave with pay (up to 24 hours total) in case of death in the immediate family. For this policy, immediate family is defined to include the employee's spouse, parent, parent-in-law, grandparent, grandparent-in-law, grandchild, stepparent, brother, sister, stepbrother, stepsister, child, child-in-law, stepchild, brother-in-law, sister-in-law, betrothed fiancé, great grandparents and children. Upon request to the supervisor, employees will be allowed one working day with pay (up to 8 hours total) in case of death of an aunt, uncle, or first cousin (or in-laws of the same nature).

Given the diversity of many modern families, exceptions to the bereavement leave policy may be considered on a case-by-case basis, but any employee found abusing the policy will be reprimanded, up to and including termination.

A day of paid bereavement leave may be scheduled on the day of the relative's death or on any day within one week of the relative's death. Proof may be required.

With your supervisor's approval, you may take a half or full day without pay to attend funerals of other relatives and friends. If you prefer, unused personal time or accrued vacation time may be used for this purpose.

Jury Duty

It is your civic duty as a citizen to report for jury duty whenever called. If you receive a jury summons, you must notify your supervisor within two days after you receive it.

The City of Hannibal will permit you to take the necessary time off, maintain your full rate of pay from the City, and return to your position when jury duty is completed.

Any day or half-day you are not required to serve on jury duty, and you are not sequestered, you will be expected to return to work.

In order to receive jury duty leave pay, you must present a statement about jury service and jury pay to your supervisor. This document is issued by the court. Also, your compensation check for jury duty must be turned in to the City to receive jury duty pay from the City of Hannibal.

Administrative Leave

Employees may be granted paid administrative leave if necessary, during an investigation. During administrative leave, all other benefits continue.

Military Reserves or National Guard Leave of Absence

Employees may take up to fifteen 8-hour days of paid time off (or twelve 24-hour shifts for Fire Department shift employees) to participate in military reserves or National Guard training that occurs on regularly scheduled workdays. You will be able to return to your position after this participation. You are expected to notify your Supervisor promptly of the dates you will be on military reserves or National Guard duty so arrangements can be made for replacement during your absence.

Unpaid Leave:

In general, a leave of absence is an official authorization to be absent from work without pay for a specified period of time. Occasionally, for personal or other reasons, you may need to be temporarily released from the duties of your job with the City of Hannibal. It is the policy of the City of Hannibal to allow its eligible employees to apply for and be considered for certain specific leaves of absence.

Time off for any reason during a working day will count first against your comp time, personal time, and/or vacation time. Thereafter, unless specifically accepted, any time off will be without pay.

During unpaid leave of less than 30 calendar days, an employee's years of service to the City continues to accrue. When unpaid leave exceeds 30 calendar days, years of service to the City will not continue to accrue (it is temporarily interrupted).

Benefits such as sick time, vacation time, and personal time will continue to accrue during an unpaid leave of less than 30 calendar days. They will not accrue after unpaid leave exceeds 30 calendar days.

Failure to return to work as scheduled from an approved leave of absence or to inform your Supervisor of an acceptable reason for not returning as scheduled will be considered a voluntary resignation of employment.

If you accept any employment or go into business while on a leave of absence from the City of Hannibal, you will be considered to have voluntarily resigned from employment with the City of Hannibal as of the day on which you began your leave of absence.

The City of Hannibal will continue to pay its share of health and dental insurance premiums for employee coverage and dependent coverage for a maximum of three months while you are on a family medical leave of absence.

While you are on any other type of unpaid leave of absence from the City of Hannibal, you will be responsible for paying the total premiums for your coverage and that of your dependents at the City's group insurance cost. Failure to do so may result in loss of coverage and possible refusal by the insurance carrier to allow your coverage to be reinstated.

All requests for leave of absence shall be submitted in writing to your Supervisor. Each request shall provide sufficient detail such as the reason for the leave and the expected duration of the leave.

There are several types of unpaid leave for which you may be eligible.

Family Medical Leave of Absence

Eligible employees may be entitled to job-protected family or medical leaves of absence if they are unable to come to work due to pressing family or medical concerns as described within this

Family Medical Leave of Absence Policy, which shall be administered in accordance with applicable state and federal laws as follows:

1. Employees are eligible for FMLA if they have been actively employed for twelve (12) months and worked at least 1250 hours (an average of twenty-five (25) hours per week) during those twelve (12) months. This twelve (12) month period "rolls back" from the date of leave to the prior twelve (12) month period.
2. Employees may request one (1) or more family care or medical leave, however, the total amount of leave taken cannot exceed twelve (12) work weeks in any twelve (12) month period. You may request intermittent leave or reduced scheduled leave to care for a seriously ill family member or if you have a serious health condition that warrants such a request.
3. Family leave shall be granted upon the birth or adoption of a child of the employee, or upon a serious health condition of the employee's child, spouse or parent. Medical leave shall also be granted upon the employee's own serious health condition. For purposes of this policy, the following definitions apply:
 - a. A child is defined as a natural, adopted or foster child, a stepchild, or a legal ward. If the child is over eighteen years of age, he/she must be unable to care for himself/herself due to a serious illness.
 - b. A parent is defined as the employee's or his/her spouse's natural, adoptive, or foster parent, stepparent, or legal guardian.
 - c. A serious health condition is defined as a disabling physical or mental illness, injury, impairment, or condition involving inpatient care in a hospital, nursing home, or hospice; or outpatient care requiring continuing treatment or supervision from a health care professional.
4. In the event the employee should need to request FMLA leave, the employee must request it in writing, and submit it to their respective department head. The employee must provide at least 30 days notice before the commencement of the leave, unless the leave is needed for an emergency. In this case, the employee should give as much notice as possible.
5. In addition to the written request, the employee will be required to obtain a written doctor's certificate. The doctor's certification must include the date on which the health condition occurred or will occur, the probable duration of the condition, an estimate of the amount of time you need to be off work, and confirmation that the nature of the condition warrants you to be away from work to care for yourself or your family member as previously defined. Failure to provide the requested medical certification in a timely manner may delay the FMLA leave. If the employee is unable to provide medical certification, the leave will not be considered FMLA, and will not be protected.
6. Family care leave that relates to the birth or adoption of a child must be completed within twelve (12) months after the birth or adoption. Additionally, Family Care Leave can only be

taken on an intermittent or reduced leave basis if the City and employee both agree to the terms of the request.

7. Upon the employee's submission of the FMLA request and doctor's certification, the request will be reviewed, and you will receive, in writing, the City's determination regarding the eligibility of your request under this policy. The City reserves the right to require the employee to obtain a second, and possibly a third, opinion regarding the condition at the City's expense.
8. Upon approval of FMLA leave, the employee should be aware that the City requires you to use any accrued paid time off concurrently with FMLA leave. This means the employee will be charged any sick, personal, vacation or comp time available concurrently with FMLA leave from the commencement of the leave. Once all accrued paid time off is exhausted, the FMLA leave will continue as unpaid leave up to the allowed twelve (12) weeks.
9. Upon exhaustion of all accrued paid leave during FMLA leave, your paid leaves will not accrue further during the unpaid FMLA leave period. Upon completion of your leave, normal accruals will again commence.
10. The City reserves the right to request recertification of your FMLA leave from your physician every 30 days. Additionally, the City may request certification at some later date if the City has reason to question the appropriateness of the leave or its duration.
11. If additional FMLA leave is required you must, prior to the expiration of the FMLA leave, submit additional certification to the City of Hannibal.
12. If the City should deny your request for FMLA leave, you will be allowed a reasonable amount of time to submit additional certification to support your request.
13. The City will not discriminate against employees as a result of the approved use of family care or medical leave or a proper request for such leave. FMLA requests will be considered without regard to race, color, citizenship, national origin, gender, sexual orientation, age, religion, creed, disability, marital status, military veteran status, political affiliation, or any other factor protected by law.
14. Upon completion of the leave granted under this section, you shall be reinstated to your original position or a similar position, at the same rate of pay. If, due to your own medical circumstances, you are no longer able to perform your original job, the City will attempt to transfer you to alternate suitable work, if available. The City may require a "Fitness for Duty" certificate from your doctor before reinstating you to your position.
15. While on FMLA leave, the City will continue your group health and dental insurance benefits under the same terms provided to other employees, for up to twelve (12) weeks leave during any one-year period. If your leave extends beyond 12 weeks, you will be offered the opportunity to purchase continuing coverage under federal COBRA continuation rules.

