



# Employee Handbook

December 2020

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# Welcome to the Team!

**Paducah Water** is a municipally owned water treatment and distribution utility. We have served Paducah, McCracken County and the surrounding area for **almost 140 years with clear, clean water**. Our treatment facility has a rated capacity of nearly **20 million gallons of water per day** and consistently meets and exceeds state regulatory requirements for water treatment.

In addition to providing service to our **valued customers**, PW plays in an important role in community and economic development. We believe that as members of our community, we work to enhance the quality of life in the region. We do so through our commitment to community groups with both time and financial support.

The success of Paducah Water (PW) is solely dependent on the performance of its service teams. Therefore, you, as a key member of our team, are expected to work by the PW values and philosophies. As a responsible member of this team we expect you to refer to this handbook often. Please ask me, or your supervisor, if you have questions regarding anything in this handbook.

**PW** employs professionals with the expertise and commitment to providing our customers with the most basic necessity of life – clear, clean water.

The work we do is important and meaningful and we're glad you're part of our team.

**Welcome to the team!**

Sincerely,



General Manager

# Section 1- Introduction

This handbook has been prepared to welcome you to Paducah Water and provide an overview of our philosophy, guidelines and benefits. Our objective is to provide you with a work environment that is constructive to both personal and professional growth. You are now a member of a team dedicated to serving customers and providing the highest quality product and services anywhere. Quality applies to the work we do and to our relationships with each other. We expect everyone to treat each other with dignity and respect. Quality, teamwork, and innovation, in all aspects of our business, are the keys to success. We extend a welcome to you as a new team member and sincerely believe that your employment will be beneficial for you and PW.

Employment with PW is considered **at-will** and based on mutual consent; both the employee and PW have the right to terminate employment at any time, with or without cause, except where prohibited by law.

The information contained in this handbook, along with our policies, applies to all PW employees, and provides an overview of what you can expect of PW and what we expect of you. It does not include all relevant details of each policy. If you have additional questions, please feel free to talk to your supervisor or the General Manager directly.

The handbook is a summary of our guidelines, which are presented here only as a matter of information. Nothing in this handbook alters an employee's at-will employment status. The contents of this handbook shall not constitute nor be construed as a promise of employment or as a contract between PW and any of its employees.

Certain PW employees are covered by an agreement between PW and the American Federation of State, County and Municipal Employees. Employees falling under the AFSCME Agreement should refer to that agreement for specifics covering their employment when the AFSCME Agreement conflicts with the guidelines in this handbook.

You are responsible for reading and understanding the guidelines contained in this handbook.

## 1.1. Company Overview & History

In 1885, a group of Washington D.C. investors came to Paducah and constructed the original water works plant on the shores of the Ohio River. In its first three years, ownership of the water works changed at least three times before landing in the hands of Muscoe Burnett. Mr. Burnett and his associates were pioneers in the water industry. In 1903, Paducah Water was one of the first water treatment facilities in the country to operate, what was at the time, a state-of-the-art sand filter. Over the years, countless other innovations have made Paducah Water an industry pioneer. In 1930, the city made plans to purchase the water works system from the private company to ensure more control over the utility. The history in the pages that follow demonstrates the commitment of Paducah Water to the community and the importance that PW has played in the history of our

community. From the 1937 flood to the consolidation of the Reidland Water District in 1999, PW has been there. Enjoy this look back, and thank you for being part of PW's history and future.

### **1885**

Paducah Water Company was organized as a private enterprise by a Washington D.C. investment group. Construction began on the original water works treatment plant on the banks of the Ohio River.

### **1888**

After changing hands at least three times, Paducah Water Company was purchased by Muscoe Burnett. Burnett ran the company for the next 40 years.

### **1903**

Burnett was a pioneer in water treatment. A rapid sand filter plant was constructed. The plant was one of the first of its kind in the U.S. and became a standard for years to come.



### **1911**

By this time, Paducah Water Company laid more than 40 miles of water mains throughout the city.

### **1913**

Paducah Water Company became the first treatment facility in the country to have a dry feed machine used to feed chemicals for water filtration. A flyer encouraging residents to buy water from the Paducah Water Company boasted "Liberal Pressure and Constant Supply." The flyer continued, "Contains no bacteria, germs, extraneous matter, alum or other chemicals. Stand pipe of 175 feet high and 22 feet wide. 40 miles of water main. 100 pounds of pressure." Not bad for the early 1900's. As a matter of fact, the Paducah Water Company was a leader in the water treatment process for many years.

The investors saw a need for clean water to promote health and the region's growth and filled that need. The private enterprise that was Paducah Water Company was purchased by the city in 1930 and became Paducah Water Works.

### **1930**

The private enterprise that was Paducah Water Company was purchased by the City of Paducah in 1930 and became Paducah Water Works.





### **1937**

Paducah Water Works, along with the rest of the city, was devastated in the 1937 flood.

### **1938**

Expansion of the water system began with the construction of the Forest Hills Reservoir. The reservoir is still used today.



### **1950's**

Sometime in the 1950's the treatment facility switched from coal and steam powered pumps to electric pumps.

### **1960's**

Several small water districts were formed, including Hendron, Woodlawn, Concord and West McCracken.

### **1964**

Woodlawn Water District ran into financial problems and was consolidated into Paducah Water Works. Concord eventually did the same, marking the first time the municipal water system financed infrastructure outside city limits.



### **1984**

Paducah Water Works completed construction on a new \$15 million state-of-the-art treatment facility on North 8th Street.

### **1986**

Massac Water Association became part of Paducah Water Works.

### **1988**

Lone Oak Water District became part of Paducah Water Works.



### **1996**

The old treatment facility at First Street and Kentucky Avenue was demolished. The Carson Four Rivers Center now calls the site home.

### **1999**

Reidland Water District became part of Paducah Water Works.

### **2003**

Paducah Water Works was rebranded as simply Paducah Water or PW.



### **2007**

Paducah Water received a performance-based permit from the Kentucky Division of Water to increase capacity at its treatment facility from 12 million gallons per day to 19.9 million gallons per day. The increased capacity came at no cost to the community and had no impact on water rates.

### **2010**

The Reidland treatment plant and wells were abandoned because they became unreliable. A new pump station and water tank were constructed on I. C. Avenue in Reidland. New transmission mains were installed to carry water from the Paducah treatment plant to the new water tank and pump station for the benefit of customers east of Clarks River.

### **2012**

Hendron Water District became part of Paducah Water.

### **2013**

The PW business office moved from 401 Washington Street, its home since 1970, to a brand new office building located at 1800 North 8th Street. The goal of the move was to have all departments of Paducah Water housed on the same property in order to improve overall efficiency.

### **Today and Beyond**

Paducah Water is constantly planning for the future as we replace water mains and make system improvements at a steady pace. Many of PW's water mains are more than 100 years old and are still in service today. Yet, there are newer water mains that must be replaced to maintain reliability. Our on-site Microbiology Lab conducts hundreds of quality tests each month. Our Water Quality Team continues to innovate the treatment process with ongoing pilot projects and training to keep up with the latest industry advances. And, although PW has on-site lab facilities, all water quality reports we send to the State are from testing performed at an independent lab. This is to ensure our customers of our commitment to provide top quality drinking water.

PW's core values have not changed over the years. We continue to provide clean water, promote health and economic growth and serve our customers with pride. The future of PW mirrors its past. Just as we were building for the future in 1885, 1911 and 1984, we are building today to ensure we meet the needs of the community.

PW has been an important part of the history of this community. We currently serve over 27,000 customers and maintain well over 600 miles of water main. Because of employees like you, we continue to deliver on our promise to be **The Clear, Clean Choice**.

## **1.2. Changes in Guidelines and Policies**

This Employee Handbook supersedes all previous employee handbooks, manuals and memos that may have been issued from time to time on subjects covered in this handbook.

However, since our business and our organization are subject to change, we reserve the right to interpret, change, suspend, cancel, or dispute, with or without notice, all or any part of our guidelines, policies, procedures, and benefits at any time. When practical, we will attempt to notify all employees of these changes. Changes will be effective on the dates determined by the board and/or management, and after those dates all superseded policies and/or guidelines will be null and void.

No individual supervisor or manager has the authority to change guidelines or policies at any time. If you are uncertain about any guideline, policy or procedure, speak with your direct supervisor.

## **1.3. Disclaimer/Employment At-Will**

The PW Employee Handbook is provided to employees of PW and its contents are intended for informational purposes only and should not be construed as a binding contract. PW retains the right to substitute, amend, change, modify, or terminate any portion(s) of our Personnel Policies and the employee handbook at any time. The handbook and our Personnel Policies do not supersede any Company sponsored Benefit Summary Plan Descriptions (SPDs), which are available from the PW administrative assistant. This handbook should not be construed as and does not constitute a contract of employment. PW does not enter into individual employment contracts, implied or written, and no person is authorized to enter into an employment contract unless such an agreement is written and signed by the PW board.

