City of El Paso
EMPLOYEE HANDBOOK

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INTRODUCTION

This handbook sets forth the current general policies and guidelines that will affect your work life as an employee of The City of El Paso (The City). Please read it carefully and be sure to ask your immediate supervisor about any questions you may have.

This handbook is not a substitute for personal integrity and good judgment. It is intended to be used as a guideline and is informational only. Its provisions are not conditions of employment and may be modified, revoked, or changed any time with or without notice. Regardless of your date of employment, any additions, deletions or changes to this handbook will be effective upon notification.

Nothing in this manual is intended to create nor is it to be construed to constitute a contract between the City and any of its employees. Employment with the City may be terminated any time, with or without cause, by the City or an employee.

To keep up with the dynamic world in which we compete, the City from time to time may have to change its written policies, procedures and guidelines. If you think of ways to make this handbook more useful, more complete or clearer, please let your immediate supervisor know. As always, your input matters.

WELCOME

Tommy Gonzalez
City Manager
City of El Paso

Whether this is your first day with our City or you have been with us a number of years, we hope you read this handbook carefully. It will give you a better understanding of City Government, how our City operates, and most importantly, information concerning your employment and some of the benefits made available to you by the City.

You are part of the City of El Paso team. "Team" may seem a somewhat overworked concept; but it is one of particular relevance to our City. Here you will find a good mix of individual performance and team cooperation. The City has plenty of room for both. I hope that you find yourself involved in something that's not just a job, but a personally and professionally enjoyable part of your life.

For our citizens, the City of El Paso is dedicated to outstanding customer service for a better community. To do so, we need good people like you.

To flourish, we must steadily improve our work as individuals and as an organization. At the City, you'll be expected to contribute 100% of your best effort. In your work, I hope you'll have ideas about improved service efficiencies and ways to decrease costs. We want to hear from you since your insights are as important to us. The City of El Paso cannot have too many good ideas.

We know that people who enjoy their work and their surroundings do a better job - for themselves and the City. We are committed to making employment at the City of El Paso a satisfying and productive experience.

VISION

El Paso will have safe and beautiful neighborhoods, a vibrant regional economy, and exceptional recreational, cultural and educational opportunities.

MISSION

Deliver outstanding services to support a high quality of life for residents, businesses and visitors.

VALUES

Integrity
Respect
Excellence
Accountability
People

YOUR CITY GOVERNMENT

A Mayor and eight District Representatives govern the City of El Paso. These officials, as well as the Judges of the Municipal Courts, are elected. The City Manager is appointed by a majority vote of the Council. All other employees are appointed by the City Manager or by Department Heads. The City Manager is the Chief Administrative Officer and is responsible for the operation of all departments within the City.

The City Council is the lawmaking body and sets the policy for matters over which the municipal government has jurisdiction. City laws must be introduced at a public hearing and passed at a Council meeting. Our City operates under a City Charter that may be revised by the voters. Normally a majority vote of the Council is required to establish rules or ordinances. A majority of the Council constitutes a quorum and, with or without the Mayor, they can take official action. The Mayor can veto any Ordinance or Resolution, except for any City Council action that removes the City Manager, and the Representatives can override a veto with a three-fourths vote of the entire body.

The Mayor and Representatives appoint members of various advisory boards, commissions and committees to assist in the operation of city government. The members of these boards, commissions and committees are volunteers and receive no compensation.

LEADERSHIP STRATEGIES

The City of El Paso is managed by individuals who share a set of philosophies, which are embodied in the City of El Paso organizational structure and policies. City management has adopted the following management strategies:

- Our strategies are based upon the 8 Strategic Goals in the City's Strategic Plan as identified by City Council. The goals are:
  1. Create an Environment Conducive to Strong, Sustainable Economic Development
  2. Set the Standard for a Safe and Secure City
  3. Promote the Visual Image of El Paso
  4. Enhance El Paso's Quality of Life through Recreational, Cultural and Educational Environments
  5. Promote Transparent and Consistent Communication Among All Members of the Community
  6. Set the Standard for Sound Governance and Fiscal Management
  7. Enhance and Sustain El Paso's Infrastructure Network
  8. Nurture and Promote a Healthy, Sustainable Community
- A simple, straightforward organizational structure.
- Responsible, reasonable administrative controls.
- Selection of highly-performing and highly-skilled personnel.

- Assignment of dedicated personnel for maximum responsiveness to customers.
- Streamlined procedures that encourage high performance, efficient delivery of service, and minimize unproductive redundant reporting.

MANAGEMENT FUNCTIONS

The City of El Paso retains the right to exercise customary managerial functions, including, but not limited to:

1. Select, hire, assign, supervise, correct and dismiss employees.
2. Decide and change performance standards and expectations, and evaluate employees' performance.
3. Decide and change starting and ending times and shifts.
4. Transfer employees within departments, into other departments, and/or other job classifications.
5. Decide and change the size and qualifications of the workforce.
6. Decide and change the methods by which operations are carried out.
7. Manage and control the premises and resources.
8. Assign duties to employees according to operational needs and requirements.
9. Establish, change and abolish policies, practices, procedures, rules and regulations.

PHILOSOPHY AND OBJECTIVES

At the City of El Paso, our success has been built by developing and maintaining a loyal, efficient group of employees who gain satisfaction from their work, and to whom high achievement is a personal ambition. Dedicated to the highest standards of customer satisfaction, you are expected to strive daily to maintain the mark of excellence that has become synonymous with the City.

The City's emphasis is on people, recognizing that even with the finest equipment, materials and elaborate systems and procedures, people make the total operation work, and they work together best in an environment where they are respected as individuals and recognized as important members of the team. El Paso's Lean Six Sigma (LSS) program has produced significant cost savings, improved customer satisfaction and reduced citywide. By taking a closer look at city processes and how the work gets done on a daily basis, employees are asked to identify other gaps and improvement possibilities. Through LSS and other development opportunities, El Paso leadership encourages all employees to serve as agents of change. Understanding and capitalizing on the belief that solutions are within reach is transformative in producing meaningful results and enhancing employee morale. Instituting LSS has given the city the opportunity to innovate by considering how we can continually improve the quality of service delivery to our residents, businesses and visitors. City of El Paso employees are expected to observe the highest moral and ethical standards.

CIVIL SERVICE COMMISSION

The Civil Service Commission, pursuant to the City Charter, oversees the operation of the Civil Service system and ensures fairness, economy and efficiency in the personnel selection process and system created for the classified employees. The Civil Service Commission is also responsible for performing the duty of hearing grievances of classified employees. The Mayor and the City Council members each appoint a Civil Service Commissioner. Commissioners serve staggered three-year terms. The Commission typically meets on the second Thursday of each month and holds special and emergency meetings when necessary. The members of the Commission serve without compensation.

POLICIES FOR PEOPLE

The critical factors in job performance are an employee's determination, skill and personal involvement. Our policies for people focuses on opportunities for maximum personal growth and are embodied in specific City objectives to:

- Promote from within the organization, hiring new people when the necessary qualifications or skills may not be met from within.
- Ensure that all employment-related decisions are based only on performance, conduct and attendance without regard to race, color, sex, religion, national origin, age, genetic information, disability, veteran status or any other protected status.
- Remain open to suggestions and ideas, encourage employees to come forward freely with recommendations, seek prompt solutions to problems and always keep lines of communication open.
- Provide pleasant and safe working conditions and encourage teamwork.
- Keep employees informed of significant developments.

INTEGRITY & ETHICS

One of the City of El Paso's most important assets is the reputation of its employees for honesty and integrity. Preserving your integrity demands continuous commitment. Each employee must avoid any activity or relationship that might reflect unfavorably on the City whether as a result of a possible conflict of interest, the appearance of such a conflict, the improper use of "insider information," or any other impropriety.

Although no written code can take the place of personal integrity, the following general guidelines should serve as minimum standards of proper conduct. Any violation of existing ordinances, policies, rules or regulations may subject the employee involved to disciplinary action up to and including termination of employment and/or possible civil or criminal penalties.

CODE OF INTEGRITY

Integrity and a high standard of ethics are fundamental to the City of El Paso and must be upheld by all employees. The City is committed to doing what is right.

These principles are accomplished in dealings with our customers, vendors and fellow employees when we:

- Conduct ourselves in a forthright and honest manner.
- Are fair and considerate in all dealings.
- Maintain professional behavior in all relationships.
- Make commitments that can be kept and keep them.
- Exhibit an attitude of professionalism and common courtesy.
- Respect the rights and dignity of all individuals.
- Obey the letter and intent of the law.

