



TriCo Regional Sewer Utility

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JOINT PERSONNEL & BENEFITS COMMITTEE AND BOARD OF TRUSTEES MEETING

Wednesday, May 29, 2024 @ 7:30 A.M.
7236 Mayflower Park Drive, Zionsville, IN 46077

AGENDA

1. Public Comment
2. Employee Handbook Updates
3. Hoosier START Document Update
4. New Business
5. Adjournment



MEMORANDUM

To: P&B Committee / Joint Board Meeting

From: Andrew Williams, Utility Director

Date: May 22, 2024

Subject: Employee Handbook Updates

We have a few updates to make to the Employee Handbook. Some of the minor changes were replacing the word “pager” with “tablet” and “Michigan Road WWTP” with “TriCo Water Resource Recovery Facility”. The pages that had more substantive changes are attached with the markups shown in red. Some updates are clerical, such as deleting the reference to the office at the John Hensel Government Center. Other changes are needed due to changes in our processes, such as using ADP with online features. And a few changes have been added to provide more guidance to staff and management.

Please let me know if you would like a copy of the entire handbook.

TriCo Regional Sewer Utility
EMPLOYEE HANDBOOK

I. INTRODUCTION

A. Introduction to TriCo Regional Sewer Utility (“TriCo” or the “Utility”)

TriCo, formerly Clay Township Regional Waste District, was created in 1975 as a non-profit municipal corporation, a political entity organized and existing under the environmental laws of the State of Indiana. TriCo is governed by State statutes and by a 9-person appointed Board of Trustees. Day-to-day operations are managed by the Utility Director, who is appointed by the Board. The Utility’s administrative offices and water resource recovery facility are located at 7236 Mayflower Pary Drive, Zionsville, Indiana.

~~The Utility has operations in two different locations. The administrative offices are located in the John Hensel Government Center in Carmel, Indiana. The water resource recovery facility is located in Zionsville, Indiana.~~

B. Purpose of the Handbook

The purpose of TriCo’s handbook is to (1) answer many of the questions employees have; (2) provide information TriCo believes employees should know about their employment, including TriCo’s expectations for employee performance and behavior; and (3) inform employees of some of the rules, procedures and policies related to their employment.

The matters discussed in this handbook are of great importance, but are not, and are not intended to be, a complete list of all of TriCo’s policies and procedures. TriCo reserves the right to modify its policies and procedures periodically. Every employee is expected to comply with each of the procedures and policies discussed in this handbook, as well as any others adopted by TriCo in the course of exercising its right to manage its business. Questions about TriCo’s policies and procedures should be directed to the Utility Director. Violation of any of TriCo’s policies or procedures may result in discipline up to and including termination.

may accommodate the use of passwords for security, confidentiality is not guaranteed.

- (3) When TriCo receives a legal request to disclose electronic information.
- (4) When TriCo has reason to believe that employees are using its electronic information systems or other technical resources in violation of TriCo's policies.

J. Protection of Information Assets

Passwords that protect access to TriCo information assets must not be shared. Access to information and systems must be traceable to the actual individual. Users are accountable for all actions taken under or using their identification information, such as passwords, pass codes, access codes, and electronic signatures.

Users must:

- (1) Maintain the confidentiality of their individual account access information, such as passwords,
- (2) Respect all restrictions imposed by TriCo on access to TriCo information, and

~~(3) —Store account access devices securely, such as remote access cards.~~

When managing or using TriCo information assets, users **must not**:

- (1) Violate laws, TriCo's policies, or TriCo's values,
- (2) Be fraudulent or deceitful,
- (3) Engage in activities that interfere with job performance, otherwise adversely affect TriCo or its employees or customers, or people, or
- (4) Circumvent security controls, such as passwords and virus protection.

~~When managing or using TriCo information assets, users must not~~

- ~~(5) p~~Promote or engage in a personal business venture or in any other activity for personal gain or profit (including, for example, gambling) or the private gain or profit of others.

K. Electronic Communication Systems Policy

Phones, E-mail, computer, tablets and voice mail systems are TriCo's property and are intended for business use. Incidental and occasional use of TriCo's electronic communication systems for personal use is permitted only when such use does not

generate a direct cost to TriCo including the cost of loss of time during scheduled work hours. Employees have no right of privacy regarding information or files maintained in or on TriCo's property or transmitted or stored through TriCo's electronic information systems or other technical resources.

