



City Council Work Session

Crest Hill, IL

October 12, 2026

6:30 PM

Council Chambers

20600 City Center Boulevard, Crest Hill, IL 60403

Agenda

EXECUTIVE SESSION:

1. 5 ILCS 120/2(c)(29): Discussion between internal or external auditors and the City's audit committee, finance committee, or equivalent body concerning internal control weaknesses, potential fraud risk areas, known or suspected fraud, and fraud interviews conducted in accordance with generally accepted auditing standards.

MAYOR

1. Richland School District 88A Referendum Presentation

CLERK

TREASURER

CITY ADMINISTRATOR

1. Legal Opinion-City Council Committees
2. Finalize Updates to the City of Crest Hill Employee Handbook
3. Authorize a Health Insurance Opt-Out Incentive Program for 2027
4. Discussion of Hiring Recruiting Firm for Inspector Positions

ECONOMIC DEVELOPMENT DEPARTMENT

ENGINEERING DEPARTMENT

1. Resolution Approving an Amendment No 1 to the November 3, 2025 Professional Services Agreement by and Between the City of Crest Hill, Will County, Illinois and Strand Associates which Increases the Contract Amount by \$15,900.00 for a New Amount of \$44,800.00.

POLICE DEPARTMENT

1. Request to Approve Bid for One New Motorola M500 In Car Camera

PUBLIC WORKS DEPARTMENT

FINANCE DEPARTMENT

PUBLIC COMMENT(Limit 3 minutes per person)

ADJOURNMENT

The Agenda for each regular meeting and special meeting (except a meeting held in the event of a bona fide emergency, rescheduled regular meeting, or any reconvened meeting) shall be posted at the City Hall and at the location where the meeting is to be held at least forty-eight (48) hours in advance of the holding of the meeting. The City Council shall also post on its website the agenda for any regular or special meetings. The City Council may modify its agenda for any regular or special meetings. The City Council may modify its agenda before or at the meeting for which public notice is given, provided that, in no event may the City Council act upon any matters which are not posted on the agenda at least forty-eight (48) hours in advance of the time for the holding of the meeting.



— RICHLAND SCHOOL DISTRICT 88A —

RICHLAND

88A

REFERENDUM

Community

Information Meetings

Clear information about the ballot question and what either outcome would mean for Richland.

d88a.org/referendum-2026



LIMITING RATE QUESTION ON NOVEMBER

3rd PROPOSITION SUBMITTED TO VOTERS OF RICHLAND SCHOOL DISTRICT 88A

OFFICIAL BALLOT

PROPOSITION TO INCREASE THE LIMITING RATE

Shall the limiting rate under the Property Tax Extension Limitation Law for School District Number 88A, Will County, Illinois, be increased by an additional amount equal to <u>0.3900%</u> above the limiting rate for levy year 2025 for school purposes, and be equal to <u>2.7833%</u> of the equalized assessed value of the taxable property therein for levy year 2026?	YES	☐
	No	☐

LIMITING RATE vs. BOND

BOTH VOTER APPROVED. TWO DIFFERENT PURPOSES.



Limiting Rate

1997

Proposition to
Increase Limiting Tax Rate
for Education



Building Bonds

2002

Proposition to
issue \$6,000,000
School Building Bonds

2005

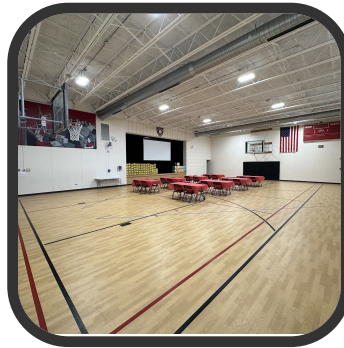
Proposition to
issue \$10,000,000
School Building Bonds

FINANCIAL STEWARDSHIP

ACCOMPLISHED OVER THE PAST 20 YEARS WITHOUT GOING TO THE COMMUNITY FOR REFERENDUM



**“Filled”
New Building**



**Asbestos
Abatements**



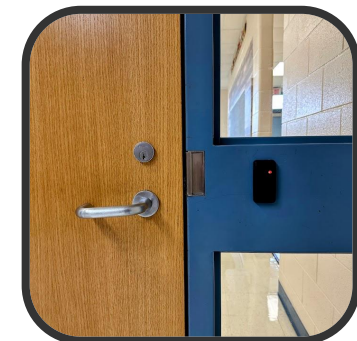
**Additional
Classrooms**



**Reduced
Tax Rate**



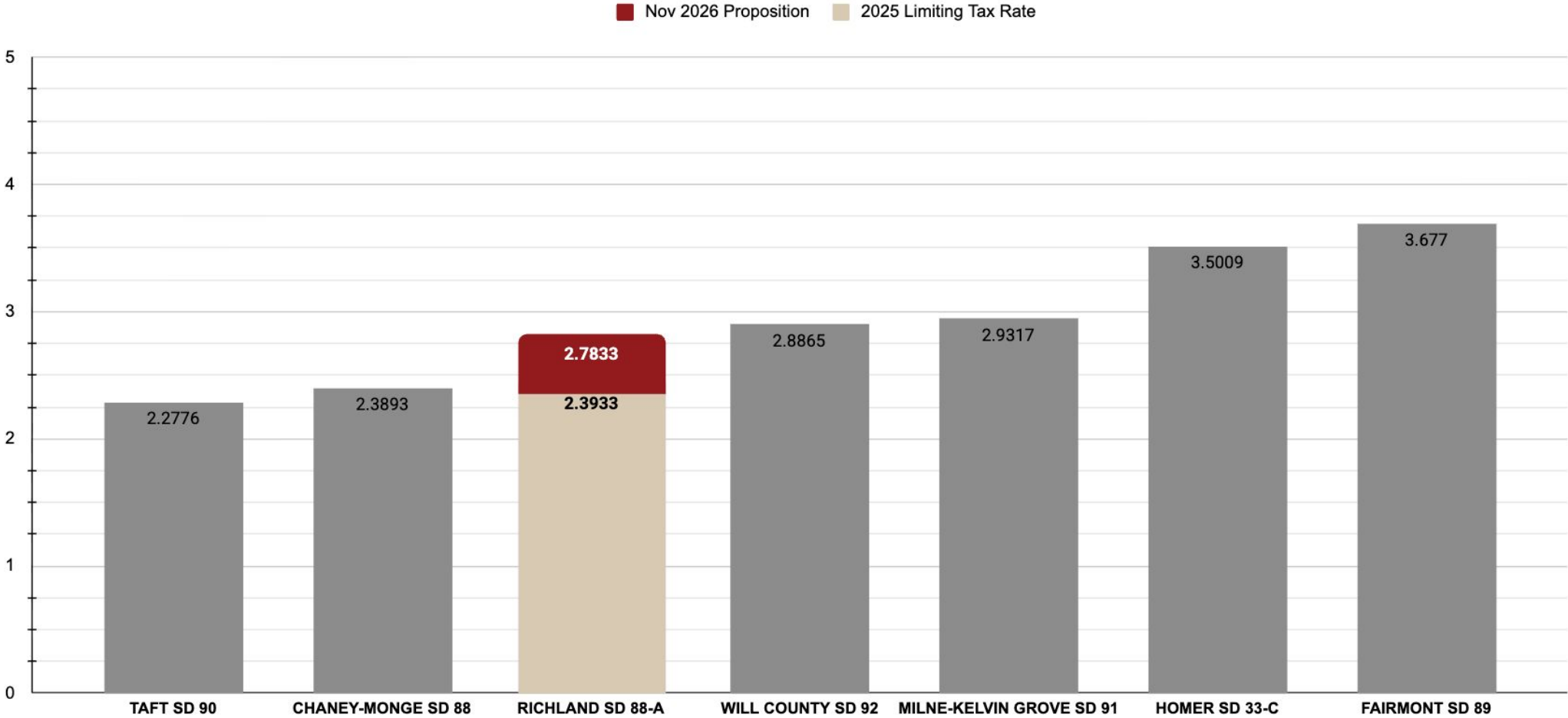
**Multi-Million
Roof Repairs**



**Safety/Security
Enhancements**

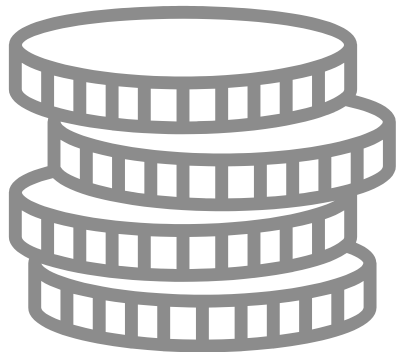
HOW RICHLAND COMPARES

2025 LIMITING RATES FOR LTHS 205 FEEDER ELEMENTARY DISTRICTS



WHY NOW?

THREE CHANGES ARE WIDENING THE OPERATING GAP

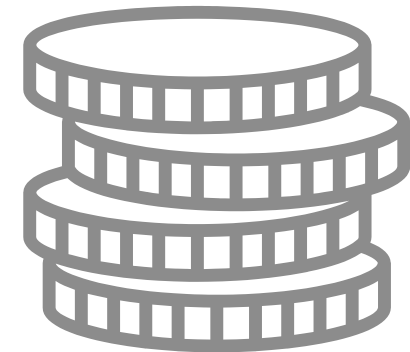
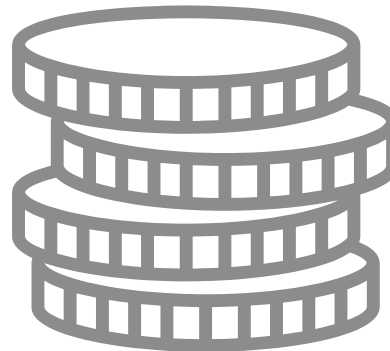


RISING COSTS

Transportation and special education costs have increased.

LOWER REIMBURSEMENT

State reimbursement rates for required programs have declined.