## **1.4. Employment Applications**

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

## **1.5. Employment Relationship**

Employees enter into employment voluntarily, and are free to resign at any time for any reason or no reason. Similarly, PW is free to conclude its relationship with any employee at any time for any reason or no reason. Following the probationary period, employees are asked to follow the Employment Termination Guidelines in Section 4.19 as a courtesy to PW.

## **1.6. Inclement Weather/Closings**

At times, emergencies such as severe weather, fires, or power failures can disrupt company and community operations. Employees are generally expected to report to work during inclement weather conditions. However, there may be times when PW declares an emergency closing. The decision to close the office will be made by the General Manager and department heads.

When the decision is made to close the office, employees will receive official notification from their supervisors or manager.

Time off from scheduled work due to emergency closings will be unpaid for all non-exempt employees. However, if employees would like to be paid, they are permitted to use vacation time if it is available to them. Employees who are late due to weather conditions may be given an opportunity to make-up missed time, if work scheduled and conditions permit.

## **Section 2 – Safety & Security in the Workplace**

### **2.1 Your Responsibility**

Safety can only be achieved through teamwork. All employees are required to practice safety awareness by thinking defensively, anticipating unsafe situations and reporting unsafe conditions immediately.

Accident prevention is considered in all phases of operations. Our goal is to provide all employees with a safe and healthy working environment free of hazards that may cause accidents, and we insist upon safe practices at all times by all employees. However, if an accident does occur, it will be fully investigated so that any necessary corrections may be swiftly made. It is the responsibility of each employee to comply with all safety and work rules in effect. Employees must report any obvious hazards to a manager so they may be corrected. In addition, employees must report any injury to a supervisor, no matter how large or small.

Personal visitors are to be kept to a minimum in the workplace. In work areas where safety hazards may be present, such visits are prohibited.

#### **2.1.1 General Safety Rules**

Safety is a cooperative undertaking requiring conscientious effort on the part of every employee. The following rules will apply:

- Employees shall follow the safe practices and rules contained in the Employee Safety and Health Handbook.
- Employees should report all unsafe conditions or practices to their supervisor.
- Good housekeeping must be practiced at all times.
- All employees will participate in safety meetings as required.
- Anyone under the influence of alcohol or illicit drugs will not be allowed to work.
- Anyone under the influence of prescription drugs which impair judgment will not be allowed to work.
- Horseplay and other acts that tend to have an adverse influence on safety or well-being of employees are prohibited and will not be tolerated.
- Ask questions when there is any doubt concerning safety.
- Do not strain to lift, push or pull objects that are too heavy for you.
- Be sure to lift bending your knees, keeping your body erect and then pushing yourself upward with your legs.

- Any and all work–related injuries or illnesses, no matter how minor, must be reported to a supervisor.
- Employees should know where first aid kits, emergency phone numbers and fire extinguishers are located.
- Employees should know how to operate a fire extinguisher.
- All emergency equipment such as fire extinguishers, fire alarms and exit doors must be kept clear of obstacles.
- Do not operate equipment on which you have not been properly trained or if all guards and safety devices are not in place and in proper operating condition.
- Equipment or machinery in need of repair should be removed for service immediately and not returned to use until repaired.
- Filing cabinets and bookcases should be firmly based, or attached to a wall fitting if necessary, to prevent tipping.
- When not in actual physical use, all desk and file drawers shall be kept closed.
- Telephone cords and electrical cords shall be maintained in such a manner that they will not present a tripping hazard. Frayed or badly worn cords shall be replaced. Cords should not be allowed to come in contact with liquid or heat.
- Only ladders or step stools adequate to support an employee’s weight should be used. Standing on chairs, cabinets or other furniture is prohibited.
- Personal protective equipment should be obtained and worn as required.

## **2.2 Accidents**

An employee who suffers an injury while at work is required to report the illness or injury to their direct supervisor immediately, but no later than the end of the shift in which the accident or workplace illness occurred.

Employees must complete accident reports for all accidents/injuries that occur while at work, on PW time or involving PW property.

An employee who suffers a work-related illness or injury may be required to undergo a medical examination and/or drug/alcohol test within two (2) hours, if practical, but no later than eight (8) hours following the incident.

Employees are expected to assist in accident investigations, keep scheduled medical appointments and return to work when released by the doctor. If an employee is released with job restrictions, PW will make every effort to support those restrictions.

Accidents must be accurately and completely documented, including a factual description of what occurred on the accident form.

An accident form shall be completed under the following circumstances:

- Any occurrence, accident or event that is not consistent with normal operations at PW, that either did or could directly result in an injury to an employee, visitor or customer such as:
  - All incidents/accidents having insurance, legal or loss potential.
  - Any other situation which might serve as a basis for a claim against PW or any of its employees.

For a work-related injury/illness which requires immediate medical attention:

- Employee will be provided with appropriate first aid until such time as emergency medical services can be obtained.

*Please see the Accident Occurrence policy in the Paducah Water Policy Manual for information on reporting accidents.*

## **2.3 Personal Protective Equipment**

PW provides employees with personal protective equipment (PPE) to comply with our internal standards and local, state and federal laws.

### **2.3.1. Safety Shoes**

PW provides each employee whose job requires them to wear safety shoes up to \$250 per year toward the cost of ANSI approved safety footwear.

### **2.3.2. Safety Glasses**

PW provides employees whose job requires them to wear safety glasses with up to \$100 per year toward the cost of ANSI approved prescription safety glasses (with side shields). Failure to wear PPE as required may result in disciplinary action up to and including termination.

## **2.4 Worker's Compensation**

Employees injured while working, or those who suffer a work-related illness, may be eligible for worker's compensation coverage.

All work-related injuries or illnesses must be reported to your direct supervisor as soon as practicable. *Please see the Accident Occurrence policy in the Paducah Water Policy Manual for information on reporting accidents.*

## **2.5 Weapons**

The possession of firearms is forbidden on all PW property and in all PW vehicles and equipment except as permitted under KRS 237.106. *Refer to the Firearms in the Workplace policy in the Paducah Water Policy Manual.*

Employees who have personal safety concerns (e.g. parking in a remote location, working alone after hours, etc.) are encouraged to discuss those concerns with their direct supervisor so appropriate actions can be taken to protect employees.

If you have any questions about the definition of a weapon, please talk to your direct supervisor or the General Manager.

## **2.6 Violence in the Workplace**

PW is committed to providing an environment free from violence for all employees, customers and visitors. Acts of violence on PW property or while conducting PW business, including verbal or physical threats or intimidation, will not be tolerated. Any unlawful violent actions committed by employees, customers or visitors will be referred to law enforcement. Employees should inform their supervisor or the General Manager of any immediate concerns. *Please refer to the Violence in the Workplace policy in the Paducah Water Policy Manual.*

## **2.7 Workplace Searches**

To protect property and ensure safety, PW reserves the right to conduct personal searches consistent with state law, and to inspect any packages, parcels, purses, handbags, brief cases, lunch boxes, computers or any other possessions or articles carried to and from the workplace. In addition, PW reserves the right to search any employee's office, desk, files, locker, equipment, or any other area or article on our premises. In this regard, it should be noted that all offices, desks, files, lockers, equipment etc. are the property of PW and are issued for the use of employees only during and within the scope of their employment. Inspection may be conducted at any time at the discretion of PW.

Persons who refuse to cooperate in an inspection may not be permitted to enter the premises. Employees working on, entering, or leaving the premises, who refuse to cooperate in an inspection, as well as an employee who after the inspection is believed to be in possession of stolen property or illegal substances, will be subject to disciplinary action, up to and including

termination, if upon investigation they are found to be in violation of PW's safety procedures or any other company rules, guidelines or policies.

In the event of economic losses, employees may be asked to submit to a polygraph test.

Employees are expected to know and comply with PW's security procedures and are expected to report any violations or potential problems to their supervisor or the General Manager.

## **2.8 PW Property/Property of Others**

Employees are responsible for all property, materials or written information, including electronic information, issued to them or in their possession or control.

No PW property is to be removed from PW premises except for specific business purposes and with the written approval from the General Manager.

Employees are expected to use reasonable care to safeguard personal items brought to work. PW is not responsible for the loss, damage, or theft of personal belongings.

## **2.9 Substance Abuse**

The use, possession, sale, transfer, purchase or being under the influence of drugs or other intoxicants by employees, customers or visitors at any time on PW premises, the premises of our customers or while operating PW vehicles or equipment is prohibited.

An employee working in a safety sensitive position or driving a PW vehicle is required to inform their supervisor of the use of any substance, including prescription drugs, that may impair their ability to perform their job safely.