Your individual commitment to this code is required. A series of general guidelines follows. If you should have questions concerning the proper course of action in any situation, promptly consult with your immediate supervisor and/or manager.

DISCLOSURE OR USE OF CONFIDENTIAL INFORMATION

In the course of your employment at the City of El Paso, you may encounter and be trusted with many kinds of confidential, non-public information. Described below are specific guidelines which relate to different types of confidential information you may encounter in your job.

Information about the City: Confidential information about the City or its employees should not

be disclosed to non-employees or to employees who have no business-related need for this kind of information in the course of their job duties. Further, it must not be used for personal gain.

- This restriction applies to all types of confidential information, including employee information, marketing information and strategies, trade secrets, methods and procedures, pricing and cost information, internal policies, computer access codes, and current or projected earnings and financial status that have not already been disclosed in public documents.

Citizens and Vendors: Every City employee has an obligation to protect the confidential nature of relationships with former, present and prospective citizens and vendors of the City. Any confidential information about citizens and vendors that is acquired by employees must be used solely for authorized City business, and this information may not be revealed to any unauthorized person(s) under any circumstances.

Confidential information should be disclosed only to those employees who need to know it to serve the interests of the citizens or vendors and the City. Confidential information must not be discussed in the presence of unauthorized people, whether they are City employees or not. If you have questions about confidential disclosure, consult your immediate supervisor.

Unnecessary copying of all types of confidential documents must be avoided. Documents containing confidential information should not be left in conference rooms, in photocopy areas, on desks or at work stations where they can be seen by outsiders or unauthorized employees. You should not leave confidential information displayed on computer screens when not in use. Such informal or inadvertent release of confidential information can subject an employee, the City, or both to liability.

- Unless otherwise required by the terms of a specific confidentiality or non-disclosure document, additional or extra copies of confidential information should be shredded - not discarded in trash cans.

SYSTEMS AND DATA SECURITY

The City of El Paso has established security policies to protect its computer environments. All employees granted access to the computers used by the City to conduct its business must be aware of and comply with these security standards and controls. Do not allow access to your computer or disclose your access code and/or password to anyone. Log out and shut down your computer when leaving your workstation for an extended period. Specific questions or concerns may be directed to the City's System Administrator.

- Any confidential information available on computers and individual personal computers shall be handled according to the guidelines established in Disclosure or Use of Confidential Information.

Most software used in the City's computer systems is subject to licensing agreements that govern its use. The use of unlicensed proprietary software and the misuse of licensed software are strictly

prohibited. Employees must not install or download software without prior approval of the City's System Administrator.

E-MAIL AND INTERNET ACCESS

Access to the City's E-mail system, Intranet and the Internet is limited to business use only, aside from incidental personal use. All use of the e-mail system and all Internet activity are subject to inspection, monitoring and logging to enforce this policy. Any employee found to be in violation of the City's email, intranet/internet or social media policies is subject to disciplinary action, including termination of employment. Examples of misuse include, but are not limited to:

- Engaging in any kind of business activity which is not in support of the City.
- Attempts to gain unauthorized access to any computer or communications system.
- Playing computer games during working hours and browsing the Internet beyond incidental personal use in violation of the City's email, intranet/internet or social media policies.
- Utilization of City-provided equipment and services to access, transmit, receive or archive illegal or sexually explicit material, or material which promotes hate, violence or discrimination of any kind.

INFORMATION REQUESTS FROM NEWS MEDIA

If you receive a request from the news media for information (whether written or oral) or for an interview relating to the City or its business, you shall directly refer the inquiry to the City's Public Affairs Office or designated departmental Public Information Officer.

SPEAKING ENGAGEMENTS

If you receive a request (whether written or oral) to speak publicly or to write an article on a subject related in any way to the City or its operation, you must promptly inform and receive approval from your Department Head, prior to accepting the engagement.

ENDORSEMENT REQUESTS

If you receive a request to publicly endorse or recommend a product, consultant, or vendor, you must contact your Department Head for specific guidance before making the endorsement or recommendation.

CONFLICT OF INTEREST

Each employee owes a duty of loyalty to the City of El Paso. Every employee has the obligation to act in the City's best interests, to maintain the confidence of all City proprietary information and to refrain from placing himself or herself in a position that could produce a conflict between self-interest and the interest of the City.

You have a duty to act in good faith at all times. You must not use your position for private or personal advantage or for gain beyond your compensation and other benefits provided by the City. Specific examples of situations likely to result in such conflicts are discussed in the following sections.

OUTSIDE EMPLOYMENT

As a full-time employee, you may not engage in any type of outside employment, including self-employment and consulting, if the employment or consulting:

- May embarrass or discredit the City.
- May affect your impartiality, objectivity or efficiency in performing your duties.
- Involves the use, possible use or disclosure of proprietary or confidential information of, or held by, the City.
- Involves, in any way, a vendor of the City.
- Is conducted during, or conflicts with, your scheduled work times.
- Involves the unauthorized use of City equipment, supplies, software or other resources.

Before engaging in any regular outside employment, you must submit a written request to your Department Head and be notified in writing that it has been approved by your Department Head. Your request must be submitted on the prescribed form and contain a complete description of your proposed outside employment.

ACCEPTANCE OF GIFTS

In accordance with the City's Ethics Ordinance, City employees and/or members of their immediate family may not solicit or accept any business-related gift, service, payment, favor, entertainment or other thing of value from anyone, either inside or outside the City.

OFFERING GIFTS AND GRATUITIES

In accordance with the City's Ethics Ordinance, City employees may not offer gifts or gratuities which could be construed as influencing or rewarding an improper course of action. This prohibits gifts or gratuities to an employee or representative of any customer, vendor, the media, or any other organization doing business with the City.

FINANCIAL AND OTHER INTERESTS

City employees and/or members of their immediate family may not have any direct or indirect interest in or relationship with any organization that is, or is likely to become, a vendor of goods or services to City of El Paso without prior written disclosure of the interest to the City Clerk. The purpose of the disclosure is to determine whether any conflict of interest may exist. If you have any questions regarding your conduct under particular circumstances, you should discuss the conduct with the City Clerk before proceeding.

REPORTING FRAUD OR OTHER ILLEGAL ACTS

Any City employee who has reason to believe that there may have been an instance of fraud, or other illegal act in connection with a City program, function or activity, shall report it immediately

to their supervisor or Department Head, the Chief Internal Auditor, the Ethics Hotline, or the City Manager's Office, as soon as possible.

Reports will be investigated as expeditiously as possible. Where an investigation confirms that fraud or another illegal act has occurred, appropriate corrective action will be taken. Fraud or other illegal acts will result in disciplinary action up to and including termination of employment.

Employees who report incidents of fraud or illegality or who assist in an investigation shall be protected from retaliation of any sort. However, any employee who assists in an investigation but who is found to have participated in the illegal act or fraud being investigated remains subject to appropriate disciplinary action. In addition, if it is determined that a report was not made in good faith, or that an employee intentionally provided false information regarding an allegation, disciplinary action up to and including termination of employment may occur.

Any employee who believes that he/she has experienced retaliation for making a report or assisting in an investigation shall report this as soon as possible to the appropriate supervisor, manager, Department Head or the Human Resources Director.

EMPLOYMENT POLICIES

This section contains general information concerning City of El Paso policies, as well as matters that relate to you in your day-to-day work.

EQUAL EMPLOYMENT OPPORTUNITY

The City of El Paso realizes that equal employment opportunity benefits the City and its employees through the full utilization of all human resources.

The City has and will continue to provide equal employment opportunity to all qualified persons and reaffirms its commitment that there shall be no discrimination against, or harassment of, applicants or employees because of race, gender, gender identity, sexual orientation, marital status, color, religion, ethnic background or national origin, age, genetic information, disability, veteran status or any other protected status. The City will continue to recruit, hire, promote, transfer, take corrective action and make all personnel decisions, including those related to compensation and benefits, non-discriminately and in accordance with applicable laws. Further, the City will make reasonable accommodations for applicants and employees with known disabilities who can perform the essential job functions with or without such accommodations.

The City requires all employees to bring to the City's attention any information regarding any incident of possible discrimination or harassment so that the matter can be investigated and appropriate action taken. Any employee who violates the City's Sexual Harassment, Equal Employment Opportunity, or Non-Discrimination policies will be subject to disciplinary action up to and including termination of employment.