16. Employees should be advised that the City can and will designate all qualifying leave as FMLA leave, even if FMLA leave was not requested by the employee. You will receive written notice if any leave taken is designated as FMLA leave, and the date of commencement of the FMLA leave will be the same as the written notice. At that point, the provisions in the above policy will take effect.
17. **Military Caregiver Leave:** The City must grant an eligible employee who is a spouse, son, daughter, parent, or next of kin of a covered service member with a serious injury or illness up to a total of 26 workweeks of unpaid leave during a "single 12-month period" to care for the 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. The "single 12-month period" for leave to care for a covered service member with a serious injury or illness begins on the first day the employee takes leave for this reason and ends 12 months later, regardless of the 12-month period established by the employer for other types of FMLA leave. An eligible employee is limited to a combined total of 26 workweeks of leave for any FMLA-qualifying reason during the "single 12-month period" (only 12 of the 26 weeks total may be for a FMLA-qualifying reason other than to care for a covered service member).

Military Leave of Absence

If you are a full-time employee and are inducted into the U.S. Armed Forces, you will be eligible for re-employment after completing military service, if all of the following are true:

1. You show your orders to your Supervisor as soon as you receive them
2. You satisfactorily complete your active-duty service
3. Enter the military service directly from your employment with the City
4. Ask for and are available for re-employment within thirty (30) days after discharge from active duty

Flexible Hours for Higher Education

Employees are encouraged to pursue educational opportunities to become more qualified for career advancement. If an employee requests it in writing, a Department Head may choose to accommodate an employee's college class schedule by offering flexible work hours if it does not interfere with department operations. Presuming the college degree is job related, such accommodation will be offered to employees based on the timing of the written request.

Personal Leave of Absence

If you seek a leave of absence for personal reasons, your request will be evaluated based on particular circumstances present at that time, including but not limited to your current and anticipated work responsibilities, performance, and department needs. The City of Hannibal reserves the right to refuse such a request at its sole discretion.

In special circumstances, the City of Hannibal may grant leave for a personal reason, but not for the purpose of taking employment elsewhere or going into business for yourself. You should request an unpaid personal leave of absence from your supervisor and Department Head in writing describing why you feel you are, or you will be unable to work. A personal leave of absence must not interfere with the operations of your department or the City of Hannibal. A personal leave of absence may be granted for up to two continuous months. Furthermore, total personal leave time may not exceed six months in any three-year period of time.

IV. Job Performance and Standards of Conduct

Our Philosophy About Performance and Conduct

The City of Hannibal can provide the most effective service to the citizens of Hannibal when:

- Employees understand expectations for conduct and performance
- Consistent standards for conduct and performance are maintained
- Employees are treated with courteous consideration by supervisors and by each other
- Illegal, unethical, destructive, or counterproductive behaviors are not tolerated
- Employees are rewarded for performance and initiative on the job

What the City of Hannibal Expects From You

Every employee is involved in making each working day enjoyable and rewarding. Your first responsibility is to know your own duties and how to do them promptly, correctly, and pleasantly. Secondly, you are expected to cooperate with management and other employees to maintain a good team attitude.

How you interact with other employees, how you interact with citizens, and how you accept direction can affect the success of your department. In turn, the performance of one department can impact the services offered by other departments. Therefore, whatever your position, you have an important assignment: perform every task to the very best of your ability.

You are encouraged to pursue opportunities for personal development offered to you. This Guide offers insight into how you can perform to the best of your ability to meet and exceed expectations as an employee for the City of Hannibal.

Job Performance

Performance Reviews

Your supervisor should provide feedback to you about your performance throughout the year. However, your performance review is a special opportunity for feedback and collaborative planning between you and your Supervisor. Each current full-time employee in the City of Hannibal receives a formal performance review once a year. New employees may be reviewed near the end of their Introductory Period.

Employees who are transferred or promoted may also be reviewed at the end of their Job Orientation Period.

This is a good time to discuss your interests and future goals. Your supervisor is interested in helping you to progress and grow in order to achieve personal as well as work-related goals. During the performance review, your Supervisor may suggest ways for you to learn more, improve your results, advance, or make your job more rewarding. Your Supervisor can answer any questions you may have about the performance review process.

If an employee is not in the Introductory Period or Job Orientation Period when job performance becomes unsatisfactory, the Supervisor will initiate a 30-day improvement plan as corrective action. If job performance does not improve after the 30-day interval, the employee will be subject to disciplinary action, up to and including transfer, demotion, or termination.

Recognition and Reward

When an employee, a team, or a department performs exceedingly well, a Supervisor or Department Head may implement a special recognition or reward. This may include:

- Verbal praise
- Written commendation
- Medals and citations
- Recognition items (valued at less than \$50)

Supervisors are encouraged to give positive feedback often, such as verbal praise and written commendation. Because of the number of paid days off already offered on a regular basis, additional paid time off should not be used as a reward for employee performance. To gain the best effect using any of the rewards listed above, supervisors should verify the accuracy of who should receive the reward and be sure the reward is provided promptly after it is earned.

Employees may nominate themselves or other employees for these rewards. Employees are encouraged to nominate employees in other departments they work with, as well as employees in their own department. Also, supervisors and Department Heads may nominate employees. Rewards listed above may be granted at anytime during the year.

The decision about who receives these rewards will be made by the supervisor or Department Head. To ensure consistency across departments, two levels of management approval will be required for all rewards, except verbal praise and written commendation.

Standards of Conduct

When groups of people gather together to achieve goals, some rules of conduct are needed to help everyone work cohesively, efficiently, and harmoniously. By accepting and maintaining employment with the City of Hannibal, you agree to follow certain standards of conduct. The purpose of these standards is not to restrict your rights, but rather to be certain you understand what conduct is expected and necessary. The City of Hannibal is a better place to work when each employee can count on other employees to follow the rules of conduct.

The City of Hannibal has standards of conduct with regard to ethics, diligence, confidentiality, conflicts of interest, prohibited gifts, attendance, punctuality, appearance, use of city equipment, use of employee property, unacceptable conduct, and procedures specific to individual departments.

Ethics

The primary mission of the City of Hannibal and its employees is to provide services to the citizens of Hannibal. To accomplish this, the City of Hannibal maintains the following code of ethics for employees. Employees shall:

1. Maintain a high standard of integrity, honesty, and professionalism
2. Respect that each employee is valuable to the goals of the City
3. Maintain a positive attitude regarding job responsibilities
4. Strive to deliver services with a high degree of quality and efficiency
5. Seek or accept no favors from citizens for personal gain
6. Avoid activities that would impair job performance
7. Avoid activities that would be viewed as a perceived conflict of interest

8. Aside from exercising your right to vote, refrain from engaging in all other city election activities that may help or hinder candidates or referendum issues. Employees may post political signs, or wear campaign buttons off-duty; aside from that, City employees are expected to be politically neutral in matters of local elections.
9. Do not endorse products or services as a city employee.
10. Do not endorse specific companies or entities as a city employee.

Integrity is doing the right thing when nobody is watching.