*Please refer to the Substance Abuse policy in the Paducah Water Policy Manual for further information and guidance.*

## **2.10 Tobacco Usage**

Employees, customers or visitors are not allowed to smoke or use tobacco products inside any PW facilities, vehicles or equipment. Employees are prohibited from smoking or using tobacco in the dwellings of our customers. Smoking or use of tobacco products is permitted only in designated areas at PW. Employees must abide by this standard and shall advise, as well as enforce when necessary, if customers or visitors are in violation.

## **Section 3 – The Way We Work**

### **3.1. Non-Discrimination**

PW is an Equal Opportunity Employer. We recognize that discrimination is unacceptable and that it is in the interests of PW to utilize the skills of the total qualified workforce. This means that we will extend equal employment opportunity to all individuals without regard for national origin, race, color, creed, religion, age (40 and over), HIV or AIDS status, genetic information, physical or mental disability, sex (including sexual harassment, pregnancy, childbirth and other pregnancy-related conditions), marital status, veteran's status or any other factors that are prohibited by law. PW is committed to the principles of fair employment and the elimination of all vestiges of discriminatory practices that might exist.

PW will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their supervisor or the General Manager. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

### **3.2. Americans with Disabilities Act**

PW is committed to providing equal employment opportunities to qualified individuals with disabilities. This may include providing reasonable accommodation where appropriate in order for an otherwise qualified individual to perform the essential functions of the job. It is your responsibility to notify your supervisor of the need for accommodation. Upon doing so, your supervisor may ask you for your input on the type of accommodation you believe may be necessary or the functional limitations caused by your disability. Also, when appropriate, we may need your permission to obtain additional information from your physician or other medical or rehabilitation professionals. PW will not seek genetic information in connection with requests for accommodation. All medical information received in connection with a request for accommodation will be treated as confidential.

### **3.3. A Word about our Employee Relations Philosophy**

At PW we are committed to providing the best possible work environment for maximum development and goal achievement for all employees. Our practice is to treat each employee as

an individual. We seek to develop a spirit of teamwork where individuals work together to attain a common goal.

In order to maintain an atmosphere where these goals can be accomplished, we provide a comfortable and progressive workplace. Most importantly, we have a workplace where communication is open and problems can be discussed and resolved in a mutually respectful manner. We take into account individual circumstances and the individual employee.

We firmly believe that with direct communication, we can continue to resolve any difficulties that may arise and develop a mutually beneficial relationship.

### **3.4. Harassment-Free Workplace**

PW supports the right of all employees and visitors to work in a productive, professional environment and, therefore, will not tolerate any form of harassment in its workplace. Harassment directed toward any employee, customer, vendor, or other visitor is strictly prohibited.

#### **3.4.1. Scope**

These guidelines and the Harassment-Free Workplace Policy apply to all employees, customers, vendors, and visitors authorized to be on company property.

#### **3.4.2. General Standard**

Harassment is defined as unwelcome or inappropriate behavior that interferes with or has the potential to interfere with job performance or the maintenance of a productive, professional work environment. Harassment is typically directed toward individuals because of their sex, (including harassment of members of the same sex or opposite sex), sexual orientation, race, skin color, national origin, religion, age, disability, veteran status or some other distinguishing personal characteristic.

Harassment may take many forms, including but not limited to the following:

- Actions, promises or threats regarding any term or condition of employment contingent upon providing, or failing to provide sexual favors.
- Unwelcome sexual advances or physical contact that is offensive, intimidating or threatening.
- Repeated offensive sexual flirtations or propositions. Occasional compliments of a socially acceptable nature do not constitute harassment.

- Language or comments that are offensive, including vulgarities. These may include hostile, mocking or lewd comments or jokes, or intimidation that alters an individual's work efficiency.
- Physical threats that create an intimidating, hostile or offensive work environment.
- Staring or gestures that create an intimidating, hostile or offensive environment.
- Ideas, pictures, objects, or expressions that are demonstrated which are disrespectful of others and/or conflict with the company's goal of maintaining an environment that is free of harassment.

### **3.4.3. Complaint Procedure**

Any employee or visitor who believes that he or she is being harassed, or who observes harassing behavior, should report the alleged act immediately to a supervisor or the General Manager. This notification must be confirmed in writing, including the date the complaint is submitted, the name(s) of the alleged offender(s), and the name and signature of the person submitting the complaint. The person taking the complaint can assist in completing this step.

Steps will be taken to begin an immediate investigation. All complaints will be investigated in a timely and confidential manner. If the investigation results in a reasonable belief that harassment has occurred, action designed to stop the harassment will be taken. Based upon the facts discovered in the investigation, appropriate action could include, but is not limited to, reassignment, transfer, reprimand, suspension, or other disciplinary action up to and including termination. Non-employees who violate the guidelines/Harassment-Free Workplace Policy risk the loss of visitor privileges.

### **3.4.4. Protection from Retaliation**

Every employee has a responsibility to assist in the investigation of reported harassment. An individual who files a complaint of harassment or who assists with the investigation of a harassment complaint will be protected from retaliation.

Retaliation is defined as any adverse action taken against an individual because he or she filed or cooperated in the investigation of a complaint. Retaliatory behavior will result in disciplinary action up to and including termination.

### **3.4.5. Confidentiality**

PW will make every reasonable and lawful effort to preserve confidentiality and privacy.

### **3.5. Immigration Law Compliance**

PW only employs United States citizens and those non-U.S. citizens authorized to work in the United States in compliance with the Immigration Reform and Control Act of 1986.

Each new employee, as a condition of employment, must complete the Employment Eligibility Verification Form I-9 and present documentation establishing identity and employment eligibility. Former employees who are rehired must also complete the form if they have not completed an I-9 with PW within the past three years or if their previous I-9 is no longer retained or valid.

### **3.6. Electronic Communications**

All electronic and telephonic communication systems (including e-mail, voice mail, etc.), and all communication and information transmitted by, received from, or stored in PW systems, are the property of PW and are to be used solely for job-related purposes.

The use of any software and business equipment (including but not limited to facsimiles, printers, computers, and copy machines) for private purposes is strictly forbidden. Thus, employees shall have no expectation of privacy when using any such software or business equipment.

To prevent spreading viruses, violating licensing agreements, etc., employees are prohibited from installing any software, including computer games, on PW owned computers without management's consent.

Employees are not permitted to use a code, access a file, or retrieve any stored communication unless authorized to do so or unless they have received prior clearance from the General Manager. All pass codes are property of PW. No employee may use a pass code that has not been issued to that employee or that is unknown to PW management. Employees who violate this policy are subject to disciplinary action, up to and including termination.

Assigned personal passwords should not be shared with anyone. PW monitors messages randomly to determine whether any outsiders are using the system or whether any violations of PW policy have occurred.

To ensure the use of electronic and telephonic communication systems and business equipment is consistent with PW legitimate business interests, authorized representatives may monitor the use of such equipment from time to time.

Foul, inappropriate, or offensive messages — such as racial, sexual, or religious slurs — are prohibited in all PW communication systems. Violation of this policy will lead to discipline which may include termination.

### **3.6.1. Electronic Media (including e-mail)**

PW will not tolerate defamatory or threatening messages, or messages that will create a hostile work environment. Violation of these guidelines and/or the Personal Computer, Internet and Email Use Policy will lead to discipline, up to and including termination.

All electronic media transmissions are the property of PW; therefore, employees should have no expectation of privacy. PW reserves the right to monitor all electronic media messages, and may override any individual password in order to ensure compliance with this policy.

Misuse of electronic media can result in disciplinary action, up to and including termination.

Examples of misuse include, but are not limited to:

- Transmitting profane, obscene, or offensive material;
- Sending messages or jokes that violate these guidelines or the Harassment-Free Workplace Policy, or otherwise create a hostile work environment;
- Forwarding confidential information to unauthorized individuals;
- Using an unauthorized password to break into the system;
- Soliciting or advertising matters unrelated to business.

Only authorized persons can use e-mail. If employees have not been issued an e-mail password or account, they may not use the e-mail system. Employees may not use unauthorized codes, passwords, or other means to gain access to e-mail belonging to others.

PW prohibits the sending or receiving of proprietary information, trade secrets, or confidential information via electronic media.

Electronic media users should draft messages with the awareness that they are a permanent record. “Deleted” messages may exist on a hard drive, in a backup system, etc., and may be discoverable in a lawsuit. For this reason, e-mail must be treated as any other final work product that could be read in the future by a third party.

E-mails should be treated with the same respect as telephone calls or delivered mail. It should

### **3.6.2. Department PC and Network Use**

**No hardware or software of any kind may be installed or copied onto the equipment or network of PW or its affiliates without the prior approval of the General Manager.** This includes the copying of music, in any form, and any other item that would be copied to the hard drive or network storage of PW that is personal in nature.

Unauthorized hardware, software or other documents installed or copied onto the equipment or network of PW or its affiliates is subject to removal without notice, and may result in disciplinary action.

PW is a professional organization. In an effort to maintain a professional appearance, Employees should make certain computer backgrounds, desktops, screensavers, and other customizable settings are appropriate to the business environment.