SEXUAL HARASSMENT

Sexual harassment jeopardizes a productive work environment. Sexual harassment is a form of misconduct that demeans another person and undermines the employment relationship between the City and its employees. Sexual harassment is unwelcome sexual attention directed to another person that affects the person and interferes with his/her ability to do the job.

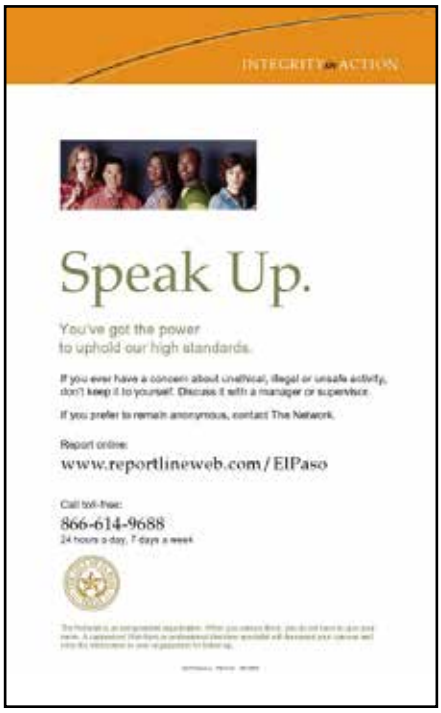
The City prohibits any employee from engaging in any type of harassing conduct and is committed to taking all steps necessary to maintain a productive work environment free of harassment and intimidation of any type. The City explicitly prohibits any sexual harassment, including but not limited to:

- Making unwelcome sexual advances or propositions, unnecessary contact/touching, graphic or verbal commentaries about an individual's body, sexually degrading words used to describe an individual, display in the workplace of sexually suggestive objects or pictures, sexually explicit or offensive jokes, or physical assault.

No supervisor, manager or other employee shall threaten or insinuate, either explicitly or im-

plicitly, that another employee's or applicant's submission to or rejection of unwelcome sexual advances will adversely or positively affect that person's employment, work status, evaluation, earnings, advancement, or any other condition of employment.

Complaint Procedure: If you experience, witness or suspect harassment of any type, whether by a supervisor, manager, employee or any other person, you must immediately report this to your immediate supervisor or his/her manager, or your Department Head or the Human Resources Director. Complaints will be investigated immediately and confidentially. No retaliation will be made against any person for making a complaint in good faith. Where incidents of harassment can be confirmed following investigation, the City will take appropriate corrective action pursuant to the City's Sexual Harassment Prevention Policy. Any employee found to have engaged in sexual harassment will be personally responsible for any and all claims arising from such action.



DATING AND FRATERNIZATION

The City will strive to maintain a work environment that is free from intimate, romantic or dating relationships between supervisors and their subordinates or between employees involved in any other power-differentiated relationship. Power-differentiated relationships can lead to sexual harassment (or the appearance of harassment) and adversely affect employee morale, operations, and productivity because of favoritism, bias, or unfair treatment (or the appearance of favoritism, bias, or unfair treatment).

- A "power-differentiated relationship" is any supervisor-subordinate work relationship or other work relationship in which one employee supervises or manages (directly or indirectly) another employee or makes decisions concerning another employee's terms, conditions or privileges of employment. The City does not otherwise discourage friendship or social activities among its employees.

In order to effectuate the purposes expressed above, if an intimate, romantic, or dating relationship develops between a supervisor and a subordinate, the supervisor involved in the relationship must promptly report it to the Human Resources Director.

Once a power-differentiated relationship is reported, the City may attempt to modify the work relationship, through transfer within the City or by any other available options. The employees also have the option to either terminate their relationship or to continue it, at which point one of the employees will be required to resign or be subject to termination.

EMPLOYEE ASSOCIATIONS

City employees may belong to employee associations. The uniformed Fire and Police have employee associations with collective bargaining rights. Pursuant to state law, other City employee associations do not have collective bargaining rights.

PROBATIONARY PERIOD

The first six months of employment are considered a probationary period unless otherwise determined by a Collective Bargaining Agreement. During this "get acquainted" time, your demonstrated ability to do the job for which you were hired, conduct, and ability to work with others are evaluated by your supervisor with particular care. Your supervisor will complete a probationary evaluation at the end of this period.

- You will be granted regular status if you satisfactorily complete the probationary period, as evaluated by your supervisor.
- A decision to terminate the employment relationship due to an unsatisfactory probationary evaluation is not subject to the appeal process found in the Civil Service Rules and Regulations.

EMPLOYEE STATUS

Your employment status depends on the number of hours you are normally scheduled to work each week and the expected duration of your employment. The employee benefits you receive will vary according to your status as outlined below.

Classified or Unclassified Regular Full-Time:
If you are employed on a regular full time basis (30 hours or more per week), you are eligible to participate in all of the City's benefit programs, such as, vacation leave, insurance plans and holiday pay.

Classified or Unclassified Regular Part-Time:
If you are employed on a regular part time basis, i.e., you work more than 20 but less than 30 hours in a workweek. If you are a part- time employee who is regularly scheduled to work a minimum of twenty (20) hours per you will accrue sick leave at a pro-rated amount of full-time entitlement based on the number of hours that you are scheduled to work. Holiday pay for part-time employees who work an average of 20 or more hours per week shall be paid holiday pay of a prorated amount of hours based on the average number of paid hours, excluding overtime, in the two pay periods immediately preceding the holiday pay period.

Temporary Full-Time:
Typically if you are employed under provisional and/or temporary appointments and you are not a classified employee at the time of such appointment you are exempt from Civil Service and are not eligible to participate in any of the City's benefit programs. You are not eligible to participate in any of the City's benefit programs.

Temporary Part-Time:
If you are employed on a part time basis for a specific limited period of time, you are typically not eligible to participate in any of the City's benefit programs.

All jobs at the City of El Paso are classified as either "exempt" or "non-exempt." The placement of jobs into one of these categories is determined by the test specified by federal wage and hour laws. Jobs which are exempt are not subject to the overtime provisions of the law. Non-exempt employees are entitled to the overtime provisions of federal and state laws governing compensation.

SOLICITATION AND DISTRIBUTION

We want every City employee to work in an environment free from unnecessary and inappropriate distractions. Toward that end, while you and your co-workers are in work areas during working hours, we request that you avoid actions which may distract others. While either you or others are working, you are prohibited from selling merchandise, requesting financial contributions, event participation, distributing any pamphlets or literature not related to your job, or any other type of solicitation or distribution not related to your job. This includes the unauthorized posting of bulletins, notices or advertisements on City bulletin boards, or on any other City means of communication, including its e-mail, intranet and internet systems.

Individuals who are not employed by the City are prohibited from distributing material or soliciting City employees on City grounds at any time. Please notify your immediate supervisor or any manager if you are solicited or subjected to prohibited distribution of literature, whether in person, through the City's mail system or by e-mail.

The City Manager or designee may authorize not-for-profit fundraising activities which meet the criteria and intent of the Fundraising and Solicitation Policy and may allow minimal City time and/or City communication resources to work on City-sponsored fundraising activities.

DRUG-FREE WORKPLACE

You are expected and required to report to work on time and to be mentally and physically ready for work. Our intent is to maintain a drug-free, healthful, safe and secure work environment.

If you are taking a drug or other medication, whether or not prescribed by a physician, which is known or publicized as possibly impairing judgment, coordination, or other senses important to the safe and productive performance of work, you must notify your immediate supervisor prior to starting work. Management will determine whether you can work and may impose any necessary work restrictions.

The unlawful manufacture, distribution, dispensation, possession or use of a controlled, prohibited or illegal substance on City premises or while conducting City business off premises is absolutely prohibited. Violations of the City's Drug-Free Workplace Policy will result in disciplinary action up to and including termination of employment, and may have legal consequences.

City of El Paso recognizes alcohol and drug abuse as a potential health, safety and security problem. If you need help in dealing with such problems, you are encouraged to seek help under the Employee Assistance Program (EAP). Conscientious efforts to seek help for an alcohol or substance abuse problem will not jeopardize your job and will not be noted in your personnel records, provided the efforts are done in conformity with City policies to include the City's Drug Free Workplace Policy.