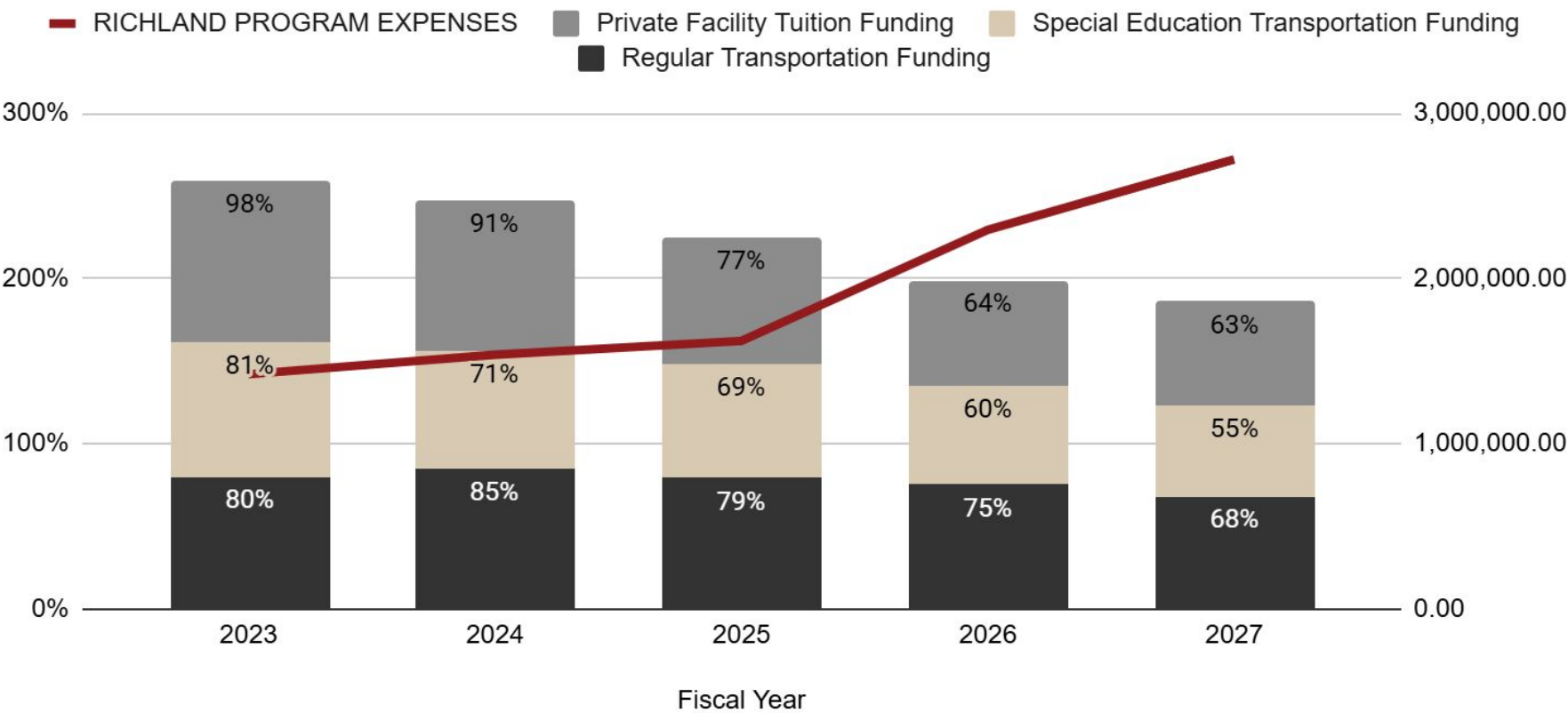
END OF RELIEF FUNDS

Federal pandemic relief funding is no longer available.

WHY NOW?

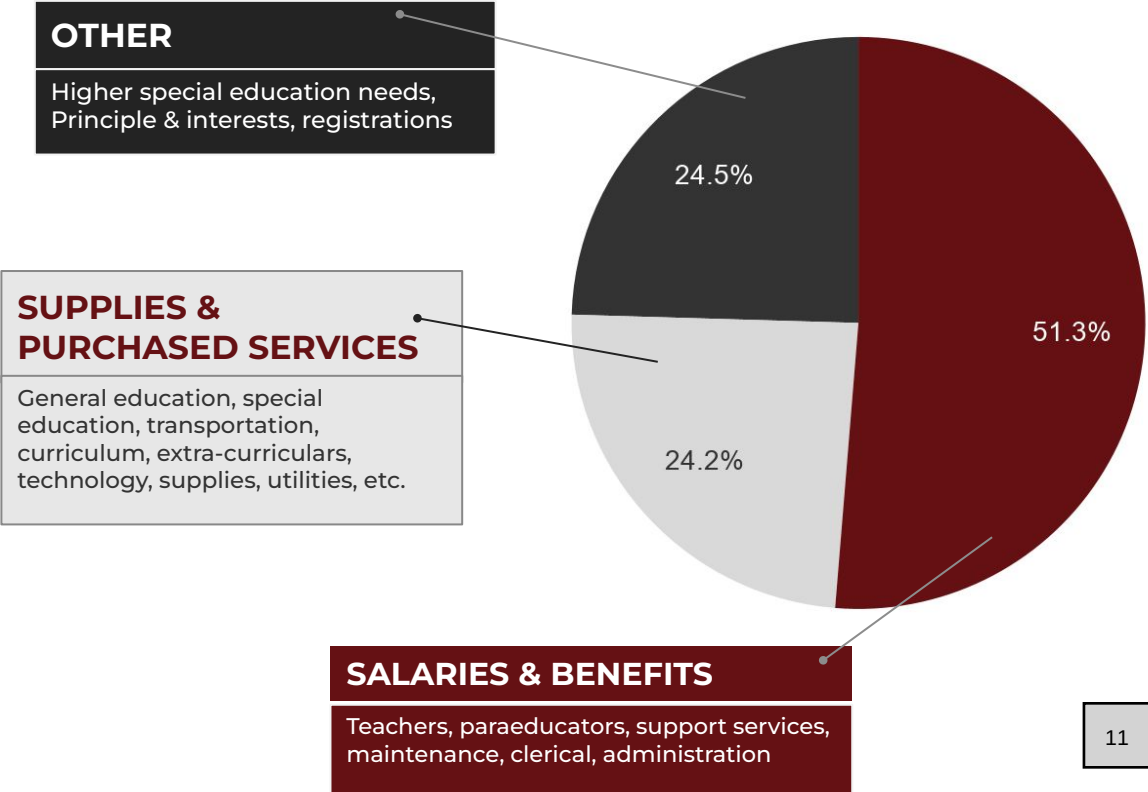
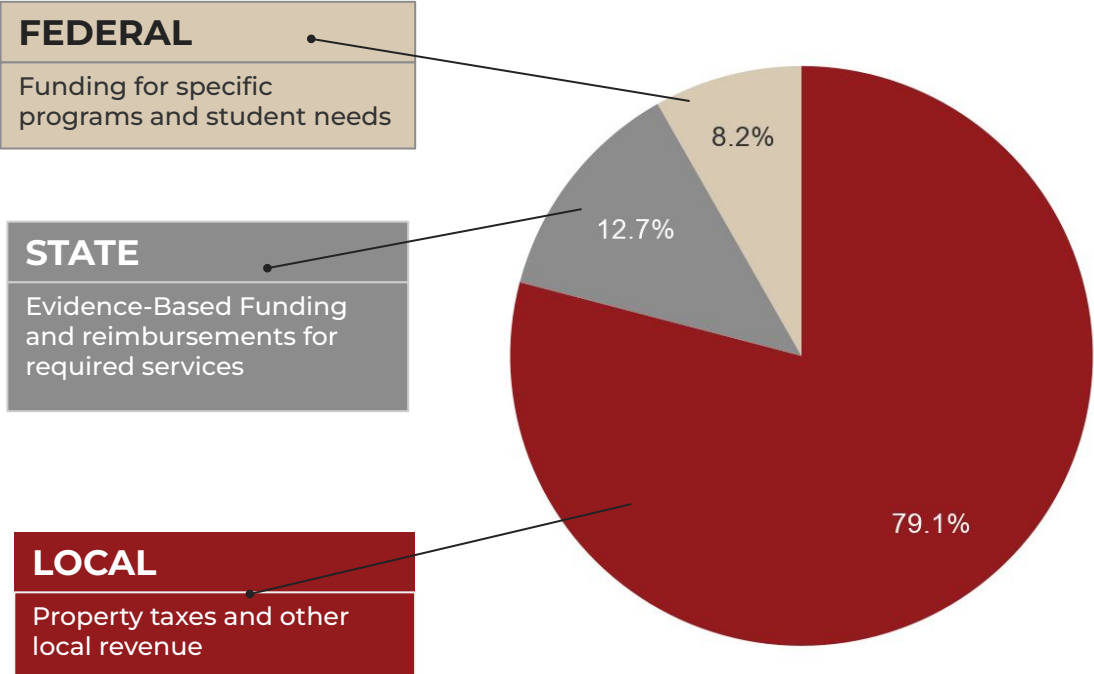
AVAILABLE REVENUE HAS NOT KEPT PACE WITH THE COST OF REQUIRED SERVICES.

ILLINOIS MCAT: Proration Levels through the years.



HOW SCHOOL FUNDING WORKS

RICHLAND FUNDING BREAKDOWN



WHAT STEPS HAS RICHLAND TAKEN?

EXPENSE REDUCTIONS HAVE HELPED, BUT THE OPERATING GAP REMAINS

STAFFING REDUCTIONS FOR 2026-27

\$650,000+



Administrative restructuring



Increased class sizes



Reduced intervention,
social work and support staffing



Eliminated Summer Extension
Program



WHAT HAPPENS NEXT?

THE ELECTION OUTCOME DETERMINES THE DISTRICT'S NEXT FINANCIAL STEPS

Without additional revenue



\$1.3M+

In Reductions

MINIMUM REDUCTION-PLANNING
TARGET FOR 2027-28

*including further significant staffing reductions, elimination
of all after school athletics & activities, and other areas*



PROPERTY TAX IMPACT

ACTUAL AMOUNT DEPENDS ON PROPERTY VALUE AND APPLICABLE EXEMPTIONS

\$130

PER YEAR

Official estimate for a
single-family home with a
\$100,000 fair-market value

FIND YOUR ESTIMATE

Use your property's Fair Cash
Value and exemptions in
Richland's online tax calculator.



FAIR CASH VALUE

FIND ON YOUR **MOST** RECENT PROPERTY TAX BILL OR ONLINE AT WWW.WILLCOUNTYSOA.COM

TIM BROPHY, WILL COUNTY TREASURER
302 N CHICAGO STREET, JOLIET IL 60432
815-740-4675
treasurer@willcounty.gov

2025 LEVY TAX PAYABLE IN 2026

DEMO TESS
123 MAIN ST
CREST HILL, IL 60403



PIN: 00-00-00-000-000-0000

Installment 1 Due 6-01-26 3,385.96
Installment 2 Due 9-01-26 3,385.96

Interest of 1.5% per month will be added on 6-02-26 and 9-02-26 on any unpaid balance due.
Cashier checks only after 11-13-26.
This is the only tax bill you will receive.