The success of the City of Hannibal depends upon the quality of the relationships among our employees, between our employees, and with the general public. In a sense, regardless of your position, you are an ambassador for the City of Hannibal.

There are several things you can do to give citizens and visitors a good impression of the City of Hannibal:

- Show competence dealing with citizens in a courteous and respectful manner
- Be fair and truthful with citizens as well as coworkers
- Follow laws, rules, policies, and ordinances
- Communicate pleasantly and respectfully with other employees at all times
- Perform duties reliably and competently with loyalty to the goals of your department
- Provide professional replies to inquiries and requests promptly
- Curtail the spread of work-related rumors by asking your supervisor to obtain or verify facts
- Take pride in your work and enjoy doing your very best

Diligent Effort in Job Tasks

Employees are expected to show diligent effort in their job during work hours. Diligent effort means employees are focused on performing their job duties. This precludes conducting personal business, loitering, repeatedly making personal phone calls, accepting numerous or lengthy personal phone calls, sleeping during duty hours, playing amusement games, cosmetic procedures, personal shopping, reading personal mail and magazines, recreational television, recreational videos, entertaining friends, family visitors, pet-sitting, or childcare at work.

These restrictions do not apply to break times or unpaid meal periods.

For employees in the Fire Department, these restrictions apply between the hours of 7 a.m. to 5:00 p.m. These restrictions do not apply between the hours of 5:00 p.m. to 7:00 a.m. (unless the employee is responding to an alarm).

Confidential Information

The citizens of Hannibal entrust city employees with important information relating to their businesses, homes, and/or personal lives. Likewise, employees often provide personal information that is considered confidential. By safeguarding the confidentiality of the information received, the City of Hannibal earns the respect and further trust of our citizens. We expect that you will not disclose or use confidential information, either during or after your employment. We sincerely hope that our relationship will be long-term and mutually rewarding. However, your employment with the City of Hannibal assumes an obligation to maintain confidentiality, even after you quit working here.

Because of the Sunshine Law, most City documents are made available to others upon request. However, if you are questioned by someone and you are concerned about the appropriateness of giving them certain information, refer the request to your supervisor.

No one is permitted to remove or make copies of any city records, reports or documents without prior management approval. Release of confidential information regarding the city, its citizens, its employees, or activities for monetary gain or other favorable treatment is prohibited. Disclosure of confidential information could lead to disciplinary action, up to and including termination, as well as other possible legal action.

Conflict of Interest

As government employees serving the public, city employees must be careful to avoid activities that may be a conflict of interest or create the appearance of a conflict of interest. The following are examples of activities that are an unacceptable conflict of interest for a City employee:

1. Financial interest (direct or indirect) in any contract with the city for the city's purchase of land, materials, or services.
2. Activities which conflict with the function of the department
3. Activities using city name, employee time, facilities, equipment, or supplies for private gain or advantage
4. Acceptance of any money, gifts, or consideration from someone other than the City for performing job duties

5. Premises or activities which are inspected, audited, or reviewed by the employee such as Fire Inspections or Building Inspections of a business or home owned by the employee
6. Using one's own position to coerce or influence another person or business for personal gain
7. Using one's own position to sell related services or products outside of work hours
8. Providing confidential information for personal gain or favor to another citizen

Prohibited Gifts

A department may choose to solicit citizen contributions from individuals or civic groups for department projects authorized by the Department Head. However, employees may not solicit cash, services, or material gifts from any citizens or businesses for personal gain or personal use.

If a gift is offered to an individual employee from a supplier, vendor, citizen, or local business, then approval from management is required before an employee may accept it. A “gift” is defined as objects or services. Cash should never be accepted as a gift to an employee. Employees should not accept food or gifts while conducting inspections or investigative interviews with citizens.

Gifts to individual employees should not be sent to or received at the employee’s home. If an employee receives a gift from a supplier, vendor, or local business sent to their home, their supervisor should be notified, and the gift should be returned by the Department.

Gifts from citizens or businesses should never be accepted by an individual employee. Gifts given to a group or department (home baked cookies brought to the Fire Station or Police Station, for example) are acceptable if valued at less than \$30. Gifts for a group, department, or multiple departments that are valued at more than \$30 should be carefully screened and considered with the input of the City Manager to be sure it does not create an implied favor from someone who will have transactions with the department or city in the future.

Inappropriate gifts (such as a gift sent to an employee's home, any gift to an individual, or an excessive gift to a group or department) should be returned by the department to the sender with a written explanation for the sender.

Employees are not permitted to give away City property to citizens or businesses. This refers to all items other than educational items, promotional items imprinted with the City or department logo, department information, and items provided to individuals as a normal part of job duties (such as unclaimed bicycles to children, medical supplies used during rescue, or meals given to prisoners).

Attendance and Punctuality

We expect you to be on time, ready to work at the beginning of your assigned work hours, and to reasonably complete your tasks by the end of your assigned work hours. If you are absent, late, or leave early unexpectedly, it places an extra burden on other employees in your department.

Sometimes it may be necessary for you to be absent from work. The City of Hannibal is aware that emergencies, illnesses, or important personal business may arise that cannot be scheduled outside of your work hours. Paid sick time, personal time, and vacation time have been provided for this purpose.

If you know in advance that you will need to be absent, please request this time off. If you have advance approval from your Supervisor to be absent, this approval will not be revoked.

If you are unable to report to work, or if you will arrive late, contact your Supervisor as early as possible, no later than the start of your scheduled work hours. If you will be arriving to work late, tell your Supervisor when you expect to arrive for work. If you are unable to call in yourself because of an illness, emergency or for some other reason, be sure to have someone else call for you.

If your supervisor or the supervisor on-duty is not contacted by the start of your scheduled work hours, the absence may be considered unexcused. One unexcused absence is a minor disciplinary infraction; more than one unexcused absence in a year is a major disciplinary infraction.

A consistent pattern of questionable absences can be considered excessive and may be cause for concern. Any absence from work without notifying your supervisor, when it is possible, will result in disciplinary action. Absence from work for three (3) consecutive scheduled days without notifying your Supervisor will be considered a voluntary resignation.

Lateness is tardiness arriving for work or tardiness returning to work after a break or meal period.

During work hours, let your supervisor know if you will be away from your workstation or work area for an extended period of time and when you expect to return. Your supervisor should always be aware if you are travelling outside the City limits during work hours.

Leaving work early without your Supervisor's permission is unacceptable conduct.

If your job requires overtime, and you repeatedly avoid being contacted for overtime, this will be considered an unexcused absence. If you are scheduled for overtime or volunteer for overtime and do not arrive to work overtime, this will also be considered an unexcused absence.

Supervisors will document employee absence, leaving early, or lateness and the reasons. Excessive absences, lateness, or leaving early may lead to disciplinary action, including possible dismissal.

Personal Appearance at Work

Please understand that you are expected to dress and groom yourself in accordance with accepted social and business standards, particularly if your job involves dealing with citizens or visitors in-person.

A neat, tasteful appearance contributes to the positive impression you make on our citizens, as well as your own self-confidence. You are expected to be suitably attired and groomed during working hours or when representing the City of Hannibal.

Personal appearance should be a matter of concern for each employee. Employees are expected to dress professionally in clothes that are not stained or torn.

Employees are expected to arrive at work freshly bathed with no noticeable unpleasant odors. Fragrances such as cologne or perfume may be worn unless another employee mentions that it is unpleasant or irritating.

In some departments, we provide or require official uniforms that employees in certain jobs must wear while at work. Some departments may have additional appearance standards in jobs that require citizen contact, such as guidelines regarding hair (length, style, or a naturally occurring color), facial hair, jewelry, visible piercing, cosmetics, visible tattoos, jeans, shorts, sports uniforms, hats, or a visible lack of undergarments. These guidelines or uniform requirements may be waived for Police Department assignments when secrecy of identity is required.