When there is evidence to reasonably suspect that an employee has reported to work or is working impaired due to alcohol or drugs, the employee will be asked to submit to alcohol and drug testing.

Any employee involved in either a job-related accident or incident involving the apparent violation of a safety rule or standard, which did or could have resulted in serious injury or property damage, may be asked to submit to alcohol and drug testing.

You must, as a condition of employment, abide by the terms of the City's Drug-Free Workplace Policy, which may require submitting to drug and alcohol testing. Failure to submit to a required drug test is grounds for automatic termination. You must report any conviction under a criminal drug statute for violations occurring on or off City premises. A report of a conviction must be made to the Human Resources Director within five days after the conviction. For more detailed information, consult your immediate supervisor or the City's Human Resources Department.

TOBACCO-FREE WORKPLACE

In the interest of providing a healthy, comfortable working environment, smoking and the use of all tobacco products, as well as the use of electronic cigarettes, is prohibited as defined in the Tobacco Free Work Place Policy, in City buildings, entry ways and City vehicles. You are responsible for notifying your visitors of this policy. Employees may not leave their assigned areas to smoke or use tobacco products except at approved breaks or mealtimes.

PROFESSIONAL APPEARANCE

It is required that you dress in a manner appropriate for your work environment. Dressing professionally and being clean and well-groomed signals self-pride, the respect you have for your co-workers, and reflects favorably upon the City to our citizens and visitors.

If you have any questions about the Professional Appearance Standards Policy and rules that apply to you, consult your immediate supervisor.

- Clothing or other personal appearance items may also affect your job safety. Depending upon the nature and location of your work, you may be required to wear special protective clothing and equipment to assure your safety.

Employees who report for work in attire considered to be inappropriate or unsafe will be sent home until the appearance issue is corrected. Repeated violations of the Professional Appearance Standards Policy and rules will be addressed according to the City's Discipline Policy.

LIFE-THREATENING ILLNESSES

The City of El Paso recognizes that employees with life-threatening illnesses, such as cancer, heart disease and HIV/AIDS, may wish to continue their normal pursuits, including work, to the extent that their condition allows. The City will make reasonable accommodations, in accordance with all laws and legal requirements, to allow qualified employees with life-threatening illnesses to perform the essential functions of their jobs. Medical information on individual employees is treated with the strictest of confidence and in accordance with privacy and confidentiality laws. The City will take every reasonable precaution to protect such information from inappropriate disclosure.

ATTENDANCE AND PUNCTUALITY

It is important that you be at work on time every day and that you work the hours scheduled for your position. Absenteeism and tardiness reduce the efficiency of our operations. More importantly, they place a hardship on your co-workers who report to work regularly and punctually.

Thus, both absenteeism and tardiness must be kept to an absolute minimum.

- Attendance and punctuality are conditions of employment. Unsatisfactory attendance and tardiness will result in disciplinary action up to and including termination of employment.

We recognize that occasionally you may not be able to report to work on time or at all. It is your responsibility to notify your supervisor or department designee before your usual starting time as determined by your department.

Corrective action may be taken if you:

- Fail to timely notify your supervisor as required by City and/or Department policy.
- Are excessively absent.
- Do not have an acceptable excuse for being late or absent.
- Violate the City's or departmental absence control or sick leave policies.

The City may require you to provide a physician's statement documenting your absence relating to illness or injury which lasts three (3) or more consecutive work days and/or in cases which your attendance has become unsatisfactory, or pursuant to a Department-specific policy.

TIMEKEEPING

Each full-time or part-time non-exempt employee is responsible for the accurate daily recording of their time worked, using the City's timekeeping system.

Strict adherence to the procedures established for your work group is required. Failure to properly comply with the timekeeping procedures will result in disciplinary action up to and including termination of employment.

EMPLOYMENT OF RELATIVES

Selection, assignment and appraisal of every employee should be as objective as possible. Where relatives are involved, it is difficult to appear objective, even under the most desirable situations. Therefore, the City will only hire relatives of current employees if the new employee and the current employee are not in a manager-subordinate relationship. The City will not hire, promote or transfer a relative into a manager-subordinate relationship under any circumstances. For the purposes of this policy, "relative" means spouse, parent, child, grandparent, sibling or in-law. Department Heads may not have any relatives in their departments.

Relatives of active employees considered for employment with the City must meet all job qualifications, and additionally, such hiring requires the prior approval of the Human Resources Director and the City Manager's Office.

INCLEMENT WEATHER

City policy is to remain open despite weather conditions to meet its commitments to its citizens. Essential personnel as defined in the department's call-in procedures must report to work. We are equally concerned for your safety. You must exercise your own judgment about personal safety. Be sure to follow the call-in procedure established by your department

Employees must stay tuned to the informational bulletins issued by the City. Whenever non-exempt employees are absent from or late for work or leave early because of inclement weather, they must charge such time away from work to accrued vacation or leave without pay unless it has been otherwise approved by the City Manager. If sufficient vacation leave is not available to cover the absence, late arrival or early departure, leave without pay will be charged automatically.

EMPLOYEE CONDUCT

All successful organizations have certain rules which employees must follow. You are expected to become acquainted with the performance criteria for your particular job and with all rules, procedures and standards of conduct established by your department and by the City, as summarized in this handbook. Further, your conduct away from work must not adversely affect the City, its reputation, operational success, or relationship with its employees, customers or citizens.

If you do not fulfill the responsibilities set out by such performance standards, rules, procedures and standards of conduct, you may be subject to disciplinary action, the severity of which will depend upon the circumstances. Disciplinary action will be taken when an investigation of the facts shows that the conduct warrants such a result.

People work together best in an atmosphere where they are valued as individuals and recognized as key members of a team. It is important that each member of our team understand what is expected. It is impossible to write policies and procedures covering every situation. Be sure you understand what is expected of you, and what you can expect from the City. If you have any question, discuss it with your immediate supervisor. Understanding is the key to teamwork.

The following are some examples of employee conduct that are not permitted and that may result in disciplinary action up to and including termination of employment:

- Conduct that you have been informed is unacceptable.
- Failure to meet or maintain work performance standards.
- Violation of law when at work on the premises, or off the premises when engaged in a work assignment.
- Falsification of time records, personnel records or other City records.
- Smoking in City property.
- Gambling, participating in lotteries or any other games of chance on City premises at any time.
- Violation of the City's Drug-Free Workplace Policy.
- Soliciting, collecting money or circulating petitions on City premises other than as permitted by the rules and regulations of the City.

- Unlawful possession of firearms, explosives or other lethal weapons on City premises or in City vehicles.
- Abuse or waste of City resources, tools, equipment, fixtures, property, supplies or goods.
- Creating or contributing to hazardous, unhealthy or unsanitary conditions.
- Violations of safety rules or acceptable safety practices.
- Failure to cooperate with a supervisor or co-worker, impairment of function of a work unit or disruptive conduct.
- Disorderly conduct, harassment of other employees (including sexual harassment) or use of abusive language while on the job and/or on City premises.
- Fighting, encouraging a fight, or threatening, attempting or causing injury to another person on or off City premises when engaged in a work assignment.
- Sleeping on the job.
- Dishonesty or the unauthorized possession, removal or use of City or another employee's property, including records and confidential information.
- Destroying, defacing or tampering with City property or records or the property of an employee or citizen.
- Refusal to follow instructions or to perform designated work or refusal to follow established rules and regulations.
- Unauthorized audio or video recording on City premises, in City vehicles, or during off-premises work-related activities.
- Repeated tardiness or absence, absence without prior notification to the supervisor or without satisfactory reason, or unavailability for work.
- Violation of City ordinances, policies or rules.

This list is not all inclusive.

It is our practice to ensure that violations of policies or principles of acceptable employee conduct are appropriately addressed with consistent disciplinary action. The following types of corrective or disciplinary action may be taken:

- Verbal counseling
- Formal counseling
- Suspension
- Demotion
- Termination

PERSONAL PROPERTY

City of El Paso accepts no responsibility for theft of or damage to personal property of employees on City premises. It is recommended that employees not bring valuables onto City premises, and never leave handbags, wallets, or other valuables unattended or unsecured.

TERMINATION

The termination of any employee is considered to be a very serious situation that requires a carefully conducted prior review. Accordingly, no supervisor or Department Head is authorized to cause the discharge of any employee without prior review

and approval by the City's Human Resources Department. This review and approval will involve a member of the management team, most typically the supervisor's manager, and a representative of the Human Resources Department.