Prop. Class	Tax Code	Fair Cash Value	Acreage	Tif Base Value
R	1106	301,776	1.05	

*S/A Factor Applied to Land and Building 1.0720
38,150 Land Value *
62,432 + Building Value *
0 + Farm Land
0 + Farm Building
100,582 = Total Assessed Value
1.0000 X State Eq. Factor
100,582 = Equalized Value
0 + Instant Assessment
0 - Home Improvement Exemption
8,000 - General Homestead Exemption
0 - Sr. Citizen Exemption
0 - Sr. Citizen Freeze Exemption
0 - Dis. Person / Dis. Vet Exemption
0 -
0 - Open Space Exemption
92,582 = Net Equalized Value
7.3145 X Tax Rate
0.00 + Other Tax
0.00 + C-PACE Financing
6,771.92 = Total Tax Due

* <https://illinoiscomptroller.gov/constituent-services/local-government/local-government-warehouse/searchform/?SearchType=TIFSearch>

Taxing District	Prior Yr. Rate/Tax	Pension	Current Yr. Rate/Tax
FOREST PRESERVE	.0874 75.01	1.48	.0824 76.29
COMM MENTAL HLTH BRD	.0263 22.57		.0303 28.05
LOCKPT TWP TOWN FUNDS	.0993 85.23		.0922 85.36
LOCKPT TWP ROAD FUNDS	.0979 84.02	2.87	.0948 87.77
LOCKPORT FIRE DIST	1.0753 922.90	241.26	1.0522 974.15
SCHOOL DISTRICT 88-A	2.9656 2,545.29	4.07	2.8439 2,632.94
HIGH SCHOOL DIST 205	1.7880 1,534.59	59.99	1.7275 1,599.35
COMM COLLEGE DIST 525	.2687 230.62		.2627 243.21
LOCKPORT PARK DIST	.3849 330.35	49.34	.3697 342.28
WHITE OAK LIBRARY DIS	.2435 208.99	11.94	.2754 254.97
WILL COUNTY	.5145 441.57	61.84	.4834 447.55
TOTAL AMOUNT	7.5514 6,481.14		7.3145 6,771.92
Total 1st Installment	3,385.96		
Total 2nd Installment	3,385.96		
TOTAL AMOUNT DUE			6,771.92



Will County CCAO
Dale D. Butalia, C/AO-M
302 N. Chicago Street
2nd Floor
Joliet, Illinois 60432
Phone: 1-815-740-4648

PIN 00-00-00-000-000-0000

Parcel Information

<< Prev Parcel

Next Parcel >>

LOCKPORT TOWNSHIP

Owner Name: DEMO TESS

Street Address:
123 MAIN ST
CREST HILL IL 60403

Subdivision:

Property Class: 0040 Residential

Homesite Acres: 0.00
Farm Acres: 0.00
Open Space Acres: 0.00
Non-Farm Acres: 1.05
Total Acres: 1.05

[GIS Map & Address Information](#)

[View Tax Map](#)

[Will County Treasurer's Tax Information](#)

Assessment Information								Market Value	Instant Date	Instant Amount
Year	Assess Level	Land Unimproved/Farm	Land Improved	Building Other/Farm	Building	Total				
2026	SA/E	0	39,924	0	65,335	105,259		315,809		
2026	TWP	0	38,150	0	62,432	100,582		301,776		
2025	BOR	0	38,150	0	62,432	100,582		301,776		
2024	BOR	0	35,588	0	58,239	93,827		281,509		

THANK YOU

LEARN MORE AND SUBMIT QUESTIONS ANYTIME

d88a.org/referendum-2026

YOUR DECISION. YOUR RICHLAND
Ultimately, this is a community decision.

Our job is to make sure you have clear information about the question and what either outcome would mean for Richland.





Memo – Administration Report**Crest Hill, IL**

Meeting Date:	October 12, 2026
Submitter:	Blaine Wing, City Administrator
Department:	Administration
Agenda Item:	Legal Opinion-City Council Committees

Summary: Attorney Stiff will be providing a confidential attorney-client opinion to City Council before Monday's meeting. If City Council wants to discuss this topic, Attorney Stiff will provide direction and guidance.

Budget Impact: Not yet known



Work Session Memo

Crest Hill, IL

Meeting Date:	October 12, 2026
Submitter:	Ashley Monroe, Assistant City Administrator/HR Director
Department:	Administration / Human Resources
Agenda Item:	Finalize Updates to the City of Crest Hill Employee Handbook

Summary: At the July 27th, August 24th and September 28th Work Sessions, staff presented recommended legal updates and proposed policy updates to the Employee Handbook. City labor attorney Melissa Wolf, of Storino, Ramello, & Durkin provided guidance at these meetings to provide clarifications as needed.

All required and recommended legal changes, substantive policy updates, and minor cleanup and corrections are included in the presented version of the Handbook (Exhibit A).

At the October 5th Council Meeting, this item was deferred for additional discussion on section 4.2 Work Day, with a desire to possibly revise the proposed language before final adoption. Staff received some initial feedback and with that feedback, attempted to revise the section for discussion purposes. The language very closely mirrors Section 7.3 (D&E) of the most recent Local 150 contract, providing equal benefit and requirements for employees working at each of our facilities. The proposed change is attached as Exhibit B.

If there is a decision by Council to revise the language to this section or any other, staff will update the final draft of the Employee Handbook for adoption at the following City Council meeting.

Also, one other change has been recommended by the City's labor counsel, to Section 7.12 Health Insurance Opt-Out Incentive. The change adds a provision requiring annual and budgetary approval of the City Council, in order to offer the program. The authorization of the program itself in 2027 will be addressed as a separate agenda item but this language change pertains to the Handbook update, and as such, is also attached here as Exhibit C.

Recommended Action

Finalize updates to the City of Crest Hill Employee Handbook.

Budget Impact

No direct budgetary impact is anticipated with an update to the Employee Handbook. Matters that could require changes to budgeted projects, programs or benefits, will follow City policy and procedures at the time they are considered for implementation.

Attachments

- Resolution
- Exhibit A – Crest Hill Employee Handbook (Clean Copy)
- Exhibit B – Proposed change to Section 4.2 Work Day
- Exhibit C – Proposed change to Section 7.12 Health Insurance Opt-Out Incentive

DRAFT 10-12-26



City of Crest Hill

Employee Handbook



Issued: June 15, 2020, revised January 2022, July 2023, December 2023, June 2024, January 2025



The City of Crest Hill is a suburban municipality located in the western portion of Will County and 33 miles southwest of Chicago's Loop. Crest Hill is a civil service community incorporated in 1960 with an Aldermanic form of government. The City is served by an elected Mayor and 8 alderpersons from 4 wards. The City has 75 full-time and 4 part-time employees housed in the City Administration, Finance, Police, Economic Development, Public Works and Clerk's Departments. Crest Hill has 3 collective bargaining agreements and over half the workforce is a member of either the Metropolitan Alliance of Police or the International Union of Operating Engineers.

Nearly 21,000 citizens reside within the 9 square miles of Crest Hill's corporate boundaries. City industry includes retail, manufacturing, and trade services. Amazon, Rich's Products, Frito Lay, and Menards are notable employers in Crest Hill. CenterPoint Intermodal Center, America's largest intermodal facility, is located just outside Crest Hill. The City's main commercial corridors are Weber Road, Plainfield Road (Route 30), and Broadway Street, part of the historic Route 66. Crest Hill is a beautiful community with excellent schools, parks, walking trails, and forest preserves.

More information can be found on the City's website: www.cresthill.gov



City Mission Statement

The City of Crest Hill is committed to enhancing the quality of life for its residents and businesses by providing essential infrastructure, public safety services, and thoughtful, planned development that ensures fiscal responsibility and promotes ethical stewardship of the City's resources.

Our Core Values

The City of Crest Hill embraces the core values of customer service, both internal and external, teamwork, integrity, respect and trust. We dedicate ourselves to these values with the goal of providing outstanding customer service and programs to meet the needs of our community and those within our organization. These values guide our actions and serve as the framework for the decisions and contributions we make every day and at every level.

City of Crest Hill Employee Handbook

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SECTION 1 GENERAL PROVISIONS

1.1 PURPOSE

The Employee Handbook serves as a guide to employment and compensation practices and to ensure all employees are treated fairly and equitably in order to best serve the community.

- a) The handbook does not create any contract rights or property rights between the City and prospective, current employees, or another person.
- b) The City, at its option, may add, change, delete, suspend or discontinue any part or parts of the policies in the Employee Handbook at any time without prior notice and without further approval of City Council as business, employment legislation and/or economic conditions dictate. Any such action shall apply to existing as well as to future employees.
- c) No statement or promise by a Department Head, supervisor, or manager past or present may be interpreted as a change in policy nor will it constitute an agreement with an employee.
- d) Should any provision in the Employee Handbook be found to be unenforceable and invalid, such finding does not invalidate the entire Employee Handbook, but only that particular provision.
- e) The Employee Handbook supersedes any and all other or previous City policies whether written or oral, unless otherwise indicated.

1.2 AT-WILL EMPLOYMENT

Employment with the City is at-will, subject to any applicable collective bargaining agreements. This means that neither an employee nor the City has entered into a contract regarding the duration of his employment. Employees are free to terminate their employment with the City at any time, with or without reason. Likewise, the City has the right to terminate an employee's employment, or otherwise discipline, transfer or demote an employee at any time, with or without reason, at the discretion of the City.

1.3 SCOPE OF AUTHORITY

The Personnel Officer or his designee, is responsible and has authority for the administration of the rules and regulations contained herein and may from time to time issue administrative directives interpreting and implementing the terms of these rules, and interpret or waive the application of these rules at any time whenever it is in the best interest of the City.

In their absence or at their option, employees in positions of authority or responsibility may designate others to carry out the respective role, task or functions that are attributed to them in the Employee Handbook. The designated employee shall be known as a designee for the particular role, task or function which is assigned to him by the person in the position of authority or responsibility.

1.4 APPLICATION OF RULES

The rules, regulations, policies, and practices contained herein shall apply to all employees of the City unless otherwise provided by State statutes, local Ordinance, or collective bargaining agreement and does not apply to elected or appointed officials. In the case of a conflict between the language in the Employee Handbook and a collective bargaining agreement or City ordinance, the collective bargaining agreement or City ordinance shall prevail.

1.5 DEPARTMENT RULES

Consistent with the rules, regulations, policies and practices contained herein and subject to the approval of the Personnel Officer, the various departments of the City may promulgate rules and regulations to govern individual departmental operations and procedures. The Employee Handbook supersedes any inconsistent department rules.

1.6 AMENDMENTS

The Employee Handbook shall be reviewed and updated regularly by the Personnel Officer with all substantive policy changes subject to City Council approval. Employees will be notified of amendments to policies and provided written updates of the Employee Handbook that reflect the changes made.