No equipment of PW or its affiliates may be taken off the premises without the prior approval of the employee's supervisor.

Employees are responsible for logging in and out of the network. Failure to log out properly may result in incomplete backups and the inability to restore important files. It may also cause corruption of applications, files and critical system components. Failure to follow network use procedures may result in the loss of computer privileges and/or disciplinary action.

### **3.6.3. Internet Use**

Employees may be authorized to have internet access at the discretion of management. Inappropriate use of the internet may result in the loss of computer privileges and/or disciplinary action.

An employee may not send e-mail or other electronic communications while attempting to hide or misrepresent sender identity.

Electronic media and services shall not be used in a manner that is likely to cause unnecessary network congestion or significantly hinder the ability of other employees to access and use the network.

### **3.7. Conflicts of Interest**

A conflict of interest exists when an employee becomes involved, directly or indirectly, in any activity outside PW, which adversely affects his or her business judgment or otherwise diminishes his or her ability to act solely in the best interest of PW. These guidelines and the Conflicts of Interest Policy require employees to avoid financial, business or other relationships that conflict, or appear to conflict with interests of PW.

Employees shall select and deal with vendors and other persons doing or seeking to do business with PW without favor or preference based upon any consideration other than the best interest of PW.

No PW employee shall accept personal gifts or other special consideration from suppliers in the community. However, thank you gifts from customers are acceptable but must be reported to the General Manager.

Accepting kickbacks and/or bribes is illegal, unethical and therefore forbidden.

Employees shall not directly or indirectly own a financial interest in any business entity (other than a minimal interest in an SEC registered company) that does or seeks to do business with PW, except where such interest has been disclosed to and approved by the General Manager.

Employees shall not conduct business on behalf of PW with a relative or a business entity with which the employee or relative is associated, except where approved by the General Manager.

### **3.8. Solicitation**

It is our policy to limit solicitation and distribution on the Company's premises. Employees may engage in solicitation and distribution only under the circumstances outlined here. Solicitation on the Company's premises interferes with normal operations and is annoying to employees. Therefore, persons who are not employed by the Company are prohibited from soliciting for funds or signatures, conducting membership drives, distributing literature or gifts, offering to sell merchandise or service, or engaging in any other solicitation or similar activity on the Company's premises. If you observe a non-employee soliciting on the Company's premises, you are to take appropriate steps to have the solicitation stopped. Occasionally PW will sponsor information sessions related to employee benefits or programs (e.g., health plan, life insurance options) in a designated area of the facility.

Any items placed on facility bulletin boards need the advanced approval of the General Manager. Employees of PW are permitted to engage in solicitation or distribution of literature for any group or organization, including charitable organizations, but only in accordance with the following restrictions:

- Solicitations and distributions on PW premises are prohibited during the working time of either the employee making the solicitation or the targeted employee. "Working time" does not include authorized lunch or rest periods, or other work time when the employee is not required to be working.
- Distribution of literature is prohibited in work areas during all working hours.
- The distribution of literature in any manner as would cause litter on PW property is prohibited.

## **Section 4 – The Employment Process**

### **4.1. Screening and Hiring**

PW's goal is to hire the most skilled and suitable employees available without regard for race, color, religion, gender, age, marital status, disability, national origin or any other factors prohibited by law. Management is responsible for filling vacancies by "matching" applicants with jobs in order to appoint the best-qualified candidates. For example, an applicant who possesses the most formal education may not be the most suitable in a specific job. The General Manager shall oversee the hiring of all employees.

### **4.2. Reemployment**

In keeping with our practice of hiring the best-qualified persons for vacant positions, PW will consider the following for reemployment:

- Individuals whose prior employment records (including performance) are satisfactory and who left employment with PW in good standing are eligible to apply for reemployment.

### **4.3. Employment of Relatives**

The employment of relatives can cause various problems, including charges of favoritism, conflicts of interest, family discord and scheduling conflicts that work to the disadvantage of both PW and its employees. Therefore, PW limits our hiring practices to employ only one member of a family.

No immediate relatives of employees, officers, board members or members of the City governing body, whether direct or indirect relative (blood, marriage or adoption) will be employed for regular full-time or regular part-time positions at PW. Immediate relatives include, but are not limited to spouse, parent, child, sibling, grandparent, grandchild, domestic partner, co-habitant, etc.

If current employees become related (directly or indirectly) in violation of this guideline, one of the employees will be (voluntarily or involuntarily) terminated.

### **4.4. Confidentiality**

The protection of confidential business, customer data and employee information is vital to the interests and success of PW. Such confidential information includes but is not limited to the following:

- Compensation and salary information;
- Social security numbers;
- Customer account information;
- Personnel and payroll records;
- Conversations between any persons associated with the company.

Employees who improperly use or disclose confidential information will be subject to disciplinary action, including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

#### **4.5. New Employee Orientation**

Orientation is a formal welcoming process that is designed to make our new employees feel comfortable, inform them about the company, and prepare them for their position. New employee orientation includes an overview of the company's history, an explanation of the company's core values, vision, and mission, and company goals and objectives. In addition, the new employee will receive and complete new-hire paperwork.

PW provides new employees with all codes, keys and procedures needed to navigate within the workplace. The new employee's supervisor will introduce him/her to staff throughout the company, review their job description and scope of position, explain the company's evaluation procedures, and help the new employee get started on specific functions.

#### **4.6. Introductory Period for Employees**

A probationary period of 6 months (180 days) is required for new regular full-time and part-time employees. The orientation period provides new employees the opportunity to evaluate PW as a place to work while also providing the leadership team an opportunity to evaluate the employee's fit within the organization. In no way does the probationary period alter the employment at-will status of any PW employee.

If PW determines that the designated introductory period does not allow sufficient time to thoroughly evaluate the employee's performance, the introductory period may be extended for an additional specified period.

The orientation period will involve frequent verbal evaluations and supervisor feedback. Upon completion of the orientation period, a formal review must be completed by the immediate supervisor. The employee will attain regular employment status once recommended by the supervisor and approved by the General Manager. In no way does the transition from introductory period to full-time employment alter the at-will employment status of any PW employee.

All employees, without regard to classification, status or length of service, are expected to meet and maintain PW standards for job performance and behavior. (See Section 7, Standards of Conduct).

## **4.7 Employee Defined**

An employee of PW may be exempt, non-exempt, regular full-time, regular part-time, seasonal, temporary or any other term used to describe a person who is subject to the control and direction of PW in the performance of job duties.

### **4.7.1. Exempt**

An exempt employee is one whose position meets specific criteria established by the Fair Labor Standards Act (FLSA) and applicable state laws. These employees are exempt from overtime pay requirements.

### **4.7.2. Non-Exempt**

A non-exempt employee is one whose position and/or pay rate does not meet FLSA and state exemption standards. These employees receive a multiple of their regular rate of pay for hours worked in excess of forty hours per week.

### **4.7.3. Regular Full-Time**

Regular full-time employees have successfully completed the introductory period and are scheduled to work 30 hours or more each week. An employee in this status is entitled to benefits offered by PW (some employee benefits have length of employment restrictions).

### **4.7.4. Regular Part-Time**

Employees who have completed the six-month introductory period and are scheduled to work less than 30 hours each week have regular part-time status. These employees may be eligible for limited benefits. However, PW typically hires part-time personnel through a temporary employment agency.

### **4.7.5. Temporary (Full-Time or Part-Time)**

Temporary employees are hired for a limited time and can be classified as either full-time or part-time. In most instances, temporary workers are hired to complete special projects or to assist with an abnormal workload or other circumstances. An employee in this status is ineligible for benefits.

#### **4.7.6. Intern**

Interns are students or recent graduates who are provided an opportunity to gain practical experience in a professional environment for a specified period of time. Benefits are not available to interns.

#### **4.7.7. Independent Contractor**

Under certain circumstances, it may be necessary to hire labor on a contractual basis for a specific project. Independent contractors are not PW employees, and as such are not party to the terms and conditions of employment stated herein. They are paid strictly pursuant to the terms of their contract and are not entitled to any other benefits of employment.

### **4.8. Personnel Files**

Employee personnel files may include the following: Job application, job description, résumé, training records, salary history, documentation of disciplinary action and documents related to employee performance reviews, coaching, and mentoring.

Employees who wish to review their personnel file should contact their supervisor. With reasonable advance notice, the employee may review his/her personnel file in the business office and in the presence of their supervisor or the administrative assistant. However, personnel files are the property of PW and shall not be reviewed by anyone other than the employee or PW management (with the need to know) without the proper authorization of the courts or state and/or federal agencies. Employees and individuals who have voluntarily or involuntarily separated from the company will not be provided copies or access to their file without proper legal authorization or as required by law.