An employee who is discharged because of a violation of City policy will not be permitted to return to his department or work area, or to any other department or work area, other than the Human Resources Department, without the consent of an authorized City representative.

The formal appeal procedure established by the City Charter and set forth in the Civil Service Rules is available to any regular classified employee who disagrees with the decision to terminate the employee.

SEPARATION OF EMPLOYMENT

Notice of Resignation: In the interest of maintaining proper staffing levels, you are required to give your immediate supervisor a minimum of two weeks' prior written notice of resignation.

Clearance Procedures: When terminating your employment, whether the termination is by voluntary or involuntary resignation, you must complete the City's clearance form before receiving your final paycheck. These procedures are to verify that all obligations have been met.

Release of Final Paychecks: Your final paycheck for hours worked, will be released to you no later than the next regularly scheduled payday, provided all clearance procedures have been completed.

Job Abandonment: You will be considered to have abandoned your position when you have been absent for three consecutive work days without prior notice to or approval of your immediate supervisor and/or have failed to communicate the reason for your absence in writing or by telephone to your immediate supervisor during this absence. Department-specific rules and policies may be established that are more stringent, based on the nature of the department's operations and needs.

REFERENCE CHECKS

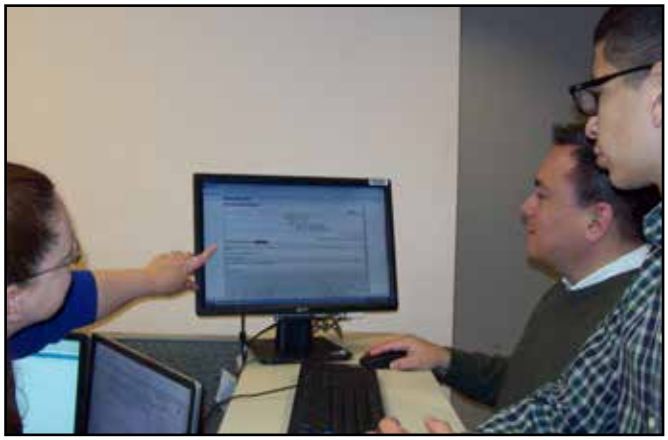
The City of El Paso does not provide and no manager or supervisor is authorized to provide employment-related letters of recommendation on City letterhead. However, with a release from the employee, the City will respond to all employment reference check inquiries from other employers. The Human Resources department alone is authorized to provide reference information on current and former employees.

Responses to these inquiries will usually be limited to first day of work, last day of work, job title and salary, as per the City's Neutral Reference Policy.

EMPLOYEE COMMUNICATIONS

This section contains specific information about our internal communication process and about ways to handle specific concerns that may arise regarding your employment.

INFORMATION AND COMMUNICATION



Your supervisor is your best source for on-the-spot information about the City of El Paso. Through him or her you will receive various announcements and communications beyond the daily employee-supervisor interaction.

From time to time, you will receive more formal communication from the City. Usually, this will deal with operations and announcements of interest to you. Electronic bulletin boards are another way the City communicates with you; check them regularly.

Apart from various formal communications, there are many types of informal communications. These are generally word of mouth types of communications, often about the job, working conditions, policies, etc. To prevent information from getting distorted, we invite open discussion of matters which affect you and your job at the City. The City encourages employees to deal directly with their supervisors regarding all conditions of their work.

Any time that you have a question regarding your job, your hours, your pay, your working conditions, etc., you should first go to your immediate supervisor and talk it over. If, for some reason, you are not satisfied with the outcome of these informal discussions, you can use the complaint procedure outlined below to get the matter resolved.

If the matter is personal, you need not discuss it with your immediate supervisor. You may bring it to the attention of your Department Head or Human Resources.

COMPLAINTS AND CONCERNS

People work together best in an atmosphere where they are valued as individuals and recognized as key members of a team. This kind of respect encourages individuals to achieve their highest level of personal performance and to find a rewarding degree of personal pride in the expression of their own abilities. The City's aim is to create and constantly enhance such an environment. Certain standards of conduct must be maintained to ensure that each employee is treated fairly and consistently. Accordingly, policies, procedures and rules are administered and expected to be followed uniformly.

However, we also realize that in our City, as in any organization, complaints will arise. When this occurs, the problem can best be resolved if it is discussed with your immediate supervisor as soon as possible. For a complaint to be timely, this discussion must occur within five working days of the incident causing the complaint. Usually this informal discussion can resolve the issue. A

supervisor will not be criticized for having a complaint filed in his work group, but is accountable for an honest effort to resolve the issue.

If your supervisor is the subject of the complaint, you may address the complaint to the next level of management. In such a case, and where a complaint is not resolved informally, all responses under the formal complaint procedure will be made by a manager one level up from that indicated.

Occasionally some issues arise which cannot be resolved informally. When this occurs, a formal complaint procedure as well as a grievance form is available to you through Human Resources. These processes will be handled pursuant to City policies and rules addressing formal complaint procedures.

ACCESS TO YOUR PERSONNEL FILE

The City of El Paso maintains personnel files and records for every City employee. These files contain documentation regarding various aspects of your tenure with the City, such as performance evaluations, corrective action notices, letters of commendation, etc. The City of El Paso maintains medical information in a separate confidential medical file.

You may inspect your own personnel file and medical file by contacting the Payroll and Records Section of the Human Resources Department and arranging a mutually convenient time to do so. These files must be reviewed in the office and in the presence of a representative of Human Resources.

You may request a copy of any document in your own personnel file. Such copies will be made by a representative of Human Resources for a fee. You may also submit information for inclusion in your file, such as a response to a performance evaluation or new credentials earned.

The City will make every effort to respect and protect your privacy. It will not voluntarily disclose or disseminate personnel or medical records, salary, benefits, or terms of employment without your prior permission, subject to any applicable laws, including the Texas Public Information Act. However, supervisors may be allowed to review parts of employees' files on a need-to-know basis. Regulatory agency representatives, in the course of their business, may be permitted access to personnel files. Further, emergency or medical personnel may be permitted to review medical records during an emergency medical situation.

EXIT INTERVIEW

As a general practice, if you leave the employment of the City, you will be requested to participate in an exit interview process. Information obtained through this process will assist in identifying areas where the City is doing things right and also provide input on areas where the City may want to consider improvements. The exit interview may also be used for such matters as your return of badges, keys, etc.

COMPENSATION AND BENEFITS

This section presents general information about pay policies and benefits. As applicable, the complete terms and conditions of employee benefits are contained in the documents in your benefits package and in the City of El Paso Human Resources Department website. Your benefits under these plans will be determined according to those plan documents. You should review the benefits package provided to you as soon as possible in order to understand your choices and to avoid missing an enrollment deadline and unnecessarily delaying desired participation.

City of El Paso reserves the right to change or discontinue these plans any time. As benefits change, updates will be provided to you on the City's website.

Questions about a particular benefit or situation not addressed herein should be directed to Human Resources.

COMPENSATION

The City of El Paso compensation program is designed to:

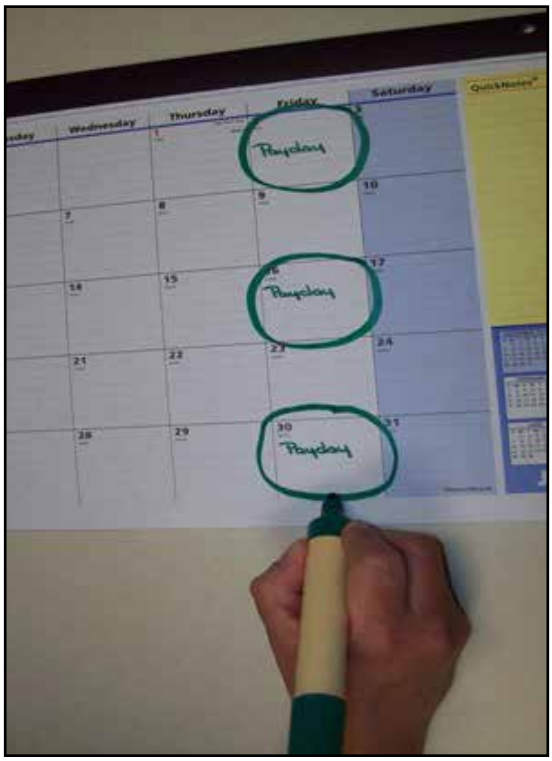
- Attract and retain qualified employees, and encourage their growth and development.
- Ensure that you are fairly compensated for the work that you do.

