



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 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 at 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 at 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, complete, or clearer, please let your immediate supervisor know. As always, your input matters.



Dionne Mack
City Manager, City of El Paso

Welcome to the City of El Paso!

Today marks the beginning of an exciting chapter in your career, and I couldn't be more thrilled to have you join our team.

Reflecting on my own journey with the City, I still vividly remember the hope and excitement I felt when I started my career here.

Like you, I made the conscious decision to dedicate my talents to public service because I believe in the profound impact we can have on the lives of others. It is a calling that unites us, a shared purpose that fuels our efforts to make El Paso a thriving community for all.

Here at the City of El Paso, we believe in the transformative power of public service. Every role within our organization—yours included—contributes to our collective mission of building a better future for our residents, businesses, and visitors. As you step into this role, know that your work will have a meaningful and lasting impact.

Our team is made up of hardworking individuals who bring integrity, innovation, and passion to their work every day. We strive to be exceptional ambassadors for the community, delivering services that reflect the dedication and care El Paso deserves.

As you settle in, I encourage you to explore the resources, relationships, and opportunities available to help you thrive. We are here to support you every step of the way, and your success is our success.

The road ahead is filled with challenges and opportunities, but I have no doubt that your unique talents and perspective will make a difference. Together, we will work toward our shared vision of a vibrant, inclusive, and prosperous El Paso.

Thank you for choosing to be part of our team. I am excited to see all that you will accomplish. Welcome to the City of El Paso family!

With warm regards,

Dionne Mack
El Paso City Manager

MISSION



Deliver exceptional services to support a high quality of life and place for our community.

VISION



Develop a vibrant regional economy, safe and beautiful neighborhoods and exceptional recreational, cultural and educational opportunities powered by a high performing government.



VALUES

Integrity, **R**espect, **E**xcellence,
Accountability, **P**eople

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, City Attorney, and Internal Auditor are appointed by a majority vote of the City 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. Most 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’s 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 the City Council. The goals are:
 - 1 Cultivate an Environment Conducive to Strong, 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 high-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:



- ★ Select, hire, assign, supervise, correct, and dismiss employees.
- ★ Decide and change performance standards and expectations and evaluate employees' performance.
- ★ Decide and change hours and days of work schedules, including shift times.
- ★ Transfer employees within departments, into other departments, and/or other job classifications.
- ★ Decide and change the size and qualifications of the workforce.
- ★ Decide and change the methods by which operations are carried out.
- ★ Manage and control the premises and resources.
- ★ Assign duties to employees according to operational needs and requirements, in alignment with the employee's Job Description.
- ★ Establish, change, and abolish departmental policies, practices and procedures, including making recommendations to leadership regarding rules and regulations.



Philosophy & 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 inefficiencies and waste. By taking a closer look at City processes and how the work gets done daily, 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 display the highest moral and ethical standards.



Policies for People

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

- ★ Encourage development and promotional opportunities from within the organization.
- ★ Ensure that all employment-related decisions are based on performance, conduct, and attendance without regard to race, gender, gender identity, sexual orientation, marital status, color, religion, ethnic background or national origin, age, disability, service in the uniformed services, reproductive health actions, hairstyle and/or hair texture or any other characteristics or status that is protected by federal, state or local law.
- ★ Remain open to suggestions and ideas, encourage City 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 all City employees informed of significant developments.

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 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.



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 that 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 duplication of any confidential documents must be avoided. Documents containing confidential information should not be left in conference rooms, in photocopy areas, on desks, or at workstations 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 or discarded in bins designated for shredding.

Systems & 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 IT Help Desk.

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

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 is strictly prohibited. Employees must not install or download software without prior approval of the City's IT Department.

E-Mail & 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 e-mail, 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 that 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 e-mail, 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 Strategic Communications office or designated departmental public affairs representative. The contact information for the Strategic Communications Department can be found on the [City's website](#).