1.7 DISTRIBUTION AND ACKNOWLEDGEMENT

Each regular full-time, regular part-time, and temporary seasonal employee shall receive a copy of the Employee Handbook when first issued or at the time of employment and shall sign a statement acknowledging receipt. Employees will be notified of amendments to policies as indicated in Section 1.6 and will again sign a statement acknowledging receipt.

1.8 GENDER

Whenever the male gender is used in this handbook, it shall be construed to include both males and females equally.

SECTION 2 DEFINITIONS

Unless otherwise defined within this Employee Handbook, the following terms shall have the following meanings:

Anniversary Date: The date an individual becomes a regular full-time or regular part-time employee of the City.

Appointment: The selection of a person to a full-time or part-time position on a regular or temporary basis in the City service ~~who is not a present employee of the City.~~

Base Pay: Base pay or base salary is the hourly or weekly rate of pay received by an employee excluding any additional, authorized compensation such as overtime, other pay, allowances, reimbursements or benefits.

City Code: The City of Crest Hill, Illinois Code of Ordinances, as amended from time to time.

Class or Classification: A position or group of positions that involves similar duties performed, scope of discretion and responsibility, minimum requirements of training, experience or skill and such other characteristics that the same title, tests of fitness and range of compensation have been or may be applied to each position in the group.

COBRA: Consolidated Omnibus Budget Reconciliation Act, establishing Federal continuation of coverage rules for group health plans.

Department: A major operating functional unit of the City government.

Department head: The officially appointed head of any department or an employee appointed as "acting" head of any department.

Disciplinary action: An action taken against an employee which may range from a verbal reprimand up to and including termination.

Employee: A person occupying an active position in the City service or a person who is on authorized leave of absence. Employee categories are defined in Section 3.

Exempt Position: A classification that is not entitled to overtime payment as established by the City Council and under the Fair Labor Standards Act (FLSA) or State wage and hour laws. Exempt employees' pay is determined on a weekly basis.

FLSA: The Fair Labor Standards Act is a federal law that establishes fundamental employment protections, including minimum wage, overtime pay and other labor standards for both full-time and part-time workers.

Layoff: A separation of an employee from City service which has been made necessary by lack of work, funds or other reasons not related to fault, delinquency or misconduct on the part of an employee.

Non-exempt position or employee: A classification that is entitled to overtime payment as established under the FLSA or State wage and hour laws.

Outside employment: Employment of any kind engaged in by a City employee for which compensation is received from a source other than the City.

Pay adjustment: Change of an employee's salary without change in duties or responsibilities.

Pay (or Salary) range: The minimum and maximum rates of pay the City will compensate an employee in a position.

Performance review: A process and format used to assess an employee's performance level. The City reserves the right to change from time to time the methods and tools used in conducting employee assessments.

Personnel Officer: The Director of Human Resources or such other individual designated by the City Administrator.

Position: A group of current duties and responsibilities budgeted for in a department and assigned or delegated by competent authority, requiring the full or part-time service of one employee.

Probationary period: A preliminary employment period during which time the employee's ability to perform the position is evaluated as defined in Section 3. And, in cases of discipline, a period of time in which an employee is subject to sanctions and additional evaluation.

Promotion: A change in employment status from a position in one classification to a position in a higher classification involving an increase in responsibility and a higher maximum pay rate.

Protected Category: Those actual or perceived characteristics of a person for which a person may not be discriminated against under Federal, State, and Local law. These include, but are not limited to, a person's: race, color, religion, sex and gender, pregnancy status, sexual orientation, gender identity and expression, national origin, ancestry, citizenship status, preferred language or language fluency, age (over 40 years old), physical or mental disability, military status, unfavorable discharge from military service, veteran status, genetic information, marital status, arrest record, order of protection status, persons who make legitimate complaints (e.g. retaliation, whistleblowing), association with a person with a disability or handicap, work authorization status, parental status, family responsibilities, reproductive health

decisions, credit history, and criminal history, or any other characteristic protected by applicable law.

Resignation in good standing: Any employee who leaves the City service and has fulfilled all obligations and met all criteria of his employment. Such an employee would have left under favorable conditions and preferably given two (2) weeks' notice.

Resignation not in good standing: Any employee who fails to meet obligations and/or criteria established in these rules. An employee that is discharged is deemed to have left "not in good standing".

Supervisor: An employee below the Department Head level in charge of a work unit or other employees. Where no such level exists between an employee and the Department Head, the Department Head also acts as the supervisor.

Suspension: The temporary removal with or without pay of an employee from his designated position.

Termination: The end of employment on either a voluntary or involuntary basis. Termination on an involuntary basis may also be called discharge.

Transfer: The movement of an employee from one job to another, when both jobs are assigned to the same pay range. The employee is normally transferred at the same rate of pay.

Note: This is not an all-inclusive list of definitions. Other definitions can be found in applicable sections of the Employee handbook.

SECTION 3 RECRUITMENT AND EMPLOYMENT

3.1 GENERAL POLICY

Appointments to all positions shall be solely on the basis of the applicant's or employee's qualifications to perform the essential functions of the position, with or without reasonable accommodation. These selection procedures enable the City to review applicant qualifications and suitability in a systematic approach.

The City will not discriminate in the hiring process based upon any Protected Category.

Where employment opportunities are advertised to external applicants:

- The job posting will include the position's pay range as well as a general description of benefits and other compensation.
- The City will announce, post, or otherwise share opportunities for promotion with all current employees within 14 days of the external announcement.

Any evidence that an applicant, whether an internal applicant or one from outside the City, falsified information, made fraudulent statements, or failed to provide all of the required information may be subject to discharge and/or disqualified from consideration for employment.

3.2 EQUAL EMPLOYMENT OPPORTUNITY STATEMENT

It is the policy of the City that employment in City government shall be based on merit and individual qualifications. No discrimination shall be exercised in any manner by a City official or employee against or in favor of any applicant for City employment or employee because of political or religious opinions or affiliations or any other Protected Category. An applicant or employee shall be considered solely on the basis of qualifications, abilities, skills and knowledge, with or without reasonable accommodation. Just and equitable incentives and conditions of employment are to be maintained to promote efficiency and economy in the operation of City government. No employee shall be penalized or discriminated against for making truthful disclosures regarding any unlawful employment practices. The City shall take no action to prevent employee concerted activity to deal with work-related issues.

The policy of Equal Employment Opportunity applies to all policies and procedures relating to recruitment and hiring, compensation, promotion, benefits, termination and all other terms and conditions of employment. The City complies with Federal and State equal employment opportunity laws and

strives to keep the workplace free from all forms of illegal harassment. Should the City be notified by any federal agency of any discrepancy regarding an employee's individual taxpayer identification number or any other identifying document, the City will take no action based on this notification and will notify the employee of the communication.

The Personnel Officer has overall responsibility for this policy and maintains reporting and monitoring procedures. Employees' questions or concerns regarding this policy or violation thereof, should be referred to the Personnel Officer. Complaints are investigated immediately and handled as confidentially as possible. The City ensures that employees following this complaint procedure are protected against retaliation. Appropriate disciplinary action will be taken against any employee violating this policy.

3.3 CIVIL SERVICE

The City is subject to the Civil Service pursuant to the Illinois Municipal Code, 65 ILCS 5/10-1-1, et seq. The Civil Service Commission is responsible for classifying all offices and places of employment in the City where applicable. Civil Service Commissioners are appointed by the Mayor.

3.4 APPLICATIONS

All applications for employment with the City shall be filed with the Personnel Officer. The City shall, by examination or other appropriate means, evaluate the qualifications of the various applicants (except those covered under Civil Service rules). Examination may include written, oral, physical, psychological, or performance tests, or any combination of these, as appropriate under relevant legal authority and according to the requirements for each position. Applications will be kept confidential to the extent possible and will be shared on a ~~need-to~~ need-to-know basis with others involved in the recruiting process. Recruitment, including applications for employment for Civil Service positions, including Police Officers, will be governed by the Civil Service Commission.

3.5 PHYSICAL STANDARDS

Applicants may be required to have a post offer, pre-employment physical examination and/or drug screen, and must meet the physical standards established as essential job functions for the position for which they apply as a condition of employment with or without reasonable accommodation. Prospective employees will not be subject to a pre-employment physical examination and/or drug screen until a conditional offer of employment has been made by the City. The City will be responsible for the cost of the pre-employment examination and/or drug screen. The confidential results of the post offer, pre-employment physical and/or drug screen must be received by the City and the

employee must be cleared for the position before the applicant is allowed to begin employment.

Positions which may require a Commercial Driver's License (CDL) will also be subject to the Department of Transportation's CDL pre-employment, random and other drug and alcohol testing requirements. Pre-employment physicals and drug screening for all sworn Police personnel shall be conducted according the rules and regulations established by the Civil Service Commission.

3.6 DRIVER'S LICENSE

An employee who will operate a City owned vehicle must possess a valid driver's license appropriate to the type of City vehicle(s) to be operated. Employees who are required to drive a vehicle for City business are expected to possess a valid driver's license at all times. Employees who are required to possess a valid driver's license as a job requirement must notify his Department Head immediately should the employee's license be suspended or revoked. Employees who are required to possess a valid driver's license and do not have one are subject to disciplinary action up to and including termination.

3.7 ANTI-NEPOTISM

To avoid conflicts of interest and the appearance of favoritism or bias and to enhance supervision, security and morale, the City prohibits the employment of relatives in a direct supervisory relationship. In addition, this policy bars the hiring or employment of an employee's relatives in any position that would:

Have the potential for creating an adverse impact on work performance; or

Create either an actual conflict of interest or the appearance of a conflict of interest, such as the relative having an auditing or control relationship to the employee's job.

"Relatives" (including blood/step/in-law) are defined as spouse, domestic partner, mother, father, sister, brother, child, uncle, aunt, niece, nephew, grandparent and grandchild.

3.8 BACKGROUND CHECKS

The City reserves the right to perform all necessary background checks on any and all current employees and potential employment candidates, to include but not limited to employment verification, reference checks, credit checks, criminal history checks, driving records, military records, and educational transcripts. The City will comply with any applicable Federal and State laws regarding background checks, including the Fair Credit Reporting Act, and will provide employees and

potential employees with written notice of their rights under those laws prior to conducting a background check.

3.9 APPOINTMENTS

Employees are appointed in accordance with the City Code.

3.10 PROBATIONARY PERIOD

Employees are considered probationary during the period of 6 months from the first day of employment in a position or promotion to a position. During this time period the employee's aptitude for the position is evaluated. An employee may be dismissed at any time with or without cause during the probationary period.