PERFORMANCE EVALUATIONS

Performance evaluations will be prepared on probationary employees prior to granting regular status and on employees being considered for transfer to another department. All other types of performance evaluations will be prepared pursuant to City policy.

PAY DAY AND DEDUCTIONS

You will be paid bi-weekly through direct deposit. Bi-weekly pay dates are every other Friday throughout the year. In the event these dates fall on a City holiday, the City customarily makes payroll deposits on the day preceding the holiday. The net amount you receive in your payroll deposit is not the full amount of money you earn. An earnings statement showing your total gross earnings, deductions, and the year-to-date dollar amounts and leave balances will be provided to you through self-service software system (PeopleSoft) each pay period. It is your responsibility to check the earnings statements for any errors.



DEFERRED COMPENSATION

This is a 100% voluntary employee supported pension type plan. You are permitted to authorize a portion of your earnings to be withheld, up to the limits set by the Internal Revenue Service, invested and returned to you at a later date. Neither the deferred

amount, nor earnings on the investments are subject to current federal income taxes. Taxes become payable when the deferred income plus any earnings are distributed to you.

OVERTIME PAY

The workweek is Sunday through Saturday, and the standard workweek is set at 40 hours. When overtime is required and worked, overtime pay is as follows:

Non-exempt employees working overtime will be paid at one and one-half the base hourly rate for time worked in excess of 40 hours in any workweek, in accordance with the Fair Labor Standards Act. Holidays, sick days and vacation days will not be considered as time worked for purposes of calculating overtime pay unless provided for in an approved Collective Bargaining Agreement. If you are uncertain about whether you are non-exempt or exempt (according to the Department of Labor guidelines based on the Fair Labor Standards Act), contact your payroll clerk or Human Resources.

Working overtime must be authorized in advance. Failure to obtain such authorization may result in disciplinary action and/or termination of employment.

Your ability to work overtime is a part of every employee's job requirement when requested or required. The City expects that employees will make every effort to work overtime when requested to do so. Refusal or repeated inability to work overtime may be grounds for termination of employment.

FLEX-TIME

Flex-time is a tool used to allow employees to work hours that are not within the standard work schedule. There are times when a department's operational needs require employees to either come in earlier than their normal reporting time, or to stay later than their normal end of shift time.

The adjustment of an employee's work schedule must be approved in advance by the immediate supervisor prior to the employee working the adjusted schedule. It is the responsibility of the immediate supervisor to verify and ensure performance of employees who are granted flex-time. Good relationships among everyone involved are important for a successful flex-time policy. Trust is a big factor; supervisors must feel confident that employees will not abuse the benefits that are inherent in a flex-time schedule. Flex-time is a privilege, not a right, and if abused, can be taken away at the discretion of the supervisor.

Examples of Flex-Time Schedules:

- **Adjusted leave or start time.** An employee may be allowed to report later or leave earlier.
- **Adjusted Lunch Period.** An employee's length of their lunch period may be adjusted while still working a full day.
- **Compressed Workweek.** An employee may, for example, be allowed to work four 9-hour days and one 4-hour day.

SOCIAL SECURITY
Your payment of Social Security Taxes to the Federal government is matched by the City. The City (through its payroll software program) and the Social Security office should have your current name on their records. If you change your name, notify both offices.

UNEMPLOYMENT COMPENSATION
You may be eligible for Unemployment Insurance as specified by Unemployment Compensation Laws. The entire cost of Unemployment Insurance is paid by the City.

HEALTH AND LIFE COVERAGE
The City is self-insured for health benefits and purchases life insurance coverage for City employees working a minimum of thirty hours. City employees, working a minimum of 30 hours a week, may enroll in the City of El Paso Health Benefit Program. The health coverage is also available for eligible dependents, for which the employee and the City share the cost of this benefit. The City provides basic term life coverage, accidental death and dismemberment coverage and life coverage for spouse and eligible dependents at no cost to employees. Health and life coverage selected by the employee become effective the first of the month after 30 days of full-time employment. You must enroll in these programs to receive these benefits. If you wish to make any changes to your coverage after your initial selection, you must contact the Insurance and Benefits Office. Uniformed Fire and Police employees should refer to their current collective bargaining agreements to determine their benefit coverage and cost.

LEAVE TIME

HOLIDAYS

City of El Paso observes nine (9) holidays each year. Eligibility for holiday pay is dependent upon employee status, as described earlier under EMPLOYMENT POLICIES. If one or more of the legal holidays fall on either Saturday or Sunday, the management may declare the preceding Friday or the following Monday as an alternate day off. Uniform Police and Fire personnel shall refer to their respective collective bargaining agreements for holiday information and guidelines. Holidays other than those listed will not be recognized as paid holidays. Upon prior approval, employees may observe other holidays by charging the time off against appropriate leave balances. The following are City-observed holidays:

New Year's Day
Martin Luther King Holiday
Memorial Day
Independence Day
Labor Day
Thanksgiving Day
Day After Thanksgiving
Christmas Day
Employee's Birthday

You will not be charged a day of vacation for any holiday falling within a period of paid vacation. Straight-time will be paid for all non-worked holidays. Employees qualify for holiday pay only if they are in a pay status on the work day immediately before and after a holiday. During a holiday work week, overtime is figured after 40 hours of worked time for non-exempt employees (non-worked holiday hours do not count as work time).

VACATION

Eligibility for vacation leave is dependent upon employee status, as described earlier under EMPLOYMENT POLICIES. The City encourages you to make regular use of vacation time since the annual vacation benefit is designed to provide you with an opportunity to rest and enjoy a departure from the normal work routine.

Vacations are scheduled each year at the convenience of the City and the employee. Every effort will be made by the City to allow you to take vacation according to the schedule that is most convenient to you. The entire vacation period need not be taken at once. With your immediate supervisor's approval, it may be separated into more than one period to be taken during the year.

Accrual: Vacation is earned and calculated according to the schedule below.

All regular employees shall accrue vacation credit at the following rates per pay period for each pay period completed by the employee in the City Service, calculated from the employee's date of employment:

For 0-5 year of service (96 hours):
40 hour per week employees – 3.70 hours per biweekly pay period

For >5 to 15 years of service (136 hours):

40 hour per week employees – 5.24 hours per biweekly pay period

For >15 or more years of service (160 hours):
40 hour per week employees – 6.16 hours per biweekly pay period

The maximum accrual for vacation leave is 400 hours.

Employees who are in an unpaid leave of absence status will not accrue vacation until they return to work on a regular basis.

The City does not advance vacation time. Vacation time charged by an employee who has insufficient vacation hours available will be treated as leave without pay. Uniform Police and Fire personnel shall refer to their respective collective bargaining agreements for vacation information.

Limitations: Every effort will be made to grant your requests to take vacation when requested; however, vacation requests are subject to the needs of the business, which includes having an adequate staff at all times.

Following termination of employment, employees who have completed one year of City employment will be paid at their current rate for unused earned vacation leave remaining at termination; however, all or a portion of the unused leave may be used prior to payout to offset or repay the City for any outstanding loans or any other indebtedness owed by the employee to the City of El Paso, as permitted by applicable laws and City policy.

SICK LEAVE

Paid sick leave is accrued and provided to maintain continuity of your income during limited periods of non-job-related illness. Pro-rated accrual of sick leave may be available to unclassified employees working less than 30 hours.

Accrual. All regular and probationary employees who are scheduled to work a minimum of forty (40) hours per week are entitled to annual sick leave, with full pay, in the amount of 120.0 hours per year or 4.62 hours per pay period.

Regular part-time employees who are scheduled to work a minimum of twenty (20) hours per week shall accrue sick leave at a pro-rated amount of full-time entitlement based on the number of hours that they are scheduled to work.

Employees covered by collective bargaining agreements shall accrue sick leave as provided in the applicable agreement.

Employees may accrue unlimited sick leave.

Sick Leave Verification. No sick leave of three (3) or more consecutive work days will be granted to any person without a medical certificate verifying that the leave is necessary for medical/health reasons. Additionally, no sick leave the last scheduled work day before, the scheduled work day of, or the first scheduled work day after a City designated holiday will be granted to any person without a certificate. Such certificate must be from a health care provider, and verify that the leave is necessary for medical reasons.