Council Requests

The Council Request (CR) process is an essential procedure for handling official requests from the Mayor's or City Representatives' offices for matters that cannot be addressed through 3-1-1 or the Police non-emergency number. Designed to ensure compliance with the City Charter (Article V, Section 5.5 – Interference with Personnel or Administration), the CR process ensures efficient tracking, consistent service delivery, and compliance with City policies and the City's Charter, reinforcing accountability and protecting staff and elected officials from any misperceptions of impropriety.

CRs must be submitted with specific details, including the requester's contact information, the exact location of the issue, any relevant service request numbers from 3-1-1, and supporting materials such as photos if applicable. Each concern should be submitted as a separate request for precise tracking and efficient resolution. Issues outside City department purview, such as civil matters or non-City department issues, are directed to the external agencies. Requests related to IT or Facilities Maintenance, as an example, are routed through their respective portals.

Staff are asked to acknowledge and respond to the CRs in a prompt and efficient manner. On average, responses to CRs typically take two to five business days, with more complex issues potentially requiring additional time. While updates may include actions taken, sensitive information such as personal details or criminal investigations will not be disclosed. Meeting or briefing requests from the Mayor's or City Representatives' office may also require CR submission, complete with proposed dates, topics, and sufficient context to enable proper coordination.

For more information about the CR process please email the Ombudsperson team that manages the process at CRTeam@elpasotexas.gov.

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

Employees must report requests to publicly endorse or recommend any product, consultant, or vendor to their Department Head, and must work through appropriate leadership to notify the requestor that the City does not provide endorsements.

Conflict of Interest

The City's Values are Integrity, Respect, Excellence, Accountability and People. 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 themselves in a position that could produce a conflict between self-interest and the interest of the City.

You have a duty to always act in good faith. 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 City 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. Exempt employees should request leave if the outside employment occurs at any time during their scheduled work day to avoid any appearance of conflict of interest.
- ★ 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. Requests for outside employment shall not exceed 25 hours per week. Applications that have been approved by the Department Head will be valid for a period not to exceed two (2) years from the date of approval, and only for the specific type of employment approved. For more information, please reference the “Outside Employment Policy” on [My.EIPaso.gov](https://www.mypaso.gov).

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 things “of value” from anyone, either inside or outside the City. “Of value” is defined by the provisions of the City’s Ethics Ordinance. Employees are required to be familiar with the Ethics Ordinance found on the [City Attorney web page](#). Gifts with a value of or exceeding \$75.00 cannot be accepted, and gifts with a value exceeding \$10.00 cannot be accepted from a person registered with the City as a lobbyist.

Offering Gifts & Gratitude

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 & 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 the 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 a potential conflict of interest you should discuss the matter with the Department Head or Human Resources Department 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 activities in connection with a City program, function, or activity, shall report it immediately to their supervisor or Department Head, the Chief Internal Auditor, their Human Resources representative, the Employee 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 Human Resources Director.



Nondiscrimination

It is the policy and requirement of the City that employees carry out their duties to the public and the internal services to fellow City employees in a non-discriminatory manner. Discrimination is prohibited, and employees shall not discriminate against any person in carrying out their job duties, based on race, gender, gender identity, sexual orientation, marital status, color, religion, ethnic background, or national origin, age, disability, service in the uniformed services, reproductive health actions, hairstyle and/or hair texture or any other characteristic or status that is protected by federal, state or local law.

Employee Policies

This section contains general information concerning the City of El Paso policies, as well as matters that relate to you in your day-to-day work. All City of El Paso policies are located on the City's Intranet, [My.EIPaso.gov](https://my.eipaso.gov).



Equal Employment Opportunity

The City has and will continue to provide equal employment opportunities 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 essential job functions with or without such accommodations.