It is important that personnel records of employees are kept accurate. Therefore, employees are responsible for notifying their supervisor of changes in name, address, telephone number and family status (i.e., births, marriage, death, divorce, legal separation, etc.) or any other pertinent information that may affect income tax, employee benefits or employee status. This responsibility extends to employees on leave of absence and Family Medical Leave.

### **4.9. Employee Data Changes**

Employees are responsible for notifying their supervisor of changes in name, address, telephone number and family status (i.e., births, marriage, death, divorce, legal separation, etc.) or any other pertinent information that may affect income tax, employee benefits, payroll or employee status. This responsibility extends to employees on any type of leave of absence. An employee's personnel data should be accurate and current at all times.

#### **4.10. Reference Check Requests**

PW limits the type and scope of information provided for employment references or employment verification requests. PW will only verify the following information: Dates of employment, position held and job responsibilities.

#### **4.11. Office Hours**

The PW business office is generally open for business from 7:30 a.m. until 4:00 p.m. Monday - Friday, except Holidays (See Section 6.1, Holidays) and emergency situations.

The standard work week is 40 hours of work (see Section 5.3, Overtime). In the computation of employee pay and various other employee benefits, the employee work week is considered to begin on Sunday (starting at 12:01 a.m.) through Saturday (ending at 12:00 a.m.), unless a supervisor makes prior other arrangements with the employee.

#### **4.12. Hours of Work**

PW will establish the time and duration of working hours as required by workload, customer needs, efficiency and any applicable law or agreement. Management will determine work hours and will inform employees of their daily schedules, including meal periods, rest breaks and any changes necessary to meet customer commitments.

#### **4.13. Lunch and Break Periods**

Employees will receive a reasonable meal break close to the middle of the work day, generally no sooner than 3 hours after starting work and no later than 5 hours after starting work (unless otherwise established through a collective bargaining agreement). Employees will also have a 10-minute paid rest break for every four hours worked.

#### **4.14. Employee Review and Planning Sessions**

PW is committed to providing our customers with the highest level of service quality possible. To meet this goal we strive to provide all employees with the necessary training and development to excel in their respective positions. In keeping with this philosophy, we periodically provide employees with performance feedback to ensure they continue to build on their strengths while also actively working on areas of improvement. All employees are encouraged to seek additional feedback as needed to continue to exceed our customer's expectations.

#### **4.15. Promotions and Transfers**

PW provides equal opportunity for promotions and transfers for all employees. Job openings are offered internally first. All job openings will be posted on the bulletin board of each department for a minimum period of seventy-two (72) hours. Current employees are encouraged to grow and

advance with the company through these opportunities by applying for open positions. Employees who are interested must submit in writing their education, qualifications, and length of service information to the corresponding department head by the closing date. If the position is unfilled internally, it is made public to allow external applicants to apply.

Depending on the nature of the position, driving records and/or drug tests may be required.

#### **4.16. Job Responsibilities**

PW strives to provide all employees with opportunities to grow, advance, and perform at their best. In keeping with this philosophy, it is important that employees know what is expected of them.

Your department head will review your job description with you to provide an overview of the job duties and day-to-day responsibilities. PW reserves the right to change an employee's job description, including the title and duties, at any time, unless prohibited by written agreement.

#### **4.17. Corrective Action**

PW holds each of its employees to certain work rules and standards of conduct (see Section 7). When an employee deviates from these rules and standards, corrective action may be required.

Corrective action at PW is considered progressive. That is, the action taken in response to a rule infraction or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected. However, nothing in this guideline should be construed to nullify the at-will employment relationship.

The usual sequence of corrective actions includes a verbal warning, a written warning, probation, and finally termination of employment. However, steps may be omitted depending on the seriousness of the infraction. In deciding which initial corrective action is appropriate, a supervisor will consider the seriousness of the infraction, the circumstances surrounding the matter, and the employee's previous record.

Though committed to a progressive approach to corrective action, PW considers certain infractions and violations as grounds for immediate termination of employment. These include but are not limited to: Theft in any form, insubordinate behavior, vandalism or destruction of company property, being on company property during non-business hours without just reason, the use of company equipment and/or company vehicles without prior authorization, untruthfulness about personal work history, skills, or training, divulging company business practices, and misrepresentations of PW to a customer, a prospective customer, the general public, or an employee.

#### 4.18. Outside Employment

An employee may hold outside employment in a non-related business or profession as long as the employee meets the performance standards of their job description with PW. Unless an alternative work schedule has been approved by PW, employees will be subject to the company's scheduling demands, regardless of any existing outside work assignments. Employees may not wear PW uniforms off duty or during the course of outside employment. PW's office space, equipment, and materials are not to be used for outside employment.

Employees must notify their supervisor or manager of any outside employment obligations.

#### 4.19. Employment Termination

Per Paducah Water's Termination Policy, "employment with Paducah Water is at-will and based on mutual consent. Both the employee and Paducah Water have the right to terminate employment at any time, with or without cause."

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. A few examples are:

- **Voluntary Termination** – employment termination initiated by an employee.
- **Involuntary Termination** – employment termination initiated by PW.
- **Layoff** – involuntary employment termination initiated by PW for non-disciplinary reasons.
- **Retirement** – voluntary employment termination initiated by an employee who seeks to permanently leave the workforce.

When an employee intends to terminate employment, PW requests the employee provide at least two weeks' notice, in writing, to help ensure proper coverage for daily operations. Employees who do not provide at least two weeks' notice may not be eligible for rehire. Two weeks' notice does not apply to retirement. An employee who plans to retire must contact Kentucky Retirement Systems for instructions.

Any employee who terminates employment with PW shall return all files, records, keys, and any other materials that are property of PW.

#### 4.20. Expense Reimbursement

Anticipated expenses to be incurred by an employee while traveling on PW business must be approved by management prior to travel. Reasonable and customary business expenses may be eligible for reimbursement within PW's guidelines and policies. Employees must complete a travel reimbursement request and submit all applicable receipts to his/her Department Head for expense reimbursement.

#### **4.21. Parking**

Employees must park their vehicles in areas indicated and provided by Paducah Water. PW is not responsible for damage to employees' vehicles or personal property in the parking areas.

#### **4.22. Personal Visitors in the Workplace**

To provide for the safety and security of employees, personal visitors should be kept to a minimum. Limiting unauthorized visitors helps ensure security, decreases insurance liability, protects confidential information, safeguards employee welfare, and avoids potential distractions and disturbances.

#### **4.23. Employee Privacy**

Employees of PW have no expectation of privacy in the physical spaces of their work areas or in any property owned or supplied by PW.

#### **4.24. Non-Disclosure**

Employees of PW are privy to information that is confidential and/or intended for the use of PW only. All employees are required to maintain such information in strict confidence. Employees are expected to protect the strict confidentiality of such information, limiting disclosure only to other persons within PW whose responsibilities require this information.

All employees must participate in safeguarding confidential, unique and valuable information from competitors or others.

Should an occasion arise in which an employee is unsure of their obligations regarding non-disclosure, it is the employees' responsibility to consult with the General Manager.

## **Section 5 – Compensation**

### **5.1. Compensation Philosophy**

PW strives to pay salaries that are competitive with those in the community, industry and organizations of similar size, while recognizing individual effort and contribution to PW success. Employees shall be paid in accordance with their position duties and responsibilities, qualifications and PW salary scale. PW will periodically review the position descriptions and salary scale. When appropriate and within financial capabilities, PW will grant increases to employees within the salary guidelines.

### **5.2. Time Keeping System**

An accurate record of the time non-exempt employees work will be kept to ensure they receive the pay in which they are entitled and deserve. PW will pay all non-exempt employees for the time they actually work and will maintain a record of all hours worked. Employees are not authorized to work overtime unless expressly approved in advance by their supervisor.

Hours of non-exempt employees should be recorded at the beginning and end of the workday. Lunch breaks should be recorded as well.

### **5.3. Overtime**

It is the policy of PW to pay overtime at a multiple of one and one-half (1½) times non-exempt employees regular pay rate for all time worked in excess of eight (8) hours per work day. Employees classified as exempt are not eligible for overtime pay.

Any overtime must be authorized by the employee's supervisor or the General Manager prior to performing the work. Failure to secure prior approval for overtime worked shall be treated as a performance issue. Employees who continually work unauthorized overtime shall be subjected to disciplinary action up to and including termination.

### **5.4. Unscheduled Call-Back**

From time to time it may be necessary to call an employee back into work outside of their regularly scheduled work hours. All employees involved in the repair of facilities or operation of mechanical equipment are required to return to work when called back.

Employees responding to a call back request will be paid at their regular rate, subject to PW's Overtime Policy (5.3). Employees covered by the AFSCME Local 3122 agreement will be paid for overtime as set forth in that agreement.

## **5.5. Wage Garnishments & Judgments**

PW will abide by current federal and state laws regarding the processing and payment of garnishments and judgment against an employee's pay. PW will notify employees upon receipt or notification of a garnishment or judgment against their wages from any source. However, we will process and pay those that are in accordance with and authorized by federal and/or state laws. We shall deduct the amount that is legal in accordance with federal and state authorized calculations or ordered by a court of appropriate jurisdiction.