TriCo prohibits the use of its electronic information systems in ways that are unlawful, disruptive, offensive to others, or harmful to morale. For example, the display or transmission of images, messages, and cartoons that may offend others because of their sex, race, age, national origin, disability, religion, or any other category protected by law is prohibited.

An employee should remember that when he or she is using TriCo's electronic information systems, he or she is creating documents that belong to TriCo. These documents are not private and may be read by other employees and, under some circumstances, by others outside the workplace.

An employee should also be aware that even though a message may be deleted from the system, a record of it may remain either on the daily backups of all data or in other ways. It is possible to re-create a "deleted" message. Therefore, ultimate privacy of messages is not assured to anyone.

Because TriCo is sensitive to employees' privacy concerns, it will try – but cannot guarantee – to access electronic information systems in a respectful and responsible manner. The Utility Director is responsible for the implementation and enforcement of this policy.

Computer Viruses/Unauthorized Software.

Employees may not install software on computers used by TriCo without the approval of the Utility Director. Use of streaming media applications introduces security risks that can overwhelm TriCo's network and systems causing interruption of TriCo's business. All TriCo employees are prohibited from accessing any streaming media programs, feeds, material, and content unless the subject matter being streamed is directly required for fulfilling job responsibilities. No streaming media sites are to be accessed nor are any streaming media programs or applications to be downloaded, installed, or operated by an employee for entertainment purposes using TriCo-provided computers, servers, systems, or networks.

Because of the rapidly changing nature of the use of electronic communication systems, this policy cannot address every possible situation. Instead, it expresses TriCo's philosophy and sets forth general principles to be applied to the use of electronic communication systems and other technical resources. This policy may be modified from time to time with appropriate notice.

Violations of this policy may result in disciplinary action up to and including termination. If an employee becomes aware of inappropriate use of TriCo's information assets, the employee must notify his or her supervisor or the Utility Director immediately.

L. Social Media Policy

All employees must act professionally and refrain from behavior, both on and off the job, which could adversely impact the organization's reputation and mission. Employees are expected to treat co-workers and customers respectfully at all times, including when posting and transmitting information through social media. Social media includes, but is not limited to, social networking websites (e.g., [Instagram](#), Facebook, [X-Twitter](#), etc.), chat rooms, mailing lists, and web logs ("blogs").

The use of social media is prohibited during work hours. Exceptions may be made when management sponsors a website for business reasons or otherwise approves a legitimate business use, such as the Utility's Facebook page maintained by staff.

The following restrictions apply to an employee's use of social media:

- (1) An employee must not represent him or herself as an agent representative of TriCo. Social media profiles or communications indicating place of employment must include a disclaimer that the opinions provided do not represent TriCo's views. Content placed on social media regarding the workplace or its officers, management, employees, customers must be free of any impression that the views expressed are anything more than personal opinion. In other words, the content must make clear the views are not those of TriCo or its management.
- (2) An employee must not post disparaging or derogatory comments about TriCo, its officers, management, employees, vendors, or customers, either by name or by implication.
- (3) An employee must at all times respect other employee's' privacy and refrain

the employee should report it to the Controller immediately. TriCo will release a paycheck to the employee only unless the employee submits written authorization for TriCo to release the paycheck to another individual.

E. Time Keeping Policy

All employees are required to maintain an accurate record of all time worked through the approved time keeping method for their respective work area.

Clocking In/Out

- Standard TriCo practice is for full-time employees to clock in and out from their desk computer. The mobile app should only be used when working in the field or if the time-keeping software webpage is inaccessible.
- If an employee forgets to clock in or out or is unable to access the time-keeping application due to an offsite activity, the employee must report the time worked by email to their manager or through the time-keeping software on the log posted next to the time clock. It is the employee's responsibility to report time that is not logged on the time clock in a timely manner. ~~as e~~ Employees will not be paid for time that is not recorded and reported in this manner.
- No work should be performed while clocked out for lunch. ~~(If~~ access to the time-keeping software the time clock is not available, lunches must be recorded and submitted to their manager by email or through the time-keeping software on the Missed Punch Sheet and submitted to the Controller.)
- An employee must clock out ~~or record on the Missed Punch Sheet~~ during all non-productive time in excess of 15 minutes.
- Clocking in or out for another employee is strictly forbidden and is grounds for termination.