3.11 EMPLOYEE CATEGORIES

For payroll purposes, the City maintains the following employee categories:

Regular Full-Time Employee: An employee that is routinely scheduled to work a forty (40) hour work week in a designated job or as designated by collective bargaining agreement.

Regular Part-Time Employee: An employee that is routinely scheduled to work less than a forty (40) hour work week in a designated job.

Temporary or Seasonal Employee: An employee hired on a temporary basis for a specific period of time, such as summer months and peak periods. Temporary or seasonal employees may work on a part-time or full-time basis. While they receive all legally mandated benefits, they are not eligible for the City's benefit programs, unless specifically included in the benefit description. Temporary or Seasonal employees can be considered exempt or non-exempt under the FLSA.

3.12 BENEFIT ELIGIBILITY

Benefits are provided to regular full-time employees according to the guidelines set out in this handbook and pursuant to the individual plan documents, which shall be the controlling documents in case of any conflict in terms with this handbook. Part-time, temporary, and seasonal employees are not entitled to employee benefits, except as required under law.

3.13 CHANGES IN PERSONAL INFORMATION

Employees are required to provide current information to the City including, but not limited to, residence address, residence telephone number, secondary employment, number and names of dependents, individuals to be contacted in the event of an emergency, changes in marital status, and changes in banking

and direct deposit information. Employees must inform the Personnel Officer on a timely basis of changes in personal information as stated herein.

3.14 UNIFORMED EMPLOYEES

Employees required to wear standardized uniforms in the Police and Public Works departments shall follow the particular standards established in their respective departments related to acceptable and required uniform attire including any required safety related equipment and clothing. When permitted by department policy, if a typically uniformed employee is allowed to wear non-uniform attire when performing job tasks, he shall follow the Dress Code and Appearance standards established below.

3.15 DRESS CODE AND APPEARANCE

The City expects that all employees, uniformed and non-uniformed, will present a professional image at all times when performing job tasks. Employees are to dress in a clean and professional manner that is safe, appropriate to their job responsibilities. All staff members must wear clothing suitable for a business environment and appear neat and well-groomed at all times. It is critical that employees present a professional image when serving the public. Unless required to wear a uniform, or addressed by a collective bargaining agreement (CBA), dress is business casual Monday through Thursday. Unripped denim and athletic shoes may be worn on designated Fridays. Employees are expected to exercise good judgment when dressing for work. If there is a question about whether something looks appropriate and complies with this policy or if you have need of an exception to this policy for religious or medical reasons, consult your supervisor, Department Director, or Human Resources. Employees are expected to be well groomed and dressed in a manner suitable for their responsibilities and positions. Employees whose clothing is deemed unacceptable may be sent home to change and will not be paid for the time not working to change clothing.

Below is a list of acceptable and unacceptable business casual attire (not all-inclusive).

Acceptable:

1. Approved City logo wear
2. Collared dress shirts, polos, knit shirts, blouses, sweaters, jackets, vests, collared shirts
3. Dress pants, chinos, capri pants, skirts, dresses
4. Non-athletic casual or dress shoes

Unacceptable:

1. Athletic type shoes such as sneakers (except designated Fridays), Crocs, or Tevas, shoes that pose a potential safety risk, house slippers, open toed non-dress shoes
 2. Jeans (except designated Fridays).
 3. Shorts, pajamas, miniskirts or mini dresses.
 4. Leggings or lycra/spandex clothing that is unprofessionally worn (i.e. not covered to mid-thigh or longer).
 5. Shirts referencing alcohol, drugs, or potentially offensive graphics, political messaging, crop tops, spaghetti straps, off the shoulder, or tight/revealing clothing.
 6. Clothing which is wrinkled, faded, torn or tattered, or otherwise presents an unkempt or unclean appearance.
 7. Excessive or potentially offensive tattoos (acceptable if covered).
 8. Body odor and poor personal hygiene.
 9. Excessive perfume, cologne, and/or after shave lotion.
 10. Hats (except for religious or medical purposes or provided by the City).
- Authorized uniforms provided by the City must be worn at all times during scheduled working hours unless otherwise indicated by the Department/Division directive. Uniform allowances are addressed by current CBAs and/or Departmental regulations. In no circumstance shall an employee be paid any compensation for uniform allowance unused at the end of the year or at the end of the employee's employment relationship with the City (regardless of the reason).
 - Employees shall not wear a City uniform into any business establishment where the primary purpose of the business is the selling or furnishing of alcoholic beverages, cannabis, or cannabis related products unless in the performance of duty and in accordance with published standards of conduct.
 - Like all other personnel policies in the Handbook, the City Administrator may periodically issue clarifications or determinations regarding interpretation of appearance standards to ensure all employees present a proper image to the citizens of the community for unique events or business reasons.
 - Modifications or revisions to the appearance policy will be recommended by the City Administrator for consideration by the City Council.
 - The City Administrator may designate office workdays in which staff will be assigned to perform tasks consisting of organizing or moving files, etc.

where the typical clothing standards would be relaxed for the activity and may apply only to specific staff.

- Employees are expected to project a professional appearance and ready to work that presents the professional nature of the service and interactions expected of the residents.
- Department Heads are responsible for monitoring the appearance of their respective employees, including advising employees of proper clothing choices for the work environment. The determination as to what is acceptable appearance shall be made by the City Administrator or designee and shall be final. If it is determined that an employee is not in compliance with City standards for appropriate workplace appearance or violating any safety guidelines, the employee may be sent home (without pay unless an employee is permitted to use accrued benefit time) to change. Additional disciplinary action may be taken for repeated violation of the dress code standards.

3.16 EMERGENCIES AFFECTING CITY OPERATIONS

The City is open for business during normal working hours; however, due to weather or other emergencies, the City may be faced with temporary service closure, or have limited operations. The Mayor or his designee is the only individual authorized to close City operations.

During an emergency period the City may require essential employees to assist with the emergency. Department Heads will notify employees if they are required to report to duty.

3.17 CREATIVE WORKS

Many employees work in positions where innovations, improvements, inventions, discoveries, copyrightable work, or new ideas may be developed or conceived in the course of their employment. If these creative works are developed on City time or created through the use of City equipment and facilities, the employee is obligated to disclose these works and agree to assign all rights, title, and interest to the City of Crest Hill, provided that they:

- a) Relate directly to the business of the City; or
- b) Result from the employee's work with the City; or
- c) Involve the use of City equipment, supplies, facilities, confidential information or time.

The employee has no obligation to assign rights to creative works developed on their own time, without the use of City equipment, supplies, facilities, confidential information or time.

3.18 OBSERVANCE OF RELIGIOUS HOLIDAYS

The City will make every effort to allow employees time off from work to observe religious holidays. Employees may use any accrued vacation, personal time, or unpaid time to be off work for this purpose. In order to facilitate these requests employees are encouraged to provide their supervisors with advanced reasonable notice.

3.19 TOBACCO USE

The City is committed to providing a work environment that promotes the health, hygiene, and well-being of its employees. The City recognizes that smoking in the workplace can adversely affect employees. This includes the use of Electronic Cigarettes also known as Electronic Nicotine Delivery Systems (ENDS), e-cigarettes, and vaporizers. It also recognizes that chewing tobacco in the workplace raises hygienic issues. Therefore, smoking and chewing tobacco is prohibited inside all City facilities. This policy applies to all City employees and visitors while on City premises. Tobacco use is only allowed during scheduled breaks and in designated areas. In compliance with the Smoke Free Illinois Act of 2008, smoking within fifteen (15) feet of a City building entrance is strictly prohibited. If employees choose to use tobacco or electronic cigarettes, they need to check with their supervisors for the location of the nearest designated area. Tobacco users have a special obligation to keep designated smoking areas litter-free of tobacco products. Smoking or using electronic cigarettes in City vehicles is strictly prohibited. Employees who violate the policy or Act may be subject to disciplinary action up to and including termination.

SECTION 4

HOURS OF WORK AND OVERTIME

4.1 WORK PERIODS

The standard work cycle for all employees will be from Sunday at 12:01 a.m. through Saturday at Midnight. The City hereby specifically announces its intentions to conform to all guidelines established under Section 207(k) of the Federal Fair Labor Standards Act (FLSA).

4.2 WORK DAY

Full-time employees generally will be scheduled for an eight and one-half (8 ½) hour day, including up to a sixty (60) minute meal/break period. City Hall administrative hours have been established as 8 a.m. - 4:30 p.m. and Public Works hours established as 7 a.m. – 3:30 p.m. The City retains the exclusive right to change the normal work hours, workday and/or work week for any or all employees. Should it be necessary in the City's judgment to establish schedules departing from the normal workday or the normal work week, or to change the shift schedule of an employee or employees, the Department Head will give, if practicable, at least twenty-four (24) hours advance notice of such change to all employees directly affected by such change.

Employees may alter the starting time by one hour either prior to or immediately following the designated start time. This change in start time shall only be allowed with the mutual written agreement of the employee's supervisor and Personnel Officer. The agreement must at minimum include a job-related reason for the altered schedule and a date certain when the altered schedule shall be reviewed for renewal or discontinuation. Each Department must prioritize the ability to effectively receive calls, meetings, and members of the public by maintaining sufficient staff during all operating hours. The timing of meal periods is subject to the approval of the employee's assigned supervisor. This section should not be construed as a guarantee or limitation on the number of hours of work offered to employees on a daily or weekly basis.

Applicable collective bargaining agreements may provide exceptions to this section. As stated in Section 1.4, Application of Rules, in the case of a conflict between the language in the Employee Handbook and a collective bargaining agreement, the collective bargaining agreement shall prevail.

4.3 COMPENSATION AND SALARY INCREASE

Non-union employees' compensation may be increased annually at a rate determined by the city council. All salary increases are subject to budget availability and city council approval. Additionally, non-union employees may be eligible to receive merit-based salary increases based on merit evaluations and

are subject to availability of funds dedicated for merit increases as part of an annual budget. Evaluations for employees hired prior to June 1, 2025 are completed prior to May 1, and employees hired or promoted after June 1, 2025 have evaluations annually conducted in accordance with their anniversary of their selection and appointment to their position. Reclassification or changes made to a position that do not fundamentally change the duties of a role does not constitute a promotion or new hire.

4.4 LONGEVITY INCENTIVE

As an incentive for continuous service, the City of Crest Hill shall award longevity payment to employees with at least six (6) continuous years of service. Longevity payment shall be divided by the number of pay periods for the year and included in each paycheck for employees who have completed the required number of years.