## **5.6. Payday**

All employees are paid weekly on Thursdays.

## **5.7. Paycheck Deductions**

PW is required by law to make certain deductions from your paycheck each pay period. Such deductions typically include federal and state taxes and Social Security (FICA) taxes. Depending on the benefits you choose, there may be additional deductions. All deductions and the amount of the deductions are listed on your pay stub. These deductions are totaled each year for you on your Form W-2, Wage and Tax Statement.

## **5.8. Direct Deposit**

PW requires all employees to use direct deposit.

## Section 6 – Time Away From Work and Other Benefits

### 6.1. Holidays

All regular full-time employees are eligible for designated paid holidays in each calendar year. Employees may request to take vacation in conjunction with a recognized holiday. If a holiday falls on a nonscheduled workday, the next scheduled workday will be observed as the holiday. If a holiday falls on a Saturday, it will generally be observed on Friday and if a holiday falls on Sunday it will generally be observed on the following Monday.

Pumping and treatment employees whose regular schedule requires them to work on a holiday will receive holiday pay. They will also be paid at the rate of time and a half (1 ½) for all hours worked on the holiday.

Employees who are not regularly scheduled to work on a holiday, but who are called in for an emergency, will receive their regular holiday pay and in addition will be paid at a rate of two (2) times their regular hourly rate for all hours worked. Employees are only eligible for the two (2) times pay on the day designated by PW as the actual holiday.

Due to the nature of our operations, working holidays is considered a condition of employment and refusal to work on a holiday may be considered a violation of these guidelines.

The following holidays are observed:

#### **Observed Holidays**

|                                            |                        |
|--------------------------------------------|------------------------|
| New Year's Day                             | Thanksgiving Day       |
| Martin Luther King Day                     | Day after Thanksgiving |
| Good Friday                                | Christmas Eve          |
| Memorial Day                               | Christmas Day          |
| Independence Day (4 <sup>th</sup> of July) | New Year's Eve         |
| Labor Day                                  | Your Birthday          |

Holiday pay is based on eight (8) hours paid at the employee's normal straight time pay rate.

### 6.2. Vacation

All full time regular employees are eligible to receive paid vacation time based on their length of service and time worked during the preceding vacation year.

Please contact the PW business office for vacation accrual rates and allowable carryover guidelines.

Vacation pay is calculated based on the employee's regular straight time pay rate. Vacation requests may not exceed the number of hours the employee would otherwise have worked for PW on that date (i.e. 8 hours). The minimum increment for vacation requests is two (2) hours.

Vacation leaves must be requested and approved by the supervisor prior to the employee starting vacation leave. All vacation requests are subject to approval based on factors such as business requirements, seniority, and staffing requirements.

If a holiday occurs during an employee's vacation period, it will be considered holiday pay and the employee will not be charged vacation time.

Employees may request up to a maximum of one week vacation leave at a time. Extreme circumstances and special requests for an exception shall be considered. However, the determination will be based on the needs and requirements of PW and must be approved by the department head or the General Manager.

Vacation pay for unused, accrued vacation will be available to employees (or beneficiaries) upon termination.

### **6.3. Bereavement**

Full time regular employees are provided up to three (3) days of paid leave to **make funeral arrangements and/or attend services when a death occurs in their immediate family**. Any additional leave will be charged to vacation leave or unpaid leave. Immediate family is defined as spouse, child/step-child, parent/step-parent, sibling, parent-in-law, grandparent, grandchild, or other relative by blood or marriage who lives in the employee's home. Bereavement leave is payable the same as regular pay and is subject to the same withholdings.

### **6.4. Jury & Witness Duty**

Employees are permitted time off with pay if summoned for jury duty or to appear as a witness in a court of law. Employees must submit a copy of the summons directing them to serve or appear as soon as it is received. In addition, proof of service must be submitted when the period of jury or witness duty is completed. Employees will be paid their usual wages for hours missed due to jury or witness duty.

If court is not held on a particular day and the employee is released from service for the day (unless the employee is serving on a sequestered jury), or if jury duty concludes by 12:00 noon and the employee can return to work, they are expected to report for work.

PW reserves the right to request the court excuse or postpone jury duty if it will cause adverse and/or economic effects to the company's operations.

Compensation for jury duty shall be computed on a straight time basis, not to exceed the number of hours the employee would have otherwise worked for PW on that date.

## **6.5. Military Leave**

PW complies with the Uniformed Services Employment and Reemployment Rights Act ("USERRA") and **KY Stat. Sec. 61.396** which grant leave for employees to perform their duties, including training obligations in the military or other uniformed services, as defined in USERRA and **KY Stat. Sec. 61.394**.

Under **KY Stat. Sec. 61.394**, employees are entitled to up to 21 days annually of paid leave to fulfill their obligations in the National Guard or reserves. Additional time off to fulfill military obligations will be unpaid. Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Employees should give their immediate supervisor as much advance notice as possible concerning the dates for reserve/guard training or other uniformed services.

Employees in the military reserve/guard must provide a copy of their reporting orders to their immediate supervisor as soon as possible.

For additional information regarding this policy, please see the General Manager.

**Note:** This pertains only to reserve/guard training camps; employees entering the active duty military service should see the General Manager about laws and policies pertaining to that phase of military service.

## **6.6. Voting Leave**

PW believes that every employee should have the opportunity to vote in any state or federal election, general primary or special primary. If employees are unable to vote during non-working hours, PW will grant at least four (4) unpaid hours off in order to vote. We reserve the right to select the hours you are excused to vote.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

Notify your Supervisor of the need for voting leave at least two (2) working days prior to the election. Please provide your direct supervisor with a voter's receipt upon returning from leave.

#### **6.7. Disaster and Emergency Services Leave**

An employee who serves as a volunteer firefighter, rescue squad member, emergency medical technician, peace officer or member of emergency management agencies ("emergency service personnel") is entitled to time off work without pay when absent or late for work due to responding to an emergency prior to the time such employee is to report to work consistent with state and federal law.

An employee who is absent from work as a result of responding to an emergency is required to provide a written statement from the supervisor of their department, squad, or agency stating that the employee responded to an emergency. The statement must list the time and date of the emergency.

Additionally, employees who are injured while acting as emergency services personnel are entitled to up to 12 months of unpaid leave to recover from such injury consistent with state and federal law. This leave will run concurrently with the Family Medical Leave Act (FMLA) and any other leave where permitted by state and federal law. Employees must complete the appropriate leave forms and must provide his/her supervisor with the following:

- A written statement from the supervisor, acting supervisor, or director of the volunteer fire department, rescue squad, emergency medical services agency, law enforcement agency, or emergency management agency under whose command the employee was on active duty and on assignment with when the injury occurred; and;
- A written statement from a licensed and practicing physician stating that the employee was injured and the anticipated return to work date.

For more information regarding this leave, please see the General Manager.

Exempt employees may be provided time off with pay when necessary to comply with state and federal wage and hour laws.

## **6.8. Adoption Leave**

In accordance with the FMLA, all employees are eligible upon written request for a reasonable unpaid leave of absence of up to twelve (12) weeks for the adoption of a child.

Employees are asked to submit a written request of the need for leave to your direct supervisor as soon as possible.

## **6.9. Sick Leave**

PW provides sick leave benefits to all regular full time employees who have completed six (6) months of continuous service. Please contact the business office for the sick leave accrual rates. Most employees may carry over unused sick leave up to a maximum of 135 days (1,080 hours).

Sick leave accrues based on the number of days worked each month. A month in which an employee is paid by PW for twelve (12) or more days of service will be considered a month of service to determine sick leave accrual.

Sick time may be used in minimum two (2) hour increments. Sick leave will be calculated based on your regular rate of pay at the time of the absence not including overtime or any special forms of compensation. Sick leave requests are not to exceed the number of hours you would have otherwise worked on the date requested.

Employees requesting to use sick leave should notify their supervisor at least 30 minutes prior to the start of their shift. Your supervisor must authorize the payment of sick leave benefits. Employees are expected to call in each day of their absence. Under extenuating circumstances, employees may have a relative call in on their behalf or may leave a message for their supervisor.

## **6.10. Leaves of Absence**

A regular full-time employee may request a personal leave of absence without pay. Personal leave without pay may be granted only in cases of extreme emergency or extreme personal need and shall be limited to a maximum of twelve weeks. This leave will run concurrently with the Family Medical Leave Act (FMLA), if the leave is covered by FMLA, and any other leave where permitted by state and federal law.

To be considered for a leave of absence, employees must complete and submit, in writing, the reason for the request at least thirty (30) days prior to the leave if the need for leave is foreseeable. If the leave is not foreseeable, the employee should provide as much notice as possible.