Department-specific rules and policies relating to sick leave verification may be established that are more or less stringent, based on the nature of the department's operations and needs.

Limitations: Accrued sick leave is not paid at termination of employment, unless otherwise required by a Collective Bargaining Agreement.

EMERGENCY LEAVE

Emergency Leave may be granted under the sick leave clause for the following reasons:

(a) A quarantine established by the Health Authority
(b) Death of mother, father, child, grandchild, brother or sister, or spouse or designated house hold member, or their child, or parent. A maximum of five (5) days of sick leave may be granted for this purpose per event. Employees shall provide written documentation of the funeral or death.
(c) Death of other relatives or other person with whom the employee has a significant familial relationship. Leave with pay in such cases may be for not more than one (1) day to permit attendance at the funeral.
(d) Illness of the employee's immediate family. "Immediate family" is defined as the spouse, designated household member, children, the grandparents, or parents of the employee or of the employee's spouse or designated household member. No more than two days per pay period may be authorized to permit necessary arrangements for care unless the employee takes leave under the Family and Medical Leave Act.

MILITARY LEAVE

Military leave for City employees is provided in accordance with the Uniformed Services Employment and Reemployment Rights Act (USERRA) and State military leave laws. Employees serving in the U.S. Armed Forces will be allowed paid military leave in accordance with the City's Military Leave Policy.

FAMILY AND MEDICAL LEAVE OF ABSENCE

The Family and Medical Leave Act entitles qualified employees to as much as 12 weeks of unpaid leave of absence for specific reasons and events. Employees will be granted leave in accordance with the City's FMLA Leave policy.

LEAVE OF ABSENCE

Leave of Absence may be granted in accordance with the City's Non-FMLA policy and FMLA Leave of Absence policy.

A request for a Leave of Absence for regular employees with one year or more of service, not to exceed twelve consecutive months, together with the reasons therefore and the period of leave

desired, and a full statement as to the desire or intention of the employee to return to the Civil Service, must be made in writing by the employee on the forms prescribed. Employees qualifying for FMLA leave must utilize all available FMLA leave before being eligible to receive an additional leave of absence. The Department Head shall recommend disposition of the request by writing to the Human Resources Director.

CIVIL LEAVE

The head of any department shall grant an employee leave for any absence necessary for serving on a jury, attending court as a witness when subpoenaed due to court cases involving the City of El Paso or registering for and taking tests of fitness for promotion in the City service during scheduled work time. A department head may grant leave with full pay to an employee for voting in an election. Civil Leave pay shall be for only the hours actually served.

You must notify your immediate supervisor that you have received a summons or subpoena after receiving it. Additionally, you must submit a copy of the statement from the court showing the dates you served on jury duty or as a subpoenaed witness to your immediate supervisor on the first workday following your return from court service. You are expected to work that portion of your normal workday not spent in court or performing duties in connection with court service.

SAFETY AND INJURIES ON THE JOB

Your safety is extremely important. Your supervisors are responsible for ensuring that you have safe working conditions and equipment. However, being safe involves more than just having safe working conditions - it involves your participation. You must exercise safety awareness and the need to be constantly on the alert for unsafe conditions or any situation which may lead to an injury to you or your fellow employees.

- Safety awareness means you look out for yourself and the people working with you. You are expected to know and to observe all the safety rules relevant to your job and work area as reviewed with you by your immediate supervisor.
- Always exercise reasonable care while on the job.
- Become familiar with any emergency instructions posted for your work unit and with all of the exits for the area where you work. Report any unsafe conditions to your immediate supervisor or the Department Safety Coordinator.

Report all accidents to your immediate supervisor. You must notify your immediate supervisor of any on-the-job injury immediately after it occurs, so that you may be properly advised on how and where to seek treatment. An on-the-job injury must be reported to your supervisor within forty-eight hours and you must complete an injured employee statement.

- If an injury or illness is so serious that medical attention must be sought immediately, then do so and contact your immediate supervisor as soon as possible after that.
- In the event a fellow employee or a visitor is injured or becomes seriously ill, do not attempt to move the individual, call 911 immediately and notify a supervisor or manager of the situation.

For more detailed information, consult your copy of the City's Employee Safety Procedures Manual located on the City's website and your immediate supervisor.

Uniformed Police and Fire personnel should refer to their respective collective bargaining agreements for notification of injury timelines.

ELECTRONIC DEVICES

You may be issued a cell phone or other electronic device for work-related duties. If so, you are expected to protect it from loss, damage or theft. Upon separation of employment you must return it in good working condition or reimburse the City for the cost of a replacement. Employees must also repay the City for any excessive or unauthorized use.

You must not use a cell phone while driving. Your safety comes before all other concerns. In situations where job responsibilities include driving and accepting of business calls, you must use a hands-free device or pull off the road before conducting business. Under no circumstances are you allowed to place yourself or others at risk to fulfill business needs while driving any vehicle. Employees who are charged with traffic violations or incur other liabilities resulting from their use of a cell phone while driving on City business are responsible for liabilities that result from such actions and may be subject to disciplinary action.

TELEPHONE CALLS AND ETIQUETTE

How City employees communicate with customers and each other on the phone and over the public address system should reflect favorably on the City. Toward that end, the following rules have been established:

- Use a moderate rate of speech and a natural, friendly tone of voice. Use clear enunciation and articulation.
- Promptly answer incoming calls and identify yourself. Be as helpful as possible and transfer the call only when necessary.
- Express empathy to irate callers. Get the details and offer to help.
- When answering a call for another employee, identify yourself and be helpful. Be discreet in explaining a coworker's absence. Take accurate messages and verify the phone number with the caller.
- Inform the caller when you must put them on hold and return as promptly as possible.
- Courteously end all calls and gently replace the handset.

It is, of course, in everyone's interest that City phones are kept free for business, and your cooperation in this regard is expected. Personal phone calls are permitted on an incidental basis. Personal long distance calls may not be charged to the City. The City may monitor any use of its telephone equipment without notice.

WORKING HOURS

The City renders service 24 hours a day, seven days a week. As a consequence, your daily hours of work and workweek will vary, depending on your job and the services rendered by the particular department or division in which you work.

PERSONAL INFORMATION CHANGES

The City of El Paso maintains a record of the name, home address, and telephone number of each employee and who should be notified in case of an emergency. It is important that these records be kept up to date.

You must promptly report changes in your name, home address, telephone number, marital status and emergency contact by making the appropriate changes in the City's self-service software system (PeopleSoft). You may also revise the number of exemptions on your W-4 for income tax purposes in PeopleSoft.

PERSONAL MAIL

The mail room is intended for business use only. Due to the large volume of mail that is processed every day, personal mail should not be directed to your City address. Further, the City retains the right to open all in-bound and out-bound mail received by its mail room. Personal privacy should not be expected for any mail processed internally.

VIOLENCE PREVENTION

The City of El Paso seeks to provide a safe work environment free from acts and threats of violence, and to respond effectively in the event that acts or threats of violence occur. Acts of violence and threats of violence, including any conduct involving the workplace or work relationships that cause an individual to reasonably fear for his or her safety, the safety of his or her family, friends, associates or property, are prohibited.

As it relates to City employees, firearms or weapons of any kind are prohibited on City premises and workplace work sites, as set forth in the City's Violence in the Workplace Policy. Except as allowed by state or federal law, firearms and weapons are prohibited on City premises.

If you suspect any employee or visitor is in violation of these prohibitions, immediately report the facts to any supervisor or the Human Resources Department. No retaliation will be tolerated against any employee who reports a suspected violation.

- Employees are free to contact the Police Department directly by calling 911 when they have reason to believe that doing so is essential to prevent actual or imminent unlawful harm to themselves, others or property. If the Police Department is contacted first, then your supervisor should be contacted immediately thereafter.

SOCIAL MEDIA

The following guidelines apply to your work-related blogs, personal Web sites, postings on Facebook and other interactive sites, postings on video or picture sharing sites, or in the comments that you make online and in responding to comments from others either publicly or via email. These guidelines apply only to work-related issues and are not meant to infringe upon your personal interaction in social media or commentary online.

If you maintain a Web site or are writing a blog that will mention the City and/or our services, employees, partners and citizens, identify that you are an employee of the City and that the views expressed are yours alone and do not represent the views of the City. You are not authorized to speak on behalf of the City, or to represent that you do. Our logo and trademarks may not be used without written permission from the City. This is to prevent the appearance that you speak for or represent the City. If you are maintaining a website or writing a blog that will mention our City and/or our services, employees, partners and citizens, alert your manager.