YEARS OF SERVICE	LONGEVITY PAY
At least 6 years, but less than 12 years,	\$350.00 per year
At least 12 years, but less than 18 years,	\$650.00 per year
Over 18 years	\$950.00 per year

4.3 PAY DAY AND DIRECT DEPOSIT

Employees are paid bi-weekly on every other Thursday. Each paycheck will include earnings for all work performed through the end of that payroll period (including overtime).

In the event a regularly scheduled payday falls on a day off (e.g., a holiday), employees will receive pay on the last day of work before the regularly scheduled payday.

Each employee on the payroll will receive a payroll advice form (pay stub) electronically stating their pay, deductions, and accrued leave balances as of the end of the pay period. An employee may request a copy of their prior payroll advice maintained by the City by submitting a written request to Human Resources. Upon separation, and prior to the end of the employee's final pay period, an employee will be offered a record of all of the employee's payroll advice from the year preceding the date of separation. Human Resources will maintain a written record of the dates and responses, if any, to these offers.

Employees are offered to participate in the City's direct deposit program. Upon completing a registration form, the employee's paychecks are automatically deposited into (a) pre-specified account(s).

4.4 TIMEKEEPING PROCEDURES FOR NON-EXEMPT EMPLOYEES

Accurately recording time worked is the responsibility of every non-exempt employee. Federal and State laws require the City to keep an accurate record of time worked in order to calculate employee pay and benefits. Time worked is all the time actually spent on the job performing assigned duties.

Non-exempt employees are required to accurately record the time they begin and end their work. They should also record the beginning and ending time of any split shift or departure from work for personal reasons. Overtime work must always be approved before it is performed.

Altering, falsifying, tampering with time records, or recording time on another employee's time record may result in disciplinary action, up to and including termination of employment.

Employees are prohibited from performing any "off-the-clock" work. "Off-the-clock" work means work performed but not reported. Any employee who fails to report or inaccurately reports any hours worked will be subject to disciplinary action, up to and including termination.

It is the employee's responsibility to certify the accuracy of all time recorded. The Department Head will review and confirm employee time records before submitting it for payroll processing.

Clocking In and Out Procedures

The City of Crest Hill utilizes the "7-minute rule" for non-exempt employees **for payroll purposes only**. Under the "7-minute rule" the clock in and clock out times are rounded to the nearest quarter hour. If an employee is scheduled to work at 7:00 a.m. and clocks in at 7:07 a.m., then the time is rounded to 7:00 a.m. If the employee clocks in at 7:08 a.m., the time is rounded to the next quarter hour, 7:15 a.m. If an employee is scheduled to end his shift at 3:30 p.m. and clocks out at 3:37 p.m. then the time is rounded to 3:30 p.m. If the employee clocks out at 3:38 p.m., then the time is rounded to the next quarter hour, 3:45 p.m. This procedure does not diminish the requirement of scheduled start and end work times. If an employee scheduled for a 7:00 a.m. start time, he is expected to be present at work by 7:00 a.m.

Employees must not punch in more than seven (7) minutes before the start of their scheduled shift or punch out seven (7) minutes after the end of their scheduled shift. Punching in earlier than seven (7) minutes before their start

time or later the seven (7) minutes after the end of their scheduled shift will be considered a policy violation, unless the employee has the prior approval of their Department Head.

If time is not worked on a scheduled day, the Department Head will update the time card with the appropriate time-off code (vacation, sick, personal, etc.).

Missed punches must be reported to the supervisor prior to the start of work the day following the missed punch.

4.5 REPORTING FOR WORK

Employees shall report promptly at their designated starting time, at their designated working place, and shall devote their entire efforts during working hours to assigned duties. In the event an employee is unable to report for work as scheduled, the employee shall make his best effort to notify the supervisor by telephone call at least sixty (60) minutes before the designated starting time if an employee is unable to report for work or will be late. Failure to notify the supervisor as provided herein may result in disciplinary action up to and including termination.

4.6 BREAK & MEAL PERIODS

Each Department Head shall establish a reasonable meal period of typically thirty minutes but no less than twenty (20) minutes and two (2) break periods of no more than fifteen (15) minutes each during the workday and shall arrange them in the most appropriate manner for maintaining departmental operations. Upon approval from the Department Head, employees may combine their break periods with their meal period. The two (2) fifteen (15) minute break times are considered paid working time and employees must be available for any assignment during any 15-minute break period. Employees shall not shorten the workday by use of break time or lunch period.

4.7 OVERTIME PAYMENT

When operating requirements or other needs cannot be met during the employee's regular workday, employees may be required to work beyond their regularly scheduled hours or workdays. A reasonable amount of overtime, as defined by the City, is a condition of employment.

Overtime work must be approved by the employee's Department Head prior to the commencement of work.

Non-exempt employees are entitled to overtime compensation at the rate of one and one-half (1 ½) times their regular straight time hourly rate of pay for all hours worked over forty (40). Overtime shall be paid in fifteen (15) minute

increments to non-exempt employees. An employee's work schedule may be adjusted by the City during a workweek to avoid overtime. Any adjustments will be made in accordance with applicable collective bargaining agreements.

All paid leave time shall be considered as hours worked for overtime purposes, including sick leave.

The following are examples of how the overtime policy will be administered. In each example, all paid leave time—including vacation, personal, and sick leave—is counted as hours worked in determining whether the forty (40) hour overtime threshold has been exceeded, and overtime is paid in fifteen (15) minute increments at one and one-half (1 ½) times the regular rate:

- a) If an employee works thirty-nine (39) hours from Monday to Thursday, then takes an eight (8) hour vacation day on Friday, his or her thirty-nine (39) worked hours and eight (8) hours of vacation total forty-seven (47) hours, all of which count toward the overtime threshold. The employee will be paid forty (40) hours at his straight-time rate and seven (7) hours at one and one-half (1 ½) times the employee's regular rate.

Example	<i>Overtime with a Vacation Day</i>							
Days of Week	Sun	Mon	Tues	Wed	Thurs.	Fri	Sat	Total Hours
Hours Worked		10	10	10	9			39
Benefit Time						8		8
Total Hours Paid								47
Hours Paid ST								40 ST
Hours Paid OT								7 OT

- b) An employee works sixteen (16) regular hours Monday and Tuesday, then has Wednesday through Friday scheduled as vacation, but is called out on Thursday evening and works seven (7) hours. The employee's sixteen (16) worked hours and twenty-four (24) hours of scheduled vacation (Wednesday through Friday) equal forty (40) hours; the seven (7) call-out hours worked Thursday evening are therefore paid as overtime. The employee will be paid forty (40) hours at his straight-time rate (including vacation) and seven (7) hours at one and one-half (1 ½) times his regular rate.

Example	<i>Overtime with a Vacation Day</i>							
Days of Week	Sun	Mon	Tues	Wed	Thurs.	Fri	Sat	Total Hours
Hours Worked		8	8		7			23
Benefit Time				8	8	8		24

Total Hours Paid								47
Hours Paid ST								40 ST
Hours Paid OT								7 OT

- c) An employee works a combined thirty-two (32) hours for Monday and Tuesday, but only works three (3) hours on Wednesday and uses personal time to leave for the remainder of the day (five (5) hours), then works a combined sixteen (16) hours on Thursday and Friday. The employee's fifty-one (51) worked hours and five (5) hours of personal time total fifty-six (56) hours. The employee will be paid forty (40) hours at his straight-time rate (including five (5) hours of personal time) and sixteen (16) hours at one and one-half (1 ½) times his regular rate.

Example	<i>Overtime with a Vacation Day</i>							
Days of Week	Sun	Mon	Tues	Wed	Thurs.	Fri	Sat	Total Hours
Hours Worked		16	16	3	8	8		51
Benefit Time				5				5
Total Hours Paid								56
Hours Paid ST								40 ST
Hours Paid OT								16 OT

Exempt employees are not eligible for overtime.

4.8 COMPENSATORY TIME OFF

Subject to departmental procedures and approval, a non-exempt employee may earn and take compensatory time off in lieu of overtime. Compensatory time off is allowed provided all of the following conditions are met:

- The employee receives one and one-half (1 ½) time for all hours over forty (40) hours worked in a work week.
- The employee agrees to compensatory time in lieu of overtime pay.
- The employee must request and be granted approval by his supervisor prior to taking compensatory time off. Compensatory time must be taken in minimum increments of one (1) hour.
- Employees may accumulate up to sixty (60) hours of compensatory time during a fiscal year.

- e) All compensatory time in excess of forty (40) hours must be taken or paid out prior to the end of each fiscal year.
- f) Employees shall be notified by the Department Head or his designee on a quarterly basis of the total number of compensatory hours accumulated.
- g) Payment of compensatory time will occur in January, April, July, and October by check separate from employee's regular payroll check.
- h) Payment of compensatory time will be at the employee's current rate of pay.
- i) Upon termination of employment the employee shall be paid out any unused compensatory time.

Exempt employees are not eligible for compensatory time.

4.9 REQUIRED OVERTIME

Each Department Head shall have the right to require overtime work. Overtime is considered a condition of employment, and refusal to accept it when reasonable notice has been given is cause for discipline, up to and including termination. At the Department Head's discretion and with the consent of the Personnel Officer, an employee's work schedule may be adjusted during a workweek to avoid overtime. Employees may not refuse overtime assignments. All overtime must be authorized in advance by Department Heads or by a designated supervisor. Employees are expected to respond to a call-out during an emergency or when overtime is assigned.

4.10 CALL BACK

A call back is defined as an official assignment of work which does not continuously follow an employee's regularly scheduled working hours. Employees reporting back to a work station, at a specific time, shall be compensated according to the relevant collective bargaining agreement.

4.11 POSITIONS INELIGIBLE FOR OVERTIME COMPENSATION

Positions that are classified as exempt, having fulfilled the FLSA Salaried Basis and Job Duties Tests, are ineligible for overtime compensation.

4.12 POLICY ON EXEMPT PAY

In accordance with FLSA regulations, exempt employees who are required to be paid on a salary basis may not have their pay reduced for variations in the quantity or quality of work performed, except for those situations identified in

Section 4.13 Deductions from Exempt Employee Pay and certain deductions as specified below.

Exempt employees normally must receive their full salary for any week in which they perform any work, without regard to the number of days or hours worked. However, exempt employees need not be paid for any workweek in which they perform no work at all for the City. Time off using benefit time will be compensated as such.

Deductions from pay cannot be made as a result of absences due to the circumstances listed below. Such improper pay deductions are prohibited by the City.

- a) Jury duty.
- b) Attendance as a witness.
- c) Temporary military leave.
- d) Absences caused by the City.
- e) Partial day amounts other than those specifically discussed below.