The City requires all employees to report any information regarding any incident of possible discrimination or harassment to leadership or a Human Resources representative so that the matter can be investigated, and appropriate action is taken. Any employee who violates the City's Sexual Harassment, Americans with Disabilities Act (ADA)-Reasonable Accommodations, or non-discrimination policies will be subject to disciplinary action up to and including termination of employment. For more detailed information, consult your immediate supervisor, the City's Human Resources Department or the City's Non-Discrimination Policy found on [My.EIPaso.gov](https://my.eipaso.gov).

Harassment

The City of El Paso's policy prohibits any form of sexual, racial, ethnic, disability, age, and religious harassment of employees or applicants. The City of El Paso recognizes that the aforementioned forms of harassment are a violation of Federal and State laws. The City maintains a strict policy that harassment, whether sexual, ethnic, or religious in nature, or directed toward one's age or disability status, in the workplace, is not acceptable and will not be tolerated.

The City of El Paso is committed to fostering a work environment free from 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 toward another person that affects the person and creates an intimidating, hostile or offensive working environment that interferes with his/her ability to do their job.

The City prohibits any employee from engaging in any type of harassing conduct or any behavior that constitutes inappropriate workplace behavior, regardless of intent or severity, even if it does not meet the definition of sexual harassment. The City is committed to taking all steps necessary to maintain a productive work environment free of sexual 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 employees shall threaten or insinuate, either explicitly or implicitly, 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 sexual 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 Department. 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 supervisor, coworker or other Agent of the City who knew or should have known of the alleged Sexual Harassment and did not take immediate action to correct it may be personally liable, in accordance with Texas Labor Code, Chapter 21.

For more detailed information, consult your immediate supervisor, the City's Human Resources Department or the City's Sexual Harassment Prevention Policy and Procedures found on My.ElPaso.gov.

Dating & 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 sexual 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.

To effectuate the purposes expressed above, if an intimate, romantic, or dating relationship develops between a supervisor and a subordinate, the employees 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 working relationship, through transfer within the City or by any other available options. If a transfer or other option is not available, and the parties choose to continue the relationship, one of the employees will be required to resign or be subject to termination. The impacted employees will be encouraged to identify a resolution. If both employees are in good standing with the City, and one must be terminated, the employee with the least seniority will be terminated, otherwise, the employee not in good standing will be selected for termination.

Probationary Period

For all Classified employees, the first six months

of employment are considered a probationary period unless otherwise determined by a Collective Bargaining Agreement. During this probationary period, your demonstrated ability to do the job for which you were hired, conduct, and ability to work with others are evaluated by your supervisor. Your supervisor will complete a probationary evaluation prior to or at the end of this period.

- ★ You will become a regular classified employee 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.

For all Unclassified employees, your supervisor is strongly encouraged to complete an evaluation following your first six months of employment. Unclassified employees are not covered by Civil Service Rules unless specifically outlined in the Civil Service Rules.

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 Full-Time:** If you are employed on a 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 Part-Time:** If you are employed on a 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 scheduled to work a minimum of twenty (20) hours per week you will accrue sick leave at a pro-rated amount 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 at a prorated number 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:** If you are a temporary full-time hire, you are not a classified employee, are exempt from Civil Service, and are not eligible to participate in any of the City's benefit programs.
- ★ **Temporary Part-Time:** If you are a temporary part-time hire you are not a classified employee. You are exempt from Civil Service and are not eligible to participate in any of the City's benefit programs.

All jobs at the City of El Paso are designated as either "exempt" or "non-exempt." The placement of jobs into one of these categories is determined 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 & Distribution

The City strives for all employees to work in an environment free from unnecessary and inappropriate distractions. When you and your co-workers are in work areas during working hours, we request that you avoid actions that 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 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 the 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. For more detailed information, consult your immediate supervisor, the City's Human Resources Department or the City's Fundraising and Solicitation Policy.

Drug-Free Workplace

The City of El Paso has a vital interest in maintaining safe, healthful, and efficient working conditions for its employees. The City has a zero-tolerance policy for testing positive for drugs and/or alcohol and for refusing to test.