For a leave of absence not covered by FMLA, PW will make every effort to hold the employee's previous position; however, the needs of PW will be the determining factor. For an approved leave in excess of thirty (30) days, the employee must make prior arrangements to pay the necessary premiums in order to maintain insurance coverage without interruption. Employees are required to use all vacation leave prior to being granted leave of absence without pay. Exceptions must be approved by the General Manager.

### **6.11. Family Medical/Military Leave**

**Basic Leave Entitlement** — FMLA provides up to 12 weeks of unpaid, job-protected leave to eligible employees for the following reasons:

- A) For incapacity due to pregnancy, prenatal medical care or child birth;
- B) To care for the employee's child after birth, or placement for adoption or foster care;
- C) To care for the employee's spouse, son or daughter, or parent, who has a serious health condition; or
- D) For a serious health condition that makes the employee unable to perform his/her job.

**Military Family Leave Entitlements** — Eligible employees with a spouse, son, daughter, or parent on active duty or call to active duty status in the National Guard or Reserves in support of a contingency operation may use their 12-week leave entitlement to address certain qualifying exigencies. Qualifying exigencies may include attending certain military events, arranging for alternative childcare, addressing certain financial and legal arrangements, attending certain counseling sessions, and attending post-deployment reintegration briefings.

FMLA also includes a special leave entitlement that permits eligible employees to take up to 26 weeks of leave to care for a covered service member during a single 12-month period. A covered service member is a current member of the Armed Forces, including a member of the National Guard or Reserves, who has a serious injury or illness incurred in the line of duty, while on active duty, that may render the service member medically unfit to perform his or her duties for which the service member is undergoing medical treatment, recuperation, or therapy; or is in outpatient status; or is on the temporary disability retired list.

**Benefits and Protections** — During FMLA leave, PW will maintain the employee's health coverage under any "group health plan" on the same terms as if the employee had continued to work. Upon return from FMLA leave, employees will be restored to their original or equivalent positions with equivalent pay, benefits, and other employment terms.

Use of FMLA leave will not result in the loss of any employment benefit that accrued prior to the start of an employee's leave.

**Eligibility Requirements** — Employees are eligible if they have worked for PW for at least one year and for 1,250 hours over the previous 12 months.

**Definition of Serious Health Condition** — A serious health condition is an illness, injury, impairment, or physical or mental condition that involves either an overnight stay in a medical care facility, or continuing treatment by a health care provider for a condition that either prevents the employee from performing the functions of the employee's job, or prevents the qualified family member from participating in school or other daily activities. Subject to certain conditions, the continuing treatment requirement may be met by a period of incapacity of more than three (3) consecutive calendar days combined with at least two (2) visits to a health care provider or one (1) visit and a regimen of continuing treatment, or incapacity due to pregnancy, or incapacity due to a chronic condition. Other conditions may meet the definition of continuing treatment.

**Use of Leave** — An employee does not need to use this leave entitlement in one block. Leave can be taken intermittently or on a reduced leave schedule when medically necessary. Employees must make reasonable efforts to schedule leave for planned medical treatment so as not to unduly disrupt PW's operations. Leave due to qualifying exigencies may also be taken on an intermittent basis.

**Substitution of Paid Leave for Unpaid Leave** — PW requires use of accrued paid leave while taking FMLA leave. Employees must comply with PW's normal paid leave policies. If you meet the eligibility requirements for FMLA leave, you must take FMLA leave and exhaust your applicable accrued leave concurrently with the FMLA leave. However, if you are eligible for FMLA leave due to a work-related injury or illness, you must take FMLA leave and you may choose to use your applicable accrued leave concurrently with the FMLA leave.

**Employee Responsibilities** — Employees must provide 30 days advance notice of the need to take FMLA leave when the need is foreseeable. When 30 days' notice is not possible, the employee must provide notice as soon as practicable and generally must comply with the normal call-in procedures.

Employees must provide sufficient information to PW so they may determine if the leave may qualify for FMLA protection and the anticipated timing and duration of the leave. Sufficient information may include that the employee is unable to perform job functions; the family member is unable to perform daily activities, the need for hospitalization or continuing treatment by a health care provider, or circumstances supporting the need for military family leave. Employees also must inform PW if the requested leave is for a reason for which FMLA leave was

previously taken or certified. Employees also may be required to provide a certification and periodic recertification supporting the need for leave.

**PW Responsibilities** — PW department heads must inform employees requesting leave whether they are eligible under FMLA. If they are, the notice must specify any additional information required as well as the employees' rights and responsibilities. If they are not eligible, PW must provide a reason for the ineligibility.

PW department heads must inform employees if leave will be designated as FMLA-protected and the amount of leave counted against the employee's leave entitlement. If the PW department head determines that the leave is not FMLA-protected, PW must notify the employee.

**Unlawful Acts by the Court** — FMLA makes it unlawful for PW to:

- A) Interfere with, restrain, or deny the exercise of any right provided under FMLA;
- B) Terminate or discriminate against any person for opposing any practice made unlawful by FMLA or for involvement in any proceeding under or relating to FMLA.

**Enforcement** — An employee may file a complaint with the U.S. Department of Labor or may bring a private lawsuit against the Court. FMLA does not affect any Federal or State law prohibiting discrimination, or supersede any State or local law that provides greater family or medical leave rights.

**PLEASE NOTE: Paducah Water complies with the U.S. Department of Labor's rules regarding FMLA and Military Leave. The guidelines listed in this handbook serve as general information. Changes in FMLA and Military Leave requirements supersede the information listed here.**

## **6.12. Insurance Benefits**

PW offers a comprehensive benefits package that includes plans and options to provide health care coverage and protect your income in the event of the unexpected. Within each benefit plan, you can choose among several options. In most cases, you pay for benefits with pre-tax dollars.

The benefit plans discussed in this section are governed by official plan documents and may not apply to all employees, including certain employees covered by a collective bargaining agreement and/or contract, leased or temporary employees. Please contact the administrative assistant for specific information regarding PW's benefit plan offerings.

Here is a summary of what is available:

#### **6.12.1. Medical**

PW offers a Preferred Provider Organization (PPO) plan and a High Deductible Health Plan/Health Savings Account (HSA). Please contact the administrative assistant for more details.

#### **6.12.2. Dental**

This coverage includes benefits for most dental expenses including regular exams, cleanings, and fillings. Please contact the administrative assistant for more details.

#### **6.12.3. Life and Accidental Death & Dismemberment Insurance**

PW provides life and accidental death and dismemberment insurance to eligible employees. Eligibility begins on the first day of the month following a six (6) month waiting period.

PW reserves the right to modify, amend, or terminate any of our health and welfare plans at any time as they apply to all participants, unless prohibited by written agreement.

All plans are governed by the plan documents. Employees should see the official plan documents for specific coverage amounts and limitations.

### **6.13. Deferred Compensation Savings Plan**

PW offers a tax deferred savings program as a means to provide employees with an opportunity to save and invest for their futures, build retirement income and choose investment options and benefit payment options that suit their needs. Employees who choose to participate may contribute up to 25% of their annual compensation on a pre-tax basis which is subject to annual limits set by the Internal Revenue Service (IRS).

For more information, please contact the administrative assistant.

### **6.14. Retirement Savings Plan**

All eligible employees are required to join the County Employees Retirement System (CERS), an affiliate of Kentucky Retirement Systems.

Eligibility begins the first day of the month in which the employee completes the six (6) month waiting period. For additional information, please contact the administrative assistant.

### **6.15. Credit Union**

PW is affiliated with a local credit union. Regular full-time employees are eligible to become members of the credit union. For more information, please contact the administrative assistant.

### **6.16. Uniforms**

Some PW positions require employees to wear a PW approved uniform. PW provides for the cost of uniforms for these employees.

### **6.17. Operator Certifications**

PW will assist employees in paying for required operator certifications. All employees at the Water Treatment Plant and the Distribution Department who are State of Kentucky eligible are required to become certified.

PW will pay the cost to attend scheduled classes for the initial certification. In addition, PW will pay each employee's fees for biannual re-certification based on the current fee for early renewal.

For additional information, please see your supervisor or department head.

### **6.18. Educational Assistance**

PW recognizes that the skills and knowledge of our employees is critical to our success. As such we set aside funds to assist employees in gaining the formal education and/or training necessary to grow and advance with PW.

Regular, full time employees who have completed at least twelve (12) months of continuous service are eligible to participate in our educational assistance program. Educational assistance will cover the cost of tuition for approved courses if enrollment has been preauthorized by the General Manager.

To be eligible, the course of instruction must be taken for credit and directly related to the employee's current position and/or the advancement within their current position or within PW.

For additional information, please see the General Manager.

### **6.19. Unemployment Compensation**

Upon separation of employment, you may be entitled to unemployment insurance benefits. Information about unemployment insurance can be obtained from the administrative assistant.