This provision covers exempt employees who are subpoenaed to jury duty or to testify in court in performance of a civic duty. Time that an employee spends in a court as a party in his own case would not be covered and would be treated like leave for personal reasons.

4.13 DEDUCTIONS FROM EXEMPT EMPLOYEE PAY

The few exceptions to the requirement to pay exempt employees on a salary basis are listed below. In these cases, deductions may be permissible as long as they are consistent with other City policies and practices.

- a) Absences of one (1) or more full days for personal reasons other than sickness or disability (partial days must be paid). Such situations may occur when an employee has exhausted all applicable paid leave.
- b) Absences of one (1) or more full days due to sickness or disability. This exception can apply when the employee is not yet eligible for sickness/disability pay or has exhausted the paid leave benefits the City provides.
- c) Fees received by the employee for jury or witness duty or military leave may be applied to offset the pay otherwise due to the employee for the week.

- d) Penalties imposed by infractions of safety rules of major significance. (Note: a deduction from pay as a penalty for violations of major safety rules can be made in any amount.)
- e) Unpaid disciplinary suspensions of one (1) or more full days in accordance with the City's disciplinary policy. Such "workplace conduct" violations should be of a serious nature, and does not apply to discipline for performance or attendance issues.
- f) Deductions for the first and last week of employment, when only part of the week is worked by the employee, as long as this practice is consistently applied to all exempt employees in the same circumstances.
- g) Deductions for unpaid leave taken in accordance with legitimate absence under the Family Medical Leave Act (FMLA).

4.14 TAXATION OF CLOTHING ALLOWANCES AND CLOTHING STIPENDS

The City follows IRS Publication 15-B for all taxable benefits. Employees who receive benefits will be taxed according to IRS Publication 15-B for all taxable benefits. Examples include, but are not limited to, clothing allowances made on behalf of the City for City employees and clothing stipends paid. The respective employee will be taxed through payroll when the taxable benefit occurs.

SECTION 5 EMPLOYEE CONDUCT

5.1 ETHICS POLICY

Various laws regulate the conduct of City employees including Illinois Public Act (5 ILCS 430 "State Officials and Employee Ethics Act") and City Ordinance No. 1004 as amended. Employees are expected to exercise ethical conduct and behaviors as outlined in these laws and the Employee Handbook.

5.2 CODE OF CONDUCT

It is the policy of the City of Crest Hill to conduct its business activities and transactions with the highest level of integrity and ethical standards and in accordance with applicable laws and regulations. All employees must conduct themselves accordingly and seek to avoid even the appearance of improper behavior. Employees are expected to treat their co-workers as well as residents, vendors, and visitors with respect and dignity.

Certain actions are inappropriate in the work setting. Listed below are some of the behaviors that are not appropriate. This is by no means an all-inclusive list. This list is illustrative rather than exhaustive and management reserves the right to decide upon appropriate disciplinary action for breaches of conduct. Violation of these standards will result in disciplinary action up to and including termination of employment.

- Activities prohibited by State and Federal statutes or City Ordinances.
- Failure to meet prescribed standards of work.
- Unapproved absenteeism or tardiness.
- Threatening, intimidating, or coercing another employee or member of the public.
- Willful destruction or damage to City property or the property of a fellow employee.
- Dishonesty, including falsification of City records.
- Insubordination or refusal to follow a direct lawful order.
- Sleeping during work hours (except during sleeping time for employees on a 24-hour shift) or leaving work without permission.

- Theft or unauthorized possession, use or removal of City property, the property of a fellow employee, or resident's property, whether on or off duty and regardless of value.
- Acceptance of any consideration from a third party intended to inappropriately influence the employee in the performance of his duties.
- Use of official position for personal advantage.
- Possession, use, or distribution of alcohol or drugs on City property or during working hours.
- Possession or use of illegal substances at any time, whether on or off City property.
- Reporting to work or working under the influence of alcohol or drugs or any other violation of the City's Substance Abuse Policy.
- Driving a City vehicle under the influence of drugs or alcohol.
- Violation of City safety rules or policies.
- Being found guilty of a crime that brings discredit to the City or hinders the employee's ability to satisfactorily perform the essential duties and functions of his position.
- Gambling on City property.
- Claiming sick or other leave under false pretenses.
- Overstaying scheduled rest or lunch periods or taking excessive breaks.
- Failing to maintain satisfactory or proper standards of dress, grooming, and cleanliness.
- Use of foul or inappropriate language toward any employee or the public.
- Discussion of confidential City business with unauthorized persons.
- Misuse or illegal use of City telephones, computer privileges, or equipment.
- Sexually or otherwise harassing another employee or member of the public.

- Discriminating against another employee or member of the public on the basis of a Protected Category.
- Being in unauthorized areas of City facilities.
- Refusal to cooperate in an officially sanctioned investigation.
- Violation of the Clocking In and Out Procedures set forth in Section 4.6 of the Employee Handbook.
- Violation of any City policy or procedure, including those set forth in the Employee Handbook.

Employees have a duty to report behavior, misconduct, or activity that may be inconsistent with policies outlined in the Employee Handbook, illegal, or perceived to be inconsistent or illegal to their supervisors, Department Head, Personnel Officer, or City Administrator. Employees should exercise good judgement in determining to whom misconduct should be reported based on the perceived seriousness of the alleged behavior, misconduct, or activity. Additionally, employees have a duty to cooperate and comply with internal and external investigations regarding any violations of City policy or the Employee Handbook.

5.3 ANTI-BULLYING

The City of Crest Hill promotes a healthy workplace culture where all employees are able to work in an environment free of bullying behavior. Bullying, like other disruptive or violent behaviors, is conduct that disrupts both an employee's ability to positively contribute to the organization on a day-to-day basis and the organization's ability to successfully run its business. Workplace bullying is unacceptable and will not be tolerated under any circumstances. The City will not knowingly permit retaliation or reprisal towards an employee who has reported bullying.

Bullying is conduct that meets all three of the following criteria:

1. Is directed at one or more employees;
2. Substantially interferes with work/prevents work from being accomplished; and
3. Adversely affects the ability of an employee to contribute in a positive manner in the workplace by placing the employee in reasonable fear of physical harm and/or by causing emotional distress.

Bullying may be intentional or unintentional. Where an allegation of bullying is made, the intention of the alleged bully is irrelevant, and will not be given consideration when determining discipline.

All City employees are responsible to help ensure the City is a bullying-free workplace. Any employee who feels they have experienced or witnessed bullying should immediately notify the Personnel Director before the conduct becomes severe or pervasive.

All complaints of bullying will be investigated promptly and thoroughly. To the fullest extent practicable, the City will keep complaints and the terms of their resolution confidential. If the investigation confirms that bullying has occurred, the City will take corrective action, up to and including termination of employment.

To the extent an individual feels he/she is experiencing bullying, he/she should advise the offender that his or her behavior is unwelcome and request that such behavior stop immediately.

5.4 HARASSMENT, DISCRIMINATION, RETALIATION PREVENTION POLICY

The City of Crest Hill prohibits harassment, discrimination, or retaliation against claims of such in its entirety. All employees, volunteers, job applicants, elected officials, and third parties (including but not limited to citizens, vendors, visitors, and contractors) are expected to abide by this policy. This policy serves to ensure a workplace free of harassment, discrimination, and retaliation based on protected characteristics or perceived membership in a protected class including: race, color, national origin, ancestry, disability, religion, age, gender/sex, pregnancy, sexual orientation, veteran or military status, order of protection status, marital status, genetic information, and any other characteristic protected by applicable Federal, State, and local laws to provide for the prompt, thorough, and effective investigation of harassment, discrimination, and retaliation reports, as well as provide a process for eliminating all such conduct.

A violation of this policy may not necessarily violate the law. The City will not tolerate any conduct inconsistent with this policy and will enforce this policy regardless of whether the conduct itself constitutes a violation of applicable law.

Prohibited Conduct

Harassment, discrimination, and retaliation of, or against, any employee, co-worker, elected official, volunteer, or third party has no place in the work environment and will not be tolerated. The Illinois Human Rights Act defines a "working environment" not limited to the physical location where an employee works. Accordingly, the City does not authorize and will not tolerate any form of

harassment, discrimination, or retaliation by employees, volunteers, elected officials, or third parties including but not limited to citizens, vendors, visitors, and contractors.

Prohibited conduct includes, but is not limited to, verbal, physical, or visual comments of a derogatory nature and based on protected characteristics or perceived membership in a protected class including: race, color, national origin, ancestry, disability, religion, age, gender/sex, pregnancy, sexual orientation, veteran or military status, order of protection status, marital status, genetic information, and any other characteristic protected by applicable Federal, State, and local laws. Examples of prohibited conduct include, but are not limited to:

- a) Verbal Conduct such as epithets, derogatory jokes, innuendos or comments, stereotyping, and slurs based on protected characteristics or perceived membership in a protected class, as well as unwanted sexual advances, stereotyping, invitations, or comments;
- b) Visual Conduct such as derogatory posters, photography, cartoons, calendars, emails, text messages, magazines, music, drawings, sexually explicit materials, graffiti, computer internet sites, or gestures based on protected characteristics or perceived membership in a protected class;
- c) Physical or Other Conduct such as unwanted touching or physical contact, assault, suggestive looks, leering, threats, blocking normal movement, interfering with work, or assigning undesirable work to create adverse working conditions for an individual because of that person's protected characteristics or perceived membership in a protected class; and
- d) Retaliation such as threats, discipline, or any other adverse action taken against any person who reported or stated an intent to report conduct inconsistent with this policy, witnessed any such conduct, or participated in any investigation of such conduct.

Definition and Prohibition of Sexual Harassment

Sexual harassment is a form of sex discrimination that violates Title VII of the Civil Rights Act of 1964. It is the unlawful harassment of employees, volunteers, job applicants, elected officials, and third parties (including but not limited to citizens, vendors, visitors, and contractors) on account of that person's sex. Sexual harassment includes any unwelcome or unwanted sexual advances; requests for sexual favors; or other verbal, physical, or visual conduct based on sex or gender or that is otherwise of a sexual nature when (1) submission to the conduct is an explicit or implicit term or condition of employment, (2) submission to or rejection of the conduct is used as the basis for an employment decision affecting the individual, or (3) the conduct has the purpose or effect of

unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.

Harassment also includes offensive conduct regarding a person's sex. Both the victim and the harasser can be either a woman or a man, and the victim and harasser can be members of the same sex. The harasser can be the victim's supervisor, a supervisor in another area, a subordinate, a co-worker, a contractor, a citizen, an elected official, or someone who is not an employee of the City of Crest Hill. The victim does not have to be the person harassed and could be anyone affected by the offensive conduct.