If you are taking a drug or other medication, 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 consult with Human Resources to 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.

The 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 assistance from 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 including 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/or 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/or alcohol testing. Failure to submit to a required drug and/or alcohol 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, the City's Human Resources Department or the City's Drug-Free Workplace Policy found on My.ElPaso.gov.

Police and Fire Uniformed employees must abide by the Drug and Alcohol testing guidelines as outlined in their respective Collective Bargaining Agreements and respective department Drug and Alcohol Policies.

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 Workplace Policy, in City buildings, entryways, 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. For more detailed information, consult your immediate

supervisor, the City's Human Resources Department or the City's Tobacco-Free Workplace Policy found on My.ElPaso.gov.

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 ensure 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 and Matrix. For more detailed information, consult your immediate supervisor, the City's Human Resources Department, or the City's Professional Appearance Standards Policy found on My.ElPaso.gov.

Attendance & 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 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 policy and/or Departmental rules and regulations.
- ★ Are excessively absent.
- ★ Do not have an acceptable excuse for being late or absent.
- ★ Violate the City's sick leave policies or Departmental sick leave rules and regulations.

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 workdays and/or in cases in which your attendance has become unsatisfactory, or pursuant to Department-specific rules and regulations.

For more detailed information, consult your immediate supervisor, the City's Human Resources Department, or the City's Sick Leave Use and Investigation of Sick Leave Abuse Policy found on My.ElPaso.gov.

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 workgroup is required. Failure to properly comply with the Hours of Work Policy 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. Deputy City Managers, Managing Directors, and Department Heads may not have any relatives in their departments.

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 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 its 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 up to and including termination may be taken for violations of Civil Service Rules, City policies, and Departmental rules and regulations.

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 questions, discuss them 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.
- ★ Violation of the City's Tobacco-Free Workplace Policy.
- ★ 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, which disrupts the function of a work unit.
- ★ 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 of 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 photographs, audio or video recording on City premises, in City vehicles, or during working hours.
- ★ 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.
- ★ Violation of Departmental rules and regulations.

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

Disciplines & Terminations

The discipline and termination of any employee is a very serious situation that requires thorough review. Accordingly, no supervisor or Department Head is authorized to discipline or discharge 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, the Human Resources Department and the City Attorney's Office.

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 Department Head or Human Resources.

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.

For more detailed information, consult your immediate supervisor, the City's Human Resources Department or the City's Discipline Policy and Matrix.

Off-Boarding

Notice of Resignation: In the interest of maintaining proper staffing levels, you are required to submit a Resignation Notice Form within a minimum of ten (10) working days prior to the effective date of your resignation.

Clearance Procedures: When terminating your employment, whether the termination is by voluntarily or involuntarily resignation, you must complete the City's separation and clearance off-boarding process as described on page 29.

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. Any monies due to the City may be deducted from the final paycheck in accordance with applicable policies and in compliance with State and Federal laws.

Job Abandonment: You will be considered to have abandoned your position when you have been absent for three consecutive workdays without prior notice to or approval of your immediate supervisor and/or have failed to communicate the reason for your absence to your immediate supervisor during this absence. Department-specific rules and regulations 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. Only the Human Resources department is authorized to provide reference information for current and former employees.

Responses to these inquiries will usually be limited to the 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 & Communication

Your supervisor is the best source for information about your job and department. Your supervisor may also relay announcements and communications beyond the daily employee-supervisor interaction. 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.

Formal communications from the City are generally relayed by email and informational videos such as Your City in 5 and Inside City Limits. These videos will highlight City departments and communicate news and announcements. Additionally, many City locations are equipped with electronic displays that stream announcements that may be viewed by employees during working hours.



Any time that you have a question regarding your job, work hours, pay, 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.

Complaints & 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 that aligns with the City's Mission, Vision and Values. 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.

We 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. 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.