Please consult your supervisor for more information about expectations in your department. If your supervisor feels your attire or grooming are inadequate, you may be asked to leave work until you are properly attired or groomed. Employees who violate appearance standards will be subject to appropriate disciplinary action.

Use of City Equipment

Within the departments, employees will be provided with access to equipment necessary for their job. This may include tools, machinery, materials, computer equipment, communication equipment, or supplies. Employees are responsible for proper care, use, and maintenance of equipment. Equipment should not be modified, damaged, destroyed, sold, given away, or removed without specific authorization. Employees should verify with their Supervisor that they understand the use or operation of equipment. Training will be provided by the department regarding the use of equipment.

If equipment is lost, damaged, or destroyed because of an employee's negligence or misuse, the employee will be expected to reimburse the City for repair or replacement cost. Employees will be subject to disciplinary action for misuse or negligence with regard to City equipment.

The City of Hannibal makes every effort to provide the advantages of modern technology for our employees. In this regard, the City of Hannibal has installed, at substantial expense, equipment such as computers, electronic mail, and voice mail.

Employees should know:

- Computerized information and email messages are City property
- Software programs must be approved before installed
- Computer equipment should not be used for personal use
- Communication equipment should not be used for personal use
- Computer games, gambling, and personal purchases are prohibited
- Employees must respect software copyrights and licenses; illegal duplication of software is prohibited
- Employees should not access another employee's computer files without permission
- Electronic or voice communications that include offensive, harassing, disparaging (by race, religion, gender, age, political affiliation, etc.), or sexually explicit material is prohibited
- Electronic information, email, and voicemail messages are not considered private to an employee
- Information on departmental computers is considered confidential to that department and should not be released or distributed without approval
- Voice mail greetings should be professional and current

Any employee who violates this policy or uses the electronic communication systems for improper purposes will be subject to discipline.

Use of City Charge Accounts

Employees who are authorized may have access to city credit cards and charge accounts with various suppliers. City credit cards and charge accounts should only be used for official city purchases, never for personal use.

PURPOSE - General Purchasing

Purchase Card shall have the meaning of Credit Card for the purchase of goods or services regardless of name brand where the issuer typically a bank will submit a monthly statement and when payment is made timely there is no interest charged nor penalties assessed against the holder, City of Hannibal (City).

Purchase Cards shall be issued through, controlled by, cancelled, closed or terminated by the Department of Accounts, Records and Payroll (City Clerk) and/or the Finance Department (under the City Manager).

Purchase Cards are to be used for purchases of approved items supported by approved budgets costing less than sealed bid limits as established by the City Council. Purchase Cards may be used for standard procurement of goods and services or for Blanket Purchases (procurements in

which one vendor is chosen periodically via a fair competition among vendors of goods and services: for example, asphalt, cold patch, oils and lubricants, high speed internet services, etc.

DETAIL

1. Purpose

To allow City departments to purchase goods and services directly from vendors when those items are needed, but it is not expedient, practical, or desirable to have either a check or cash available when payment is demanded. Purchase Cards are for general purchases including purchases for standard products and services that do not require additional departmental approval. Purchases for standard products and services require an authorized CITY OF HANNIBAL Purchase Order. CITY OF HANNIBAL cannot guarantee payment of unauthorized purchases and the individual purchaser may be held liable for the cost of unauthorized purchases.

2. Credit from Whom (Which Bank or Financial Institution(s))

The Finance Office will select a company to use to obtain the necessary credit cards and establish a line of credit with that company. Consideration will be given to any company which can meet the general purchasing needs of the various City departments and the billing and payment requirements of the City. It is not the intention of the City Council to tailor fit cards for individual department unique purposes.

3. Cancellation, Close or Termination of Credit

The Finance Office may choose to close the accounts of any issuing Credit Card company (all issued cards) based on business necessity not necessarily the cause of any given department (that is, for example, change in terms of credit offered, failure to post payments timely or other business-related reasons.)

The City Clerk shall issue written instructions to stop, close or cancel any given employee or employees cards based on sound business principal including but not limited to continued and repeated failure to submit receipts, failure to turn in statements and purchase orders timely, etc. The City Clerk shall give a reason in the instructions unless such reason may need to be confidential due to personnel, privacy rights, legislation or possible litigation.

4. Number of Cards for the Department

Each Department Head will recommend to the Finance Officer their need for a Procurement Card, how many cards are needed for their department and which employees will be allowed to use them. All employees issued a credit card must sign an acknowledgement form recognizing their responsibility to comply with the City's policy regarding credit cards. Typically, the Department's Secretary or

Administrative Assistant will hold all the cards and issue them out as necessary. Typical may be two cards for travel and training with limited line of credit and limited to fuel, motel/hotel and meals. And one or two cards utilized for purchasing goods and/or services.

5. Credit Limits

The Finance Office will establish an appropriate credit limit for each card, recognizing that individual cards may vary with the types of goods and services which are anticipated to be acquired. Credit limits shall not be raised without specific authorization from the finance office. Any employee who takes action to raise such limits without authorization of the finance office shall be subject to disciplinary procedures as set out in the employee's guide to success.

6. Use

The use of any City business procurement card is restricted for the City of Hannibal Government to acquire goods and services which are appropriate for the conduct of the City's business.

7. Responsibility

Each Department Head is responsible for supervision of the use of the cards by their department. Each Department Head is responsible for ensuring that any charges are authorized City expenditures and that adequate monies are available within the department's approved budget.

8. Personal Use Not Permitted

No personal expenditures are allowed by employees using City credit cards, even if the intent is to repay the City at a future point in time.

9. Administration

Procurement Card Statements with Purchase Order submitted to the Office of Accounts, Records and Payroll for payment must include supporting documentation, such as receipts and invoices, which clearly show what goods and services were purchased using the credit card; additionally, a summary of accounts and amounts totaled by line.

10. Duty and Violation of Policy

It is the duty of the Department Head to control the use of credit to the purpose as outlined in this policy. Those found to be in violation of the policy may be found to be fraudulent in duty and responsibility. Violation of the policy may be cause

for discipline up to immediate dismissal and reparation of funds found to have been spent for other than City business and within the various ordinances and policies of the City of Hannibal.

USING THE CARD

The card is an easy way to make small dollar purchases, internet purchases, travel expense purchases and new vendor purchases where the City has not yet established a credit limit with the vendor. It does not avoid or change any of the normal guidelines for good purchasing practice in accordance with City of Hannibal rules, regulations, policies and procedures. Use it just as one would a personal credit card, except that this card is exclusively for City of Hannibal purchases. All charges made will be paid by the City of Hannibal and charged to the specified cost Center (Department) as supported with the subsequent signed purchase order. One may buy things in person, by phone, mail or fax. In the process of utilizing the card one should:

- ✓ Identify yourself as a City of Hannibal employee.
- ✓ Ask about governmental discounts.
- ✓ Give the City of Hannibal sales tax exempt number (there is one for Missouri and a distinct one for Illinois) copies of the letters from each state may be obtained at the City Clerk's Office. If you are charged tax, contact the merchant for credit.
- ✓ Give accurate and complete shipping instructions.
- ✓ Keep the paper record. Packing slips, cash register receipts, sales receipts, and/or any other proof of purchase are the only paper record of the specific purchase. If you fail to keep records, your card may be revoked.
- ✓ If you lose the receipt, call the vendor for a copy (vendors are required to supply you with a receipt).

The IRS still requires that a signed W-9 be on file for any vendor who receives more than \$599.99 in any calendar year from the City.

COMPLEX CONTRACTS AND MAJOR PURCHASES

Do not use the purchase card for complex contracts including contracts for long term capital purchases (items with a large price and a useful life greater than 24 months, major equipment, professional services, consultants, independent contractors, research, feasibility studies, and any other area where the terms and conditions of an agreement are other than standard commercial terms and conditions.