## Section 7 - Standards of Conduct

The work rules and standards of conduct for PW are important, and the Company regards them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting the Company's business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment (see Section 4.17, Corrective Action). Since employment with PW is at-will, compliance with these Standards of Conduct does not guarantee or imply continued employment.

PW intends to work with our employees to identify and correct behaviors and performance that prohibits a productive and efficient workplace. However, nothing in this guideline changes the at-will relationship, nor is it intended to create a contract of any kind.

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are considered violations of the PW Code of Conduct and could result in disciplinary action up to and including termination:

- Falsifying employment applications, time reports, personnel records or other documents or records belonging to PW.
- Unauthorized possession of PW or other employee's property, gambling, carrying weapons or violating criminal laws on premises.
- Disrespectful or unprofessional treatment of customers, co-workers or visitors.
- Disorderly conduct that may endanger the well-being of others or PW operations.
- Engaging in acts of dishonesty.
- Committing fraud, theft or sabotage.
- Failure to secure approval before working overtime.
- Failure to complete mandatory training.
- Criminal acts.
- Insubordination or refusal to comply with instructions or failure to perform reasonable duties that are assigned.
- Incompetence, derelict or poor duty performance.
- Unauthorized use of PW's materials, time, equipment or property.
- Lewd acts of any kind.
- Damaging or destroying PW property due to carelessness or willful acts.
- Conduct that PW feels reflects adversely on the Company or its employees.
- Chronic absenteeism and tardiness.
- Violations of electronic communications.
- Violations of company policy.
- Engaging in such other practices as PW determines may be inconsistent with the ordinary and reasonable rules of conduct necessary to the welfare of the organization, its employees, customers or guests.

## **7.1. Courtesy & Conduct**

PW expects all employees to treat customers, suppliers, visitors and coworkers with the utmost respect and dignity. Customers, the public, and coworkers deserve polite and courteous treatment, and prompt service at all times.

Employees should be prepared to listen carefully to customer complaints and deal with them in a helpful, professional manner. All employees working with our customers should make every effort to provide superior customer service. A customer displaying abusive, unreasonable or harassing behavior should be referred to your supervisor. Also, please report recurring customer-related problems to your supervisor and work together to resolve the issues creating problems.

## **7.2. Attendance/Punctuality**

PW views punctuality and regular attendance as essential to the proper operation of the organization and among the most important facets of your job responsibilities. All absences and tardies will be noted in the employee's personnel file. Excessive absences and tardies will result in disciplinary action, up to and including termination. Employees are expected to be at work on time and to be productively engaged in PW business by their scheduled start time. If an employee knows that he/she will be absent or late for work, they must notify the appropriate supervisor at least 30 minutes prior to their scheduled start time. If circumstances do not allow, then they should notify the company as soon as possible.

## **7.3. Absence Without Notice**

When you are unable to work due to illness or an accident, please notify your supervisor. This will allow the Company to arrange for temporary coverage of your duties and helps other employees to continue work in your absence. If you do not report for work and the Company is not notified of your status each day of your absence you will be considered absent without notice. Any employee who fails to notify their supervisor, department head, or the General Manager for two (2) consecutive days of absence will be presumed to have resigned and will therefore be removed from the payroll. Employees who are absent as a result of an illness or injury for more than 3 days must provide a doctor's note.

If you become ill while at work or must leave the office for some other reason before the end of the workday, be sure to inform your supervisor of the situation prior to leaving the work site.

#### **7.4. Political Activity**

Employees are not permitted to engage in political activity during work hours, while in uniform or while on PW property. Employees must not give the impression they represent PW or are acting on its behalf while taking part in political campaigning.

Distribution or posting of campaign literature is prohibited on Paducah Water property. PW will strive to protect employees from political harassment while on PW premises. Employees who choose to run for political office must conduct all campaign activities during non-working hours and off PW property.

#### **7.5. Company Vehicles**

Employees required to operate a PW vehicle in the course of their job must present and maintain a valid driver's license and acceptable driving record. If an employee is charged with a moving violation, he/she must report the incident to his/her Supervisor as soon as possible.

Employees who drive a vehicle on PW business are expected to drive safely and adhere to all PW policies and guidelines and all local, state and federal laws.

#### **7.6. Maintenance of PW Work Areas and Property**

The overall physical condition and appearance of PW's premises and work sites convey a strong signal to employees, prospective employees, visitors and customers. As such, employees are expected to maintain a clean and orderly work area.

#### **7.7. Dress and Appearance**

All employees are responsible for making PW a professional and safe environment for its employees. Therefore, employees' clothing must be neat, clean, wrinkle-free, and in good repair. Grooming must project a professional appearance. PW provides uniforms and personal protective equipment to designated employees to wear on the job. Uniforms are to be worn in a conventional fashion and must be neat in appearance. Employees are required to wear appropriate gear (such as steel toe boots, gloves, goggles, etc.) as required and in accordance with the safety rules, regulations and laws.

The personal appearance of office workers and employees who have regular contact with the public should present a business-like image. The personal appearance of employees who do not regularly meet the public shall be governed by the requirements of safety and comfort, but should still be as neat as working conditions permit.

Employees are not allowed to wear clothing containing profanity, disrespectful or sexist language/images, or racial slurs. The following are never permitted: clothing that exposes chest, midriff or undergarments; clothing dropping below the waistline; tank tops or muscle shirts; leggings or spandex attire; torn or excessively tight jeans. All employees must wear shoes.

## **Section 8 - Employee Communications**

### **8.1. Staff Meetings**

PW is committed to providing timely communications to our team. Staff meetings are held periodically to provide company/job updates and seek input from our employees. These meetings allow employees to be informed of recent company activities and changes in the workplace, and also allow employee recognition. We encourage employees to attend these meetings when they are scheduled.

### **8.2. Procedure for Handling Complaints – Open Door**

PW strives to handle misunderstandings or conflicts in the quickest and most effective manner to ensure a healthy and productive work environment. Employees are encouraged to bring workplace misunderstandings and/or conflicts to the attention of their supervisors and upper management. All employee complaints will be heard and every attempt possible will be made to resolve them in an equitable manner. PW does not tolerate any form of retaliation against employees availing themselves to this policy and procedure. However, if it is determined that the complaint is not bona fide or that an employee provided false information, disciplinary action may be taken including and up to termination.

To ensure the effective flow of information, PW asks that all employees adhere to the following procedure when exercising the Open Door Policy:

1. Promptly discuss any concerns or suggestions with your direct supervisor. If the problem involves the supervisor, or if your supervisor is unable to find a solutions that is satisfactory to both parties, then proceed to step 2.
2. Contact your department head. This should be done as soon as possible, preferably in writing. If the problem involves the department head, or if they are unable to find a satisfactory solution, then proceed to step 3.
3. Contact the General Manager, preferably in writing, at the following address and phone number.

Paducah Water Works  
1800 North 8<sup>th</sup> Street  
Paducah, KY 42001  
(270) 442-2746

## Acknowledgement – Employee Handbook

This is to acknowledge that I have received a copy of the Paducah Water Employee Handbook and I understand that it contains information about the employment guidelines and practices of Paducah Water. I agree to read and comply with the guidelines contained in this handbook. I understand that the standards outlined in this handbook are management guidelines only, which in a developing business will require changes from time to time. I understand that the company retains the right to make decisions involving employment as needed in order to conduct its work in a manner that is beneficial to the employees and the company. I understand that this Employee Handbook supersedes and replaces any and all previous versions of the Employee Handbook and any inconsistent verbal or written statements.

I understand that the company reserves the right to revise, delete, and add to the provisions of this handbook at any time with or without notice. All such revisions, deletions or additions to the handbook will be in writing and will be signed by the General Manager of the Company. I understand that no oral statements or representations can change the provisions of this Employee Handbook.

I understand that this Employee Handbook is not intended to create contractual obligations with respect to any matters it covers and that the handbook does not create a contract guaranteeing that I will be employed for any specific time period.

**PW is an at-will employer. This means that regardless of any provisions in this Employee Handbook, the company or I may terminate the employment relationship at any time, for any reason, with or without cause or notice. Nothing in this handbook or in any document or statement written or oral shall limit the right to terminate employment at-will. No officer, employee or representative of the company is authorized to enter into an agreement – express or implied – with me or any employee for employment for a specific period of time unless such an agreement is in writing and signed by the General Manager of the company, with the written consent of PW’s Commissioners of Waterworks.**

I understand that the Paducah Water Employee Handbook refers to current benefit plans maintained by PW and that I must refer to the actual plan documents and summary plan descriptions as these documents are controlling.

I also understand that if a written contract is inconsistent with the handbook, the written contract is controlling.

If I have questions regarding the content or interpretation of this Employee Handbook, I will ask my supervisor, department head or another member of the leadership team.

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

\_\_\_\_\_  
Date

Witnessed by:

\_\_\_\_\_  
Business Representative

\_\_\_\_\_  
Date