Reports

- Employees have online access to their time card with their pay stub bi-weekly. Employees must access their time card report online on the Monday before each payroll period to approve their time record. This report must be approved by the employee and the employee's supervisor by 10:00 a.m. on the Monday

of the payroll week unless notified of an earlier date.

F. Lunch

Each non-exempt employee receives an unpaid lunch period at a time designated by the supervisor. Non-exempt employees

- must take lunch away from their work areas,
- may not work during lunch breaks without their supervisor's approval; and
- must record the time they leave and return from lunch on their time-keeping software record.

G. Payroll Deductions

TriCo is required by law to withhold from each employee's pay federal, state, and local income taxes, the employee's portion of Social Security/Medicare taxes, and court ordered deductions. Additional deductions must be approved in writing by the employee consistent with federal, state and local law.

H. Hours

The Administrative office will be open to the public between the hours of~~are~~ 7:30 a.m. to 4:00 p.m. ~~and Wastewater Treatment Plant hours are 7:00 a.m. to 3:30 p.m., Monday through Friday, unless otherwise stipulated or approved by the supervisor.~~

I. Flex Hours Policy

This policy allows employees flexibility in scheduling their work hours within the policy requirements established below. For TriCo to successfully fulfill its purpose, it must maintain adequate staffing levels so that it can meet its operational needs. It will allow flexible hours if the Utility Director and the employee's supervisor determine that operational needs will not be adversely affected. TriCo will determine which positions are eligible for flexible hours.

TriCo's standard hours are 7:30 a.m. to 4:00 p.m. The core hours, i.e., the time all employees must work, are 8:30 a.m. to 3:00 p.m. Flexible schedules must be between the hours of 7:00 a.m. to 4:30 p.m. A minimum of one-half hour lunch must be scheduled. Flexible schedule requests must be approved by the employee's supervisor. Schedules changes do not take effect until approved by the supervisor.

TriCo can cancel or modify this policy at any time. It may make temporary adjustments for special circumstances on an individual basis.

an employee who refuses to cooperate with a search request will face disciplinary action up to and including termination of employment. An employee who feels that he or she has been the subject of an improper search may file a complaint after the fact with the Chairperson of the P&B Committee.

DD. Outside Work

An employee may not hold any other employment or engage in any personal business, including as an independent contractor, which would create an actual or a potential conflict of interest (or the appearance of a conflict) with employment at TriCo. If outside work would involve services or customers similar to those of TriCo or involve a person or an entity that has a business relationship with TriCo, this could create a conflict of interest. An employee who is considering engaging in outside work and who is uncertain whether the work would create a conflict of interest or involve a person or entity doing business with TriCo, the employee must promptly discuss the situation with the Utility Director. TriCo will ultimately decide whether there is a conflict of interest or the appearance of conflict, and whether an employee will be allowed to remain employed by TriCo while holding the other position.

Even for outside work that is permissible, an employee should consider whether the demands of that work will interfere in any way with his or her employment here. Outside work shall not be conducted while at TriCo nor with the use of company equipment, including items such as phones and computers, or company email. Outside work will not be considered an excuse for poor job performance, absence, tardiness, leaving early, refusing to travel, or refusing to work overtime or a changed schedule.

EE. Workplace Violence

The safety and security of TriCo employees is of the utmost importance. We will not tolerate threatening, intimidating, malicious, or violent behavior directed toward employees or other individuals by anyone on TriCo property or during work time. TriCo will take decisive and appropriate action in response to inappropriate behavior. This may include, but is not limited to, heightened security, suspension and/or termination of a business relationship, reassignment of job duties, suspension or termination of employment, and/or criminal prosecution of the person(s) involved.

All employees are responsible for immediately notifying their supervisor or the Utility



MEMORANDUM

To: P&B Committee / Joint Board Meeting

From: Andrew Williams, Utility Director

Date: May 22, 2024

Subject: Hoosier START

Since 2013 TriCo has participated in Hoosier START, the State of Indiana's deferred compensation plan. Our resolutions need to be updated to change our name and add a couple of new sections the State has asked to be incorporated. I am working with Mrs. Poindexter on the best approach to this update and will share the draft document at our committee meeting.