Use of City Vehicles

If you are authorized to operate a City of Hannibal vehicle in the course of your assigned work, you must be a licensed driver and maintain a driving record acceptable to our insurer. You must

follow the maintenance schedule, keep the vehicle clean at all times, and maintain the required mileage reports.

Only authorized City employees may drive a city vehicle. Do not allow unauthorized persons to drive or ride in a City vehicle. If a person is authorized to ride with you in a city vehicle and they are not an employee, they should sign a waiver in advance, if possible. This is not expected if the person is a transported prisoner or stranded citizen transported with supervisor approval.

City vehicles may be used during meal breaks, but they are not intended for other personal uses. City vehicles may be driven home from work or to work from home with the approval of the Department Head. City vehicles should only be driven out of the city limits with good cause. Consent of both Department Heads is required before a city vehicle in one department is used by another department.

The City of Hannibal provides insurance on City vehicles; however, you will be considered completely responsible for any fines, moving violations, or parking violations incurred. If you are involved in an accident with a city vehicle, contact your supervisor immediately.

All of the above rules apply unless otherwise specified in an individual contract.

Return of City Property

Any City of Hannibal property issued to you, such as uniforms, computer equipment, job tools, keys, vehicle, or City credit card must be returned to the City of Hannibal at the time of your separation. You will be responsible for any lost or damaged items. The value of any property damaged or issued and not returned may be deducted from your paycheck, and you may be required to sign a wage deduction authorization form for this purpose.

Use of Employee Property

The City of Hannibal provides tools and equipment for employees to perform their job. In some departments, a uniform allowance is also provided for employees to buy personal items required for the job and required uniforms. Other than uniforms or required equipment, we do not recommend that employees bring their personal equipment (including tools or furnishings) to work.

If an employee uses their own equipment to perform their job, this should be done with the approval of the Department Head, and these items should be clearly labeled with the employee's name. When employees furnish their own equipment, in addition to or instead of what is provided by the department, they do so at their own risk.

As a courtesy, the department may furnish a more secure location for an employee to store personal equipment or personal belongings at work, but the city is not responsible for loss or damage to property that belongs to an employee.

Unacceptable Conduct

Generally speaking, we expect each person to act in a mature and responsible way at all times. If you have any questions concerning any of the unacceptable activities listed below, please see your supervisor for an explanation.

The following list of unacceptable conduct does not include all types of conduct that can result in disciplinary action.

1. Violation of any City policy, department rule or regulation; any action that is detrimental to the City of Hannibal's efforts to operate effectively.
2. Failure to identify oneself appropriately as a city employee when asked while performing work duties or during work hours.
3. Insubordination or refusing to obey instructions from your supervisor pertaining to your work; deliberate restriction of productivity; shirking duty or cowardice while providing emergency services; encouraging other employees to refuse direct orders or restrict job performance; interfering with another employee on the job.
4. Violation of security or safety rules; failure to wear or use required safety equipment; failure to promptly report a safety violation, injury, or hazard; negligence or careless action which endangers the life or safety of another person; willful conduct or carelessness that causes serious injury or damage; deliberately creating or contributing to unsanitary conditions.
5. Dishonesty when providing information; concealing a known violation of policy; misrepresentation on your application for employment or other work records; dishonesty regarding use of sick time, vacation time, or personal time; falsifying a reason or information regarding a paid or unpaid leave of absence; providing false medical information; providing false expenses for reimbursement; falsification or alteration of City records or other City documents.
6. Use, possession, sale, or purchase agreements of a controlled substance, illegal drug, or alcohol in any quantity from the start of the workday to the end of work hours including during breaks and meal period (except medications prescribed by a physician which do not impair work performance). A specific exception to this may apply during approved undercover operations in the Police Department.
7. Refusal to participate in drug or alcohol testing during work hours; positive lab results for illegal drugs or blood alcohol level when tested during work hours; court conviction for use, possession, sale of purchase of or manufacture of an illegal substance.
8. Offensive slang, profanity, mocking, or insults toward any supervisor, employee, or citizen verbally or in writing; disrespect or rudeness towards a citizen, supervisor, or employee

during work hours; spreading malicious rumors; making false or malicious statements concerning any employee or the city during work hours.

9. Failure to report harassment in accordance with procedure within five working days. Engaging in any act of verbal or physical harassment, including sexual, racial, other forms of harassment. Telling sexist or racist jokes; making racial or ethnic slurs; unwelcome unwarranted touching; sexual assault of an employee or citizen during work hours.
10. Violence toward anyone during work hours - fighting, kicking, spitting, biting, hitting, pushing, throwing objects, provoking a fight, damage of personal property, or damage of city property; threatening, intimidating, or coercing employees at any time; threatening, obscene, or offensive gestures during work hours; immoral conduct or indecency on city premises at any time; possession or use of pornography during work hours (except when required as evidence for a court case); obscene language during work hours; unauthorized possession of weapons, firearms, or explosives during work hours.
11. Unnecessary or reckless use of force in jobs that may involve physical contact with citizens (Police and Fire Departments).
12. Illegal or criminal activity during work hours; felony conviction that occurs anytime after employee is hired (and after Guide effective date).
13. Sabotage, vandalism, or negligence that causes damage to City property; damage to the property of other employees, citizens, suppliers, or visitors; theft or unauthorized possession of city property or the property of other employees; unauthorized removal of any City property, including documents, from the premises without prior permission from management; unauthorized pilfering or removal of objects from a citizen's home, vehicle, property, or business that is attended while performing job duties; unauthorized use of City equipment or property for personal reasons or other organizations; unauthorized selling, lending, or giving away of city property; failure to immediately report damage to, or an accident involving city equipment.
14. Unauthorized speeding or careless driving of city vehicles; unauthorized person in city vehicles; providing a city vehicle for use by an unauthorized driver.
15. Violating confidentiality; giving confidential information to other organizations or to unauthorized employees; breach of confidentiality of personnel information.
16. Conducting or participating in a lottery, raffle, moneylending for profit, check pool betting, or gambling during work hours.
17. Inappropriate attire and/or inadequate hygiene; incomplete uniform (if required); use of uniform outside of work hours without approval.
18. Sleeping or not working during duty hours or work hours; unauthorized sleeping in city facilities on days not scheduled to work; excessive personal phone calls during work hours;

conducting personal business during work hours; working for another organization during work hours.

19. Failure to report changes in required information for your personnel file (such as address, phone number, etc.) within five calendar days. Failure to request and receive approval for outside employment.
20. Smoking in unauthorized areas; smoking in a city vehicle.
21. Posting, removing, or altering notices on any bulletin board on city property without the permission of the Department Head; distribution of unapproved literature by employees in work areas; distribution of unapproved literature by employees during work time; posting or distributing offensive materials.
22. Failure to participate in fitness testing or health examinations required by the city.
23. Leaving work before the end of a workday without approval of your supervisor; not being ready to work at the start of a workday; stopping work before time specified for such purposes; unexcused absence; excessive absence; failure to report an absence or late arrival; repeated tardiness arriving for work or tardiness returning from break; failure to attend scheduled meetings or training; leaving the work area or work location without permission; leaving the city limits during work hours without permission.
24. Falsifying or failure to report hours worked; alteration of your own time or attendance documents; punching or unauthorized altering of another employee's time records; asking someone to alter your time records.
25. Unapproved family, friends, visitors, parties, or pets during work hours.
26. Using your official capacity or position to endorse a business, organization or professional service (this section does not prohibit employees from providing truthful statements about products or services their department has utilized).
27. Acceptance of any prohibited payments, gifts, bribes, or gratuities; refusal to provide services to a citizen or organization without a bribe or gratuity; soliciting during working hours or in work areas; selling merchandise or collecting funds of any kind for other organizations during work hours.
28. Failure to follow chain of command or official process with suggestions, complaints, or grievances.
29. Unfair discrimination (based on gender, race, religion, disability, age, or any other protected class) in a personnel decision (applies primarily supervisors only).
30. Failure to take action when presented with a violation of policy (applies to supervisors only).