You may not share information that is confidential or proprietary about the City. This includes information about our services, sales, finances, employees, strategy, and any other information that has not been publicly released by the City. These are only examples of information that the City considers confidential and proprietary. If you have any question or concern about whether information has been or may be released publicly, speak with your manager, the Human Resources Director, or the City Attorney's Office before sharing it. You cannot use City equipment, including computers or other electronic devices or equipment, or work time, to conduct personal blogging or social networking activities.

The City expects you to write knowledgeably, accurately and professionally about our services, employees, partners and citizens. Despite disclaimers, your interaction on social media can result in the public forming harmful opinions. Avoid any behavior that will reflect negatively on the City's reputation. Unfounded or derogatory statements, misrepresentations, as well as any commentary, content, or image that is defamatory, pornographic, proprietary, harassing or libelous will result in disciplinary action up to and including termination of employment.

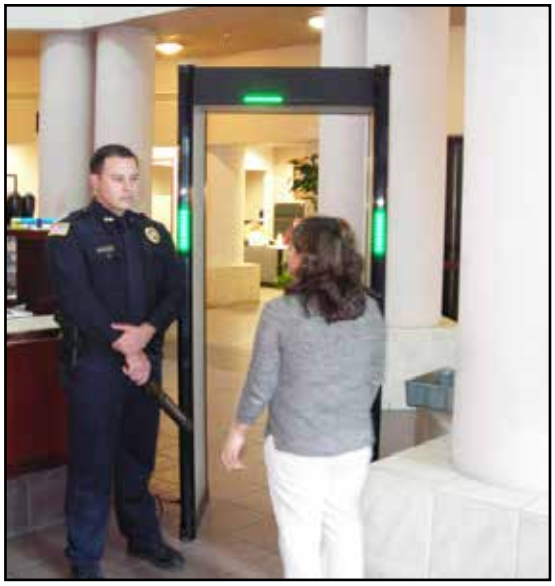
You are personally responsible for your commentary on blogs and social networking sites. You can be held personally liable for commentary that is considered defamatory, obscene, proprietary or libelous by any offended party.

SECURITY

Bringing guests, vendors and former employees to any work area is prohibited unless authorized by a supervisor or a manager. Visitors may only be admitted to our facilities through the main entrances. You are responsible for assuring that anyone you take beyond the reception area has proper authorization and has signed the register at the front desk.

SECURITY INSPECTIONS

The City reserves the right to conduct searches for the purpose of monitoring compliance with work and safety rules, including rules concerning the security of City and individual property, drugs and alcohol, and possession of other unauthorized and prohibited items. To protect our employees and ensure the safety and security of our facility, the City reserves the right to ask questions as well as to search employees, their cars, desks, files, lockers and personal items while on City premises. If a search is requested, the employee should be assured that it is not an accusation of theft or other wrongdoing, but merely part of an investigation.



An employee will never be forced to submit to a search. However, refusal to submit to a reasonable search, after fair warning, may result in disciplinary action, up to and including termination.

City-owned vehicles, desks and lockers may be provided for the convenience of employees, but remain the sole property of the City. Unauthorized storage of City or personal property and overnight storage of perishable food in employee desks and lockers is not permitted.

In summary:

- This policy is for the purpose of monitoring compliance with work and safety rules.
- Search of an employee's person and/or personal items will be initiated by a request for an employee's consent to conduct a reasonable search.
- Employee submission to a reasonable search procedure is a condition of continued employment and failure to cooperate in a search or investigation can lead to termination of employment.
- If the City allows an employee to have a locker, locked desk or other storage area, the City will either furnish the lock and keep a copy of the combination or key, or will allow the employee to furnish a personal lock, but the employee must give the City a copy of the key or combination, upon request.
- In order to assure compliance with these rules, and in the interest of maintaining a safe, drug-free workplace for all its employees, the City retains the right to open employee desks and lockers and inspect their contents any time and without notice.

- Consistent with existing policy, the City accepts no responsibility for theft or damage to personal property placed in employee desks and lockers.
- This policy applies to all City employees.

IDENTIFICATION BADGES

An identification badge with the employee's picture is issued to all employees. Your identification badge should be worn and readily visible at all times while you are on City premises.

If you lose your identification badge, notify Human Resources immediately to schedule an appointment to replace it, employees are responsible for the cost of replacement. Identification badges remain the property of the City and must be returned to Human Resources upon separation of employment. Employees may be asked to surrender their badge under certain circumstances.

AUTHORIZED MEAL BREAKS

Generally, eating meals at your workstation is not acceptable. Non-exempt (hourly) employees who bring their lunch to work or order-in may eat in any break room or authorized area. Keeping these areas neat and orderly is a responsibility shared by each of us. Your cooperation in cleaning up after yourself is expected.

Employees who work outside of City facilities are required to take their scheduled meal break unless otherwise authorized in advance.

Non-exempt employees may not work through or while on their meal breaks, unless authorized in advance by their supervisor.

PARKING

City parking lots are part of the City premises. All City policies and rules apply to employees and their vehicles while on or in these lots. You must observe the parking rules established by the City, including the parking space restrictions for visitors and the disabled community.

- Use of City parking lots is at your own risk. The City assumes no responsibility for any damage to or theft of, any vehicle or personal property left in a vehicle while on or in its lots.

EMPLOYEE SUGGESTION PROGRAM

The City encourages every employee to share suggestions for improvements. Through the employee suggestion program, employees may submit ideas and suggestions to help the City of El Paso operate more efficiently. If you or your team has an idea about how to improve work procedures, improve safety or reduce waste, go to the Human Resources website and click on the Employee Suggestion link. Adopted suggestions will be recognized throughout the year.

IN CLOSING

Now that you have read this employee handbook, we hope we have answered many of the questions you might have had concerning your employment with the City of El Paso. Remember that we fully support open communication at the City. If you have a question or a concern, ask your immediate supervisor and give him or her the opportunity to respond.

The City and its employees must adhere to all applicable federal and state laws. Every effort has been taken to make sure the information in this handbook is accurate and in compliance with those laws. In the event a conflict exists or develops, the laws will control.

Nothing in this handbook is intended to create, nor is it to be construed to constitute, a contract between City of El Paso and any of its employees. The City retains the right to make changes to the material contained in this handbook from time to time to meet changing conditions, laws and organizational needs. When this occurs, revisions will be posted on the City's Human Resources website.

On the following page is a form which you must fill out to acknowledge your receipt of this handbook. Please complete the receipt and return it to your immediate supervisor.

ACKNOWLEDGMENT OF RECEIPT OF THE EMPLOYEE HANDBOOK

I understand that I am to read, become familiar and comply with the City of El Paso's Employee Handbook ("Employee Handbook"), which contains a synopsis of the City's policies, procedures and guidelines related to my employment. I can find a copy of the Employee Handbook on the City's Intranet at My.ElPasoTexas.gov under "QuickLinks" or on the City's Human Resources webpage located at www.elpasotexas.gov/human-resources. If I have a questions regarding the interpretation of these policies, procedures and guidelines, I will contact my immediate supervisor or the Human Resources Department for clarification.

I understand that this handbook is not an express or implied contract of employment and that it does not create any rights in the nature of an employment contract. Rather, this handbook is an overview of policies related to my employment with the City of El Paso.

I also understand that the City of El Paso reserves the right to modify, revoke, suspend or terminate any of the procedures or guidelines described in this handbook, at any time, with reasonable notice. By accepting or continuing my employment with the City, I agree to comply with any such changes as the City may implement and no further consent from me shall be necessary.

Employee Signature:

_____

Printed Name:

_____

Date:

_____

Last four of SS#:

_____

SUGGESTIONS

Now that you have read this Employee Handbook, we would like your comments and suggestions on its content.

_____

_____

_____

As information or policies change, the handbook will be updated, and you will be sent new pages to insert. At those times, we will be able to make improvements based upon your suggestions.

_____

_____

_____

Is there a subject you expected to see included that is not covered? If so, what is it?

_____

_____

_____

Is there a section that you considered confusing or insufficiently covered? If so, what section is it and what questions do you have?

Do you have any other suggestions for improving the Employee Handbook?

Please send your ideas to the Human Resources Director Linda Ball Thomas.
ThomasLB@elpasotexas.gov