Occasionally some issues arise which cannot be resolved informally. When this occurs, a formal complaint or grievance may be filed 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 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, during their business, may be permitted access to personnel files. In addition, emergency or medical personnel may be permitted to review medical records during an emergency medical situation. Employees may request the removal of a formal counseling in accordance with Civil Service Rule 8.

Employee Separation & Off-Boarding

Completion of the following steps are required when separating employment from the City.

- 1 Payroll clerk initiates Off-Boarding process.
- 2 Employee receives notification via email. Employee should log in to NeoGov to update address information if changes are needed.
- 3 Pension receives notification and contacts employee. Employee must respond within the deadline period.
- 4 Benefits receives notification and contacts employee. Employee must respond within the deadline period.
- 5 HR and HRIS receive notification and separates employee from service with the City.

*It is important to note that you have **30 days** from your last day of employment to meet with the Pension and Benefits departments. Failure to follow this process may result in the delay or denial of certain Pension or Benefits options.*

Exit Survey

When you separate from City employment, you will be afforded the opportunity to complete an exit survey as part of the Off-Boarding process. Information obtained through this process will assist in identifying areas where the City is doing things right and provide input on areas where the City may want to consider improvements.



Pay Policies & 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 on 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 to understand your choices and to avoid missing an enrollment deadline and unnecessarily delaying participation.

The City of El Paso reserves the right to change or discontinue plans at any time. As benefits change, updates will be provided to you on the City's website, email, and various other internal communications as appropriate.

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

Compensation

The City of El Paso's compensation program is designed to do the following:

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

Performance Evaluations

Newly hired employees on their initial probationary period and employees on a promotional probationary period will receive a Performance Evaluation within six (6) months of starting their position. Subsequently, a second Performance Evaluation will be conducted six (6) months later, which will serve as the employee's annual Performance Evaluation.

All Civil Service and unclassified employees will receive an annual Performance Evaluation. Temporary and seasonal employees will not due to the short duration of their assignments. However, regular and ongoing feedback to employees is encouraged regardless of employment status. Performance Evaluations will be required for all Civil Service and unclassified employees on an annual basis, on each employee's classification anniversary date. As a reminder, the classification anniversary date is the date the employee entered their current job through a promotion, as a new hire, or type of placement.

Pay Day & 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 the self-service software system (PeopleSoft) each pay period. It is your responsibility to check the earnings statements for any errors. In the unlikely event that there is an error in the earnings statement, you should promptly bring the discrepancy to the attention of your Payroll Department for correction accordance with the Overpayment Recovery & Wage Deduction Policy.

Deferred Compensation

DEFERRED COMPENSATION 457(b)

This is an employee-supported type of tax-advantaged retirement plan for local government employees. You are permitted to authorize a portion of your earnings to be withheld, up to the limits set by the Internal Revenue Service. Your contributions are taken out of your paycheck before taxes, lowering your overall tax bill today. When you take out money in retirement, you pay income taxes on the withdrawals. Investment options and Loans are also available within a 457(b) Plan. Non-uniform new employees hired after September 2015, are automatically enrolled into the City's Deferred Compensation Plan at 1% gross income unless the employee chooses to opt out. As of January 2024, the City Of El Paso is providing a Roth option to our Deferred Compensation plan.

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 more than 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 (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.
- ★ The 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.

Flexitime

Flexitime 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 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 the performance of employees who are granted flexitime. Good relationships among everyone involved are important for a successful flexitime policy. Trust is a big factor; supervisors must feel confident that employees will not abuse the benefits that are inherent in a flexitime schedule. Flexitime is a privilege, not a right, and if abused, may be taken away at the discretion of the supervisor. Flexitime is approved on a case-by-case basis and only for a specific period of time.

Examples of Flexitime Schedules:

- ★ Adjusted Leave or Start Time. Employees 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. Employees 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 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 the Unemployment Compensation Laws. The entire cost of Unemployment Insurance is paid by the City.