31. Unauthorized use of city equipment, material, labor or resources is specifically prohibited and shall be deemed as a misappropriation under Section 2.78 of the Hannibal City Code. Authorized utilization of equipment, material, labor or resources shall be deemed only with the express consent of the Department Head or supervisor.
32. Any political activities, whether on or off duty, involving city elections and/or referendums. These prohibitions include, but are not limited to activities that may help or hinder candidates for city offices or city referendum issues, like providing endorsements for candidates for city election, campaigning for or against any candidate for city elective office, and raising, collecting, or donating funds for candidates for city office; however, employees may post signs on their property, or wear campaign buttons while off-duty. Employees are expected to demonstrate professional ethics and political neutrality in their service to the city; otherwise undermines public trust and is not conducive to providing quality service in a businesslike manner. Employees may seek city council approval to educate the public about referendum issues.
33. Any act that violates the Ethical provisions in this Employee's Guide to Success.
34. Any other act which warrants disciplinary action.

Discipline Process

The following process should generally be used by supervisors to correct or improve the behavior of someone who reports to them. Each step is an opportunity for the person to improve their behavior and clear notice that the behavior must change.

Informal Step:

Informal coaching to clarify expectations; may be documented by supervisor

Formal Steps:

1. Formal coaching - verbal warning spoken to employee within 15 calendar days

Documentation: Summary of the conversation must be documented by the Supervisor in the personnel file

2. Written warning given to employee within 30 calendar days

Documentation: Original document kept by Supervisor in the personnel file and copy given to employee

3. Three-day suspension without pay within 30 calendar days

Documentation: Documented by supervisor, copy given to employee stating this is “Final Warning” before termination

4. Involuntary termination within 30 calendar days

Documentation: Documented by supervisor, copy given to employee

The time limits described above for the formal steps (such as “within 30 calendar days”) are the number of days during which the formal step must be implemented after the unacceptable behavior is noticed or confirmed by a Supervisor. This may or may not be immediately when unacceptable behavior occurs.

Employees in their Introductory Period or Job Orientation Period may be demoted or terminated without using the formal discipline process and without recourse.

There may be exceptions to progressive steps of the disciplinary process. For example, steps may be skipped if an employee’s behavior is extreme and immediately warrants those steps further along the disciplinary spectrum. Serious misconduct gets no warnings.

To ensure consistency, fairness, and proper procedure, written warnings, suspension, and termination must have two levels of supervisory approval. However, managers who report directly to the City Council may implement disciplinary action based on their own judgment.

Termination of an employee who is under the direction of a Department Head (directly or indirectly) must always include the approval of the Department Head.

Any supervisor may provide informal coaching, a verbal warning (formal coaching), or praise an employee in the same department at any time without additional approval.

An employee may choose to inform a union organization of discipline the employee received (the Department will not automatically do this) and may choose to have one other employee present before signing acknowledgement of formal discipline steps.

Sometimes a situation requires further investigation before determining if discipline is appropriate. If necessary, a Supervisor may, at any time, send an employee home with pay or suspend an employee with pay pending an investigation. This is considered administrative leave, pending the outcome of an investigation or formal inquiry.

At-Will Employment

Because of our City status in the State of Missouri, your employment with the City of Hannibal is “at-will”. This means that neither you nor the City of Hannibal has entered into a contract regarding the duration of your employment. You are free to quit working here at any time, with or without reason. Likewise, the City of Hannibal has the right to terminate your employment, or otherwise discipline, transfer, or demote you at any time, with or without reason, at the

discretion of the City of Hannibal. However, typical procedures for any of the above actions have been described in this section. No employee of the City of Hannibal can enter into an employment contract for a specified period of time or make any agreement contrary to this policy without written approval from the City Manager or City Council Members.

Corrective Action to Improve Job Performance

If employee conduct is acceptable, but the employee is not performing their job competently, discipline to improve job performance will always be progressive through the steps. A 30-day performance improvement plan may be created if the employee receives a written warning regarding job performance.

If You Disagree With a Disciplinary Action

An employee who disagrees with the discipline received may create a written rebuttal and appeal the disciplinary action.

V. Work Environment for Success

Our Philosophy About Our Work Environment

We believe that employees should receive the benefits of good employment practices to help them enjoy as much success as possible. Supervisors, management, and City Council members will strive to keep the relationship between you and the city open, aboveboard, and consistent. We will keep you informed about City activities, policies, and plans.

We are dedicated to making the City of Hannibal an organization where you can approach your supervisor to discuss any problem or question. We expect you to voice your opinions and contribute your suggestions to improve the City of Hannibal, and we will provide you with direct access to management.

We are genuinely interested in you as an individual, in your suggestions, and in helping you to solve any work-related problems. The City of Hannibal strives to develop sound unbiased judgments in decisions that affect you, and we believe that problems can be solved best in an open, friendly, constructive manner.

You have an important role in helping create the pleasant and safe working conditions that the City of Hannibal intends for you. The result can be better performance for the city overall, and more personal satisfaction for you.

Open Communication

Successful working conditions and relationships depend upon successful communication. Not only do you need to stay aware of changes in procedures, policies and general information, but you also need to openly communicate your ideas, suggestions, personal goals, or problems if they affect your work. It is counterproductive to a harmonious workplace for employees to create or repeat rumors. It is more constructive for you to consult your supervisor immediately with any questions. Supervisors have an even greater responsibility clarifying potential misinformation and sharing information that is truthful and constructive.

Access to Your Personnel File

In keeping with our policy of open and aboveboard communication, you may see information which is kept in your own personnel file if you wish while you are an employee here.

You are welcome to make arrangements with the Accounts, Records, and Payroll Department to examine your personnel file while in their office. You may request and receive copies of documents in your file you have signed. You may add job-related, relevant documents to your file at any time while you are employed here. We reserve the right to summarize documents if your file becomes too full. You are not allowed to remove documents from your own personnel file.

As required by law, medical records and documents related to your health or medical condition will be kept in a separate confidential file.

Keeping information in your personnel file current can be important to you with regard to pay, deductions, benefits, and other matters.

If you have a change in any of the items listed below, notify your Supervisor and the Accounts, Records, and Payroll Department as soon as possible within five calendar days:

1. Legal name
2. Home address
3. Home telephone number
4. Person to call in case of emergency
5. Number of dependents
6. Marital status
7. Change of beneficiary
8. Driving record or status of driver's license, if you operate a city vehicle
9. Military or draft status
10. Exemptions on your W-4 tax form
11. Training Certificates
12. Professional License

Employer Rights and Responsibilities Honored

It is the policy of the City of Hannibal to reserve, retain, and maintain the inherent right to manage the operations of the City. The right to manage includes, but it is not limited to, exclusive authority and ability to hire employees, terminate employment, maintain efficiency, determine all equipment to be used, determine work hours, specify performance standards, assign work, assign positions, lay off employees, change procedures, modify workforce composition, change structure, change control practices, determine compensation, change benefits, consolidate services with other governmental organizations, outsource services, or contract out for services. These responsibilities should be managed with conscientious leadership and diligence for continuous improvement.

Preventing Harassment

The City of Hannibal intends to provide a work environment that is pleasant, professional, and free from intimidation, hostility, or other offenses which might interfere with work performance. Harassment of any sort - verbal, physical, visual - will not be tolerated. Thus, the City of Hannibal has a “zero tolerance policy” for any form of harassment, including sexual harassment.

Workplace harassment can take many forms. It may be, but is not limited to, offensive words, profanity, offensive jokes, mocking, personal insults, cartoons, derogatory pictures, offensive objects, threats, email jokes, humiliating pranks, derogatory photographs, intimidation, physical assaults, unwanted unauthorized physical contact, or violence. It may also include offensive statements or behaviors not directed to an employee but occurring in their presence. It is also against City of Hannibal policy to download offensive pictures or documents from computer systems.

Courts have found that employers and individual supervisors can be held legally liable for damages related to harassment by a supervisor, employee, or third party. Therefore, all employees, and particularly supervisors, have a responsibility for keeping our work environment free of harassment.

Reporting Harassment

If you are offended or harassed, you are encouraged to directly tell the alleged harasser specifically what behavior is unacceptable, offensive, or inappropriate to you. Often that will be sufficient to stop the behavior. However, if the behavior is significantly hostile, or if you continue to be harassed, notify your Supervisor (or another supervisor) and the City Manager within five working days, even if you are not sure the offending behavior is considered harassment. This reporting policy applies if an employee is harassed by another employee, a supervisor, an elected official, a supplier, a visitor, or a citizen.

Employees who become aware of an incident of harassment, whether by witnessing the incident or being told of it firsthand, must report it within five working days to their supervisor (or to another supervisor with whom they feel comfortable) and also to the City Manager. When a supervisor becomes aware of the existence of harassment, we are obligated by law to take prompt and appropriate action, whether or not the harassed person wants the city to do so.

All reports will be promptly investigated with consideration for the privacy of everyone involved. The City of Hannibal will take action as necessary to remedy the situation. Any employee found to have harassed someone will be subject to disciplinary action, up to and including termination. Anyone else (such as a contractor, citizen, visitor, etc.) found to have harassed an employee may be subject to legal action as appropriate.

Retaliation of any sort will not be permitted when an employee reports possible harassment. If an employee makes a good faith report of alleged harassment, no adverse employment action will occur because of it, even if the report is not substantiated.

False accusations of harassment can cause harm to innocent coworkers; may even jeopardize careers. False accusations will also be subject to disciplinary action. The City strongly encourages all employees to maintain a pleasant work environment free from hostility or harassment.

Preventing Sexual Harassment

Sexual harassment is a specific form of harassment. It may include unwelcome sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature that creates an offensive, hostile, or intimidating working environment and prevents an individual from effectively performing the duties of their position.

Sexual harassment may occur between people of the opposite gender or same gender. Examples of sexual harassment in the workplace include, but are not limited to, unauthorized pornography, offensive pictures, lewd gestures, fondling, suggestive whistling, objectionable endearments (such as "honey" or "darling"), sexual propositions, jokes about gender specific traits, sexual assault, repeated requests for dates, molesting, unwelcome hugging, kissing, patting, pinching, sexual noises, or grabbing of a sexual nature. It is also a violation of our policy if an employee's acceptance or rejection of sexual harassment is used as a basis for employment decisions.

If sexual harassment occurs, an employee should immediately follow the procedures described in Reporting Harassment.

Preventing Workplace Violence

Violence is the most extreme form of harassment. The City of Hannibal has adopted a policy prohibiting workplace violence. Acts or threats of physical violence, including intimidation, harassment, and/or coercion, which involve City employees will not be tolerated.

Acts or threats of violence include conduct that is sufficiently severe, offensive, or intimidating to alter the employment conditions at the City of Hannibal, or to create a hostile, abusive, or intimidating work environment for one or several employees.

Workplace violence includes:

- All threats or acts of violence on city premises, regardless of who is involved (employees, citizens, visitors, suppliers, etc.).
- All threats or acts of violence occurring off city premises involving someone who is acting in the capacity of a representative of the City of Hannibal. This means any threat or violence toward an employee by another employee during work hours, or by any supervisor toward an employee at any time.

Specific examples of conduct that may be considered threats or acts of violence include, but are not limited to, the following:

1. Hitting, biting, burning, cutting, choking, wrestling, or shoving an individual.
2. Threatening an individual, his/her family, friends, associates, or property with harm.
3. Intentional destruction or threatening to damage City property.
4. Making harassing or threatening phone calls.
5. Unauthorized harassing surveillance or stalking (following or watching someone).

If a threat or act of violence occurs, an employee should immediately follow the procedures described in Reporting Harassment.

No Pressure of Solicitations or Distributions

We value open communication at work. However, employees at work should not be distracted, pressured, or solicited for personal purchases, donations, or political purposes. Persons not employed by the City of Hannibal are prohibited from marketing, soliciting, or distributing literature on city property, except during supplier visits authorized by Department Heads.

Likewise, employees may not solicit others for any cause during work hours, or in work areas. Employees are not permitted to sell chances, sell merchandise, sell services, solicit political support, or distribute literature without management approval. You are not permitted to distribute non-City literature during work hours or in work areas at any time. Work hours are defined as the time assigned for the performance of your job and do not apply to break periods and mealtimes.

Safety

The City of Hannibal is committed to the safety and health of all employees. Maintaining a safe work environment requires the continuous cooperation of all employees.

It is the responsibility of each employee to understand and follow established safety regulations and procedures. If you are ever in doubt about how to safely perform a task, it is your responsibility to ask your supervisor for assistance. Compliance with safety rules is considered a condition of employment.

Safety is to be given primary importance in every aspect of planning and doing your job. We want to protect you from injury and illness, as well as minimize the potential loss of services to our citizens.

Working Safely

Safety is everyone's responsibility. We will continue to provide a clean, safe, and healthy place to work with the best equipment possible.

You are expected to work safely, to observe all safety rules for your department, and to keep the premises clean and neat. You are also expected to remind your coworkers about safe work methods when necessary. Remember that carelessly endangering yourself or others may lead to disciplinary action, including possible termination.

You should refer to the safety rules specific to your department that may apply to:

Lifting	Hazardous Materials
Trash Disposal	Cleaning Up
Preventing Falls	Handling Tools
Operating Equipment	Work Areas
Using Ladders	Personal Protective Equipment
Electrical Hazards	Equipment Care
Fire Prevention	Use of Fire Extinguishers
Emergency Evacuation	Office Safety
Storing Objects So They Will Not Fall	

In addition, Supervisors and Department Heads will:

1. Establish and maintain safety standards within their work areas
2. Periodically review incident and accident reports to identify and correct hazards
3. Ensure that all new and current employees (including temporary, part-time, or seasonal) are thoroughly informed about hazards and protective measures, as well as supervised regarding safe practices
4. Actively support the City's safety program

5. Arrange and conduct safety meetings, inspections, and training sessions
6. Provide and/or require equipment necessary to protect employee health and safety
7. Immediately document and investigate incidents, accidents, and hazardous conditions

Steel Toe Boot Policy

To help ensure personnel safety for Public Works and Parks & Recreation Departments, steel-toe boots are required to be worn. The City of Hannibal, if funds are available, will reimburse all full-time employees of those departments up to \$75.00 per fiscal year to help offset the cost of this requirement. Department heads will assist in reimbursement procedures.

Reporting Safety Issues

All accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues must be reported within 24 hours to your supervisor. If you or another employee are injured, you should obtain emergency or medical attention, if needed. If an injury does not require medical attention, it still must be reported in case medical treatment is later needed and to insure that any existing safety hazards are corrected. The Employee's Claim for Workers Compensation Benefits Form must be completed if an injury requiring medical attention has occurred at work.

Federal law (Occupational Safety and Health Administration) requires that we keep records of all illnesses and accidents that occur at work. The Missouri Workers Compensation Act also requires that you report any workplace illness or injury, no matter how slight. If you do not report an injury immediately, you may jeopardize your right to collect workers compensation payments as well as health benefits.