Health & 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's Medical, Dental, Vision or Supplemental Life Insurance Coverages. These insurance coverages are also available for eligible dependents, for which the employee and the City share the cost of each benefit. The City provides basic term-life coverage, accidental death and dismemberment coverage and life coverage for spouses and eligible dependents at no cost to employees. Insurance coverages 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 wait until the City's Annual Open Enrollment. Employees may be able to make changes to insurance coverages mid-year if a Qualifying Event is experienced and the employee is within 30 days of that event. Please contact the Benefit Services Office for more information. Uniformed Fire and Police employees should refer to their current collective bargaining agreements to determine their benefit coverages and costs.

Holidays

The City of El Paso observes twelve (12) holidays each year. Eligibility for holiday pay is dependent upon employee status, as described earlier under **EMPLOYMENT POLICIES**.



City-Observed Holidays

If one or more of the City-observed holidays fall on either Saturday or Sunday, 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.

For any holiday falling within a period of paid vacation, you will receive Holiday Pay for the day of the observed holiday. 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 workday 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).

The following are City-observed holidays:

- ★ New Year's Day
- ★ Martin Luther King Holiday
- ★ Cesar Chavez Day
- ★ Memorial Day
- ★ Juneteenth
- ★ Independence Day
- ★ Labor Day
- ★ Veterans Day
- ★ Thanksgiving Day
- ★ Day After Thanksgiving
- ★ Christmas Day
- ★ Employee's Birthday

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 accrue vacation credit at the following rates:



For 0-5 years of service (96 hrs):

40-hr-per-week employees – 3.70 hrs per biweekly pay period



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

40-hr-per-week employees – 5.24 hrs per biweekly pay period



For >15 or more years of service (160 hrs):

40-hr-per-week employees – 6.16 hrs per biweekly pay period

The maximum accrual for vacation leave is 400 hours.

Employees who are on 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 a vacation when requested; however, vacation requests are subject to the needs of the City, which includes always having adequate staff.

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 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 the 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 regularly 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 workdays will be granted to any person without a medical certificate verifying that the leave is necessary for medical/health reasons. Additionally, no sick leave on the last scheduled workday before, the scheduled workday of, or the first scheduled workday 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

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 Sick Leave

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

- ★ A quarantine established by the Health Authority.
- ★ Death of mother, father, child, grandchild, brother or sister, spouse or designated household 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.
- ★ Death of other relatives or other persons 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.
- ★ Illness of the employee's immediate family. "Immediate family" is defined as the spouse, designated household member, children, siblings, 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 & Medical Leave of Absence

The Family and Medical Leave Act (FMLA) entitles eligible employees to 12 weeks of unpaid leave of absence for qualifying 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.

Employees with one or more years of service are eligible for a leave of absence not to exceed twelve consecutive months. Employees with less than one year of service are eligible for a leave of absence not to exceed ninety (90) days. For employees within their first year of employment, the leave of absence may not exceed 90 days. The request for leave must include the amount of time expected to be away from work and medical certification with the dates of incapacity. The employee is required to reapply for the leave of absence every thirty (30) days and provide updated medical documentation from a healthcare provider. Employees qualifying for FMLA leave must utilize all available FMLA leave before being eligible to receive an additional leave of absence.

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, with prior supervisor approval. Civil Leave pay shall be for only the hours 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.

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. The 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.

Safety & 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 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 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 the exits for the area where you work. Report any unsafe conditions to your immediate supervisor or the Department Safety Coordinator.



Report all accidents (regardless of severity) to your supervisor or member of leadership immediately after they occur.

In accordance with Ordinance 8064, Section 4.4, any on-the-job injury or exposure must be reported to your supervisor as soon as it occurs (or you are made aware of the exposure) and within 48 hours of the occurrence to be eligible for AWP (accident with pay benefit).

- ★ 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.
- ★ 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.