Smoke-Free Workplace

To comply with legal standards and provide healthy air quality for our employees, smoking of cigarettes, pipes, or cigars in city buildings is prohibited. Smoking is allowed in designated smoking areas on the outside of city buildings, allowing permissible distances from windows and entryways. Smoking outdoors while on-duty is not permitted when interacting with the public.

Security

Employees are expected to maintain prudent security of City premises by using authorized entrances and, if authorized, carefully locking buildings that are closed after work hours.

For security purposes, the City of Hannibal may exercise its right to inspect all objects entering and leaving City premises including packages, mail, lunch boxes, purses, or other items. Surveillance, inspection, recording of phone calls, auditing of electronic communications, videotaping, and searches of physical property may occur. The city reserves the right to search any area on city premises, including desks, files, lockers, storage containers, and city vehicles, even if they are assigned to an employee.

If you bring a personal vehicle to work, you are encouraged to use the parking areas designated for our employees, where applicable. The City of Hannibal cannot be and is not responsible for any loss, theft or damage to your personal vehicle, personal accessories you bring to work (such as purse or briefcase), or any contents.

For security and operational reasons, personal visitors are not allowed during work hours without the approval of your supervisor.

Weapons

The City of Hannibal believes it is important to establish a clear policy that addresses weapons in the workplace.

Do not bring unauthorized weapons to work. Specifically, the City of Hannibal prohibits employees from bringing any unauthorized handgun, explosive, firearm, knife, or other weapon of any kind to work or onto city premises.

Authorized tools are items authorized by the Department Head as required for your job. Tools required for your job must be provided by the department or approved by the department if furnished by the employee.

You may not store an unauthorized weapon in a city vehicle at any time. If you desire, you may keep a legal weapon in your own personal vehicle.

If you are unsure whether an object is a weapon, ask your supervisor regarding OSHA guidelines. For example, a letter opener, pepper spray, fork, butter knife, nail file, or a pair of scissors is not considered a weapon. A knife with a cutting blade more than 3 inches long is considered a weapon.

Any employee disregarding this policy may be subject to immediate termination.

Drug-Free Workplace

It is a goal of the City of Hannibal to maintain a drug-free workplace. The City of Hannibal prohibits the use, possession, or distribution of illicit drugs and alcohol by employees during work hours.

The City of Hannibal provides information about drug counseling and treatment. Employees are encouraged to voluntarily use the Employee Assistance Program for treatment of possible illegal drug or alcohol problems. Employees who voluntarily request drug or alcohol rehabilitation for the first time during their employment will be accommodated as a medical leave request, if their request occurs before any violation of policy has occurred. Successful completion and compliance with the drug or alcohol rehabilitation program will be required within six months after the medical leave request. If this does not occur, the employee will not be reinstated (in their former job or another city position) and the employee will be presumed to have quit without proper notice.

To maintain a drug-free workplace and in consideration of the Drug-Free Workplace Act of 1988, the City of Hannibal policy prohibits the following:

1. Reporting to work, returning from a break, or working with any blood alcohol content
2. Unauthorized possession, distribution, or use of a controlled substance or alcohol during work hours or while on City premises
3. Presence of illegal drugs in the body as verified by testing during work hours
4. Presence of prescription medication in the body if not prescribed for the employee or not taken in accordance with physician's instructions
5. Refusal to participate in drug or alcohol testing when required by a supervisor
6. Tampering with or attempting to falsify drug or alcohol testing

Employees are required to notify their supervisor in writing within five calendar days of any criminal drug conviction they receive. If an employee receives a criminal drug conviction, the City of Hannibal shall take appropriate disciplinary action, up to and including termination.

Employees in the Police Department are required to notify a supervisor in charge of the Police Department within 24 hours if they are arrested on drug related charges.

For many jobs in the City of Hannibal, employees will participate in random drug testing on an ongoing basis. The City of Hannibal will use drug or alcohol testing for pre-employment screening of applicants and random testing, post-accident testing, or reasonable suspicion testing of current employees.

If an employee violates this policy, the City of Hannibal will impose disciplinary actions ranging from mandatory rehabilitation efforts up to and including termination of employment and referral for legal prosecution.

If You Have a Problem or Disagree

The City of Hannibal encourages you to discuss any issue you have with a coworker directly. If a resolution is not reached, please arrange a meeting with your supervisor to discuss any concern or problem that occurs while you are employed here.

Likewise, if you disagree with a decision or action (including a disciplinary action) that affects you, bring your concern to your supervisor. While you may speak with your supervisor about this or any other matter, the grievance itself must ultimately be submitted to the supervisor in writing. Grievances or appeals of supervisory decisions must be made within 90 days of the date when the employee initially had knowledge (or was made aware) of the decision.

Chain of Command

If you have a problem or concern that is not resolved to your satisfaction with your immediate supervisor, you may proceed to bring your concern upward through the chain of command.

When pursuing an issue upward above your supervisor's level, be sure to contact each level in the chain of command sequentially. Do not skip people in the chain of command. If you are unsure exactly who is in your chain of command, contact the City Manager or City Clerk for reference. As a courtesy, tell each Supervisor (in the direct chain of command) if you plan to bring the concern to another level above them before you do so.

Supervisors or Department Heads who become aware of a concern brought through chain of command must be discreet in handling and responding to the employee's concern.

If you have brought your concern to your supervisor, and then to your Department Head, and you still disagree, you may bring the issue to the City Manager. If your department is not in the City Manager's chain of command, you must first bring the matter through your department's chain of command, up to and including your department's governing body/board. If you still disagree at that point, you can bring the matter to the City Manager.

If involved, the City Manager will read your written appeal, listen to you in-person, evaluate the situation, and then recommend to your Department Head that the action be maintained or changed.

At this point, if you still disagree with the action taken, you may bring the concern to the Mayor and City Council for a decision.

No Retaliation

Retaliation from Supervisors or employees is prohibited towards anyone who reports an incident, makes a complaint, files a grievance or appeal, or cooperates in an investigation. Employees who provide opinions or information in a constructive manner with appropriate use of communication channels are protected from retaliation.

If You Have a Suggestion

Employees are encouraged to present suggestions and ideas about how the City can be made a better place to work and how we can enhance our services to citizens. When you see an opportunity for improvement, please talk it over with your supervisor. Your supervisor can help bring your idea to the attention of the people in the City who might be responsible for implementing it.

After discussing your idea with your direct supervisor, you may proceed to bring your idea through each level in the chain of command. From your direct supervisor, you may want to contact your supervisor's boss, the Department Head, and perhaps the City Manager if appropriate. It is important to follow the chain of command as protocol and, as a courtesy, inform each person contacted if you wish to proceed to the next level in the chain of command. After you have proceeded through each level in the chain of command, the final forum for your ideas may be the Members of the City Council.

All suggestions are valued and listened to. When an employee suggestion has particular merit, we may provide special recognition for the individual(s) who had the idea.

How to Enjoy Working Here

We value the diligent daily efforts and long-term loyalty of our employees. Many of our employees have been employed here for many years and still start almost every workday with enthusiasm. We will strive to provide continuous improvement for the City of Hannibal and opportunities for employees to enjoy their success working here. The most effective way for you to enjoy working here is to perform your job to the best of your ability, adhere to city policies, and work together to serve our citizens with a positive attitude.

The Mayor and Members of City Council, the City Manager, the Department Heads, and supervisors hope that you will be proud to work with the City of Hannibal and serve our citizens in a rewarding, productive, experience of success.

VI. Verification of Reading the Employee Guide to Success

Please read the following statement, sign below and return it to your Supervisor.

I have received and read a copy of the City of Hannibal's Employee Guide to Success. I understand it is my responsibility to understand and follow the policies described. I also understand that the policies and benefits described in it are subject to change at the sole discretion of the City Council at any time.

Employee's Printed Name

Position

Employee's Signature

Date