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For more detailed information, consult 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. If you must accept business calls, you must use a hands-free device or pull off the road before answering the call. 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 & Etiquette

How City employees communicate with customers and each other should align with the City's Mission, Vision, and Values as follows:

- ★ Use a moderate rate of speech, a natural, friendly tone of voice, clear enunciation and articulation.
- ★ Promptly answer all 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. Additionally, personal cell phone use should be kept to a minimum when and if permitted.

Working Hours

The City renders service 24 hours a day, seven days a week. Consequently, your daily hours of work and workweek will vary, depending on your job and the services rendered by the 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 emergency contact. 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

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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

Mailroom services are 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 inbound and outbound mail received by the mail room. Personal privacy should not be expected for any mail processed internally.

Personal Property

The 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.

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 when they 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, and the safety of his or her family, friends, associates, or property, are prohibited.

The possession of a weapon on a workplace worksite, including open carry and concealed handguns, is strictly prohibited, except as allowed by state or federal law. Authorized law enforcement and security personnel are exempted. Employees that are issued or authorized to use tools or equipment are excepted

from this restriction provided such equipment and tools are only used in accordance with the City of El Paso's Violence in the Workplace Policy.

If you suspect any employee is in violation of these prohibitions, immediately report the facts to any supervisor or the Human Resources Department. Retaliation will not be tolerated against any employee who reports a suspected violation.

Employees should 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 City recognizes the role that social media tools play in the personal lives of its employees. The City is not attempting to regulate the personal private use of social media by employees, board members, volunteers and others to whom this policy applies; however, it is important to emphasize that personal use of social media can have an effect on your official capacity with the City. This policy should not be interpreted or construed to restrict any employee rights.

Employees, board members and volunteers are free to express themselves as private citizens on social media sites to the degree that their speech does not impair or impede the performance of their duties, impair discipline and harmony among coworkers, or is untrue, presents the City in a false light or divulges confidential information or plans about the City or their department. For more detailed information, consult your immediate supervisor, the City's Human Resources Department or the City's Social Media Policy.

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If you maintain a website 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 questions or concerns about whether information has been or may be released publicly, speak with your manager, Department Director or Human Resources 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 the 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 a 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

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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.
- ★ A 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 areas, 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.
- ★ 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 at 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 always worn and readily visible 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. The cost of unreturned badges may be deducted from the employee's final payout. Employees may be asked to surrender their badges under certain circumstances.

Authorized Meal Breaks

Generally, eating meals at your workstation is not acceptable. Non-exempt (hourly) City 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.

All employees, including those who work outside of City facilities, are required to take their scheduled meal break unless otherwise authorized in advance by their supervisor.

Non-exempt employees may not work through or while on their meal breaks unless authorized in advance by their supervisor. In accordance with the Hours of Work Policy, all employees are expected to work their normal work schedule. Flexing is permitted with prior supervisor approval.

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.

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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. When entering lots that have card reader access, employees must use their badge to enter the lot, even if the electronic arm is still up. The arms are set on a timer and employees who do not badge to keep the arm up may incur damage to their vehicle, at their own expense. The employee may also be held liable for damages to the arm system when the employee does not badge to enter.

Employee Suggestion

The City encourages every employee to share suggestions for improvements. Employees are invited to share ideas and suggestions that may 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, discuss those ideas with your supervisor, manager, or Department leadership.

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.



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 them 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 the 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 [Intranet](#).

Employees will be required to acknowledge receipt of this handbook during the completion of the Onboarding process.



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 www.my.elpasotexas.gov under "QuickLinks" or on the City's Human Resources webpage located at www.elpasotexas.gov/human-resources. If I have a question 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 SSN#:



Employee Handbook Feedback & Ideas

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 on your suggestions.

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

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

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

**Please send your ideas to the Deputy City Manager
Araceli Guerra at GuerraAJ@elpasotexas.gov.**