Harassment based on sex/gender is prohibited regardless of whether it rises to the level of a legal violation. The following conduct represents some, but not all, of the acts that are in violation of this policy:

- a) Verbal Conduct such as epithets, derogatory jokes, innuendos or comments, slurs, or unwanted sexual advances, stereotyping, invitations or comments;
- b) Visual Conduct such as derogatory posters, photography, cartoons, calendars, emails, text messages, magazines, music, drawings, sexually explicit materials, graffiti, computer internet sites or gestures based on protected characteristics;
- c) Physical Conduct such as assault, suggestive looks, leering, threats, unwanted touching or physical contact, blocking normal movement, or interfering with work because of any protected characteristics;
- d) Threats and Demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss, and offers of employment benefits in return for sexual conduct; and
- e) Retaliation such as threats, discipline, or other adverse action taken against any person who reported or stated an intent to report conduct inconsistent with this policy, witnessed such conduct, or participated in any investigation of such conduct.

The City of Crest Hill prohibits sexual harassment, discrimination based on sex or gender, and/or retaliation against claims of such in its entirety. All employees, volunteers, job applicants, elected officials, and third parties including but not limited to citizens, vendors, visitors, and contractors are expected to abide by this policy. Any behavior or conduct that could reasonably be interpreted as prohibited under this policy has no place in the workplace. Employees are encouraged to inform others in the workplace when their behavior is unwelcome,

offensive, inappropriate, or in poor taste. Employees are expected to come forward promptly and report any violations of this policy.

Reporting Procedures

The City does not tolerate harassment, discrimination, and retaliation. If an employee has reason to believe that he/she has experienced conduct inconsistent with this policy, witnessed such conduct, or knows of any employee who has been subjected to such conduct, he/she has a duty to promptly report it, either verbally or in writing, to any of the following designated individuals: The Personnel Officer, any supervisor, any Department Head, or the City Administrator. These are the only designated individuals authorized by this policy to receive and act upon complaints on behalf of the City.

If the person believed to be engaging in the conduct inconsistent with this policy is a member of the designated list, the employee may go to any other individual designated above.

Department Heads and supervisors must promptly report conduct inconsistent with this policy to the Personnel Officer. Department Heads and supervisors have an affirmative obligation to report any of the following:

- a) Any violation of this policy;
- b) Any suspected violation of this policy; and
- c) Any information or complaint of any type harassment even if the activity does not appear, on its face, to be a violation.

To the extent an individual feels he/she is experiencing conduct inconsistent with this policy, he/she should ask the person whose conduct is inconsistent with this policy to stop the behavior.

Whistleblower Protection

Similar to the prohibition against retaliation contained herein, the State Officials and Employees Ethics Act (5 ILCS 430/15-10) provides whistleblower protection from any retaliatory action (such as reprimand, discharge, suspension, demotion, denial of promotion, or transfer) that occurs in retaliation against an employee who does any of the following:

- 1. Discloses or threatens to disclose any activity, policy, or practice of any person subject to this policy that the employee reasonably believes is in violation of any law, rule, regulation, or this policy;

2. Provides information to or testifies before any public body conducting an investigation, hearing, or inquiry into any violation of a law, rule, regulation, or this policy; or
3. Assists or participates in any proceeding to enforce the provisions of the State Officials and Employees Ethics Act.

Pursuant to the Whistleblower Act (740 ILCS 174/15(a)), this City may not retaliate against any employee who discloses information in a court, an administrative hearing, or before a legislative commission or committee, or in any other proceeding, where the employee has reasonable cause to believe that the information disclosed demonstrates the existence of a violation of any State or federal law, rule, or regulation. In addition, the City may not retaliate against any employee that discloses information to any government or law enforcement agency, where the employee has reasonable cause to believe that the information disclosed demonstrates a violation of any State or federal law, rule, or regulation. (740 ILCS 174/15(b)).

According to the Illinois Human Rights Act (775 ILCS 5/6-101), it is a civil rights violation for a person (or for two or more people, conspiring together), to retaliate against any person because he/she has opposed that which he/she reasonably and in good faith believes to be sexual harassment in employment, because he/she has made a charge, filed a complaint, testified, assisted, or participated in an investigation, proceeding, or hearing under the Illinois Human Rights Act.

An employee who is suddenly transferred to a lower paying job or passed over for a promotion after filing a complaint with IDHR or EEOC, may file a retaliation charge with the appropriate body.

Confidentiality

The City will, to the extent feasible and appropriate under the circumstances, maintain the confidentiality of all parties to any harassment reports and/or complaints, and shall only involve other individuals on a need-to-know basis.

Discipline and Consequences

If the City determines any conduct inconsistent with this policy has occurred, prompt effective corrective action will be taken in accordance with the circumstances involved. Anyone, regardless of position or title, who has engaged in conduct that is inconsistent with this policy, will be subject to discipline, up to and including immediate termination of employment. Violation of this policy, if substantiated, may result in termination on the first offense. All employees are expected to cooperate in investigations of complaints.

Additionally, anyone who knowingly or intentionally makes a false report of sexual harassment, if substantiated, will be subject to discipline, up to and including immediate termination of employment. False claims of sexual harassment are considered to be equally egregious in nature and may also result in termination on the first offense.

Any disciplinary action taken against any person for knowingly or intentionally making a false report of sexual harassment shall be in addition to any and all other civil and criminal remedies and penalties that are legally available to the City and to any falsely-accused person or persons.

Retaliation is Strictly Prohibited

Retaliation is strictly prohibited. Retaliation can be, but is not limited to, actions (such as verbal or physical threats) made or taken against any person who reported or stated an intent to report conduct inconsistent with this policy, witnessed such conduct, or participated in an investigation of such conduct. The City prohibits any retaliation or reprisal against any person who makes or assists with the making of any complaint pursuant to this policy, or who pursues any such claim, or who cooperates in any investigation of such claim or claims.

If an employee has reason to believe that he/she has experienced retaliation or witnessed such conduct or knows of any employee who has been subjected to such conduct he/she should promptly report it, verbally or in writing, to any of the following designated individuals: the Personnel Officer, any supervisor, Department Head, or the City Administrator. These are the only designated individuals authorized by this policy to receive and act upon complaints on behalf of the City.

If the person believed to be engaging in the conduct inconsistent with this policy is a member of the designated list, the employee may go to any other individual designated above.

Department Heads and supervisors must promptly report conduct inconsistent with this policy to the Personnel Officer.

Other Information

The City is committed to an environment free from harassment, discrimination and retaliation and to preventing and quickly correcting conduct inconsistent with this policy.

All employees have a duty and responsibility to conduct themselves appropriately and in compliance with this policy.

External Procedures for Filing a Complaint of Harassment or Discrimination

The City hopes that any incident of harassment, discrimination or retaliation can be resolved through the internal process outlined above. All employees, however, have the right to file formal charges with the Illinois Department of Human Rights (IDHR) and/or the United States Equal Employment Opportunity Commission (EEOC). A charge with IDHR must be filed within 2 years of the incident. A charge with the EEOC must be filed within 300 days of the incident.

The IDHR may be contacted as follows:

CHICAGO (312) 814-6200 TTY (866) 740-3953

The EEOC can be contacted as follows:

CHICAGO (312) 872-9744 TTY (800) 669-6820

5.5 PROGRESSIVE DISCIPLINE

Reasonable work rules of conduct, safety, courtesy, respect, and common sense, generally result in a more harmonious and enjoyable work atmosphere. In order to maintain a safe, efficient and harmonious organization, the guidelines listed below have been established for City employees. The progressive discipline process encourages employees to become more productive workers and adapt their behavior to the City's standards and expectations.

The City's progressive discipline policy in no way limits or alters the at-will employment relationship. Union employees may be subject to additional guidelines regarding disciplinary action.

Progressive Discipline Procedures

The City has established a Code of Conduct to govern the conduct of its employees. Disciplinary outcomes may vary depending upon the particular situation. Each case will be evaluated on its own merits with due consideration as to the nature of the offense, the cause, the background, likelihood of repetition and the attitude of the offender. In addition, the employee's work history, including performance reviews, previous disciplinary record, and length of service may be taken into consideration, as well as other relevant factors, in determining the level of discipline to be imposed.

The City reserves the right to determine the appropriate level of discipline for any inappropriate conduct, including but not limited to verbal and written warnings, suspension with or without pay, demotion and termination. Violations of work rules, instances of unacceptable behavior or misconduct, or continued poor performance will be subject to progressive discipline. This means that employees will be assessed penalties that become increasingly severe each time an offense is reported or a performance improvement is not forthcoming.

Repeated infractions or infractions of a more serious nature will result in a demotion, suspension or termination. Some types of misconduct are so egregious that they may be punished by suspension or termination at the first occurrence.

Types of Disciplinary Action

In general, when an employee fails to abide by the rules and regulations set forth in the Employee Handbook, does not abide by departmental regulations, or is in violation of other expectations, the employee may be subject to progressive discipline, subject to any collective bargaining agreements. This process typically follows the following steps:

1. **Verbal Warning:** A verbal warning may be issued to an employee prior to the issuance of a written warning at the supervisor's discretion. Verbal warnings will be placed in the employee's personnel file and may be used as support for further disciplinary action.
2. **Written Warning:** A written warning may be issued for behavior or violations which a supervisor considers serious or where a verbal warning has not helped to change unacceptable behavior. All written warnings will be placed in the employee's personnel file and a copy of the written warning will be given to the employee and signed by that employee, acknowledging receipt of the warning. An employee's refusal to sign the written warning does not preclude placement in the employee's file.
3. **Suspension:** An employee may be suspended with or without pay for up to thirty (30) days subject to FLSA limitations. A Department Head shall file a written report with the Personnel Officer on the cause for suspension of an employee prior to the effective date of such suspension. An employee shall be given a written notice of suspension.
4. **Demotion:** A demotion is a change in employment status from a position in one classification to a position in a lower classification involving a decrease in responsibility and a lower maximum pay rate. Demotions are typically disciplinary or performance related, but can also be the result of a reorganization and subsequent elimination of the existing position, or an employee voluntarily vacating his present position and moving to an existing or new position at a lower pay grade.
5. **Termination:** An employee may be terminated for a major conduct violation, repetition of minor conduct violations, or for work performance falling below the established standards. Before any action is taken to terminate an employee, the employee's Department Head must file a written report and request a review by the Personnel Officer. Department

Heads may be terminated by the City Administrator, with the concurrence of the Mayor.

6. Rehire: It is the policy of the City not to rehire a former employee who was terminated for policy violations, poor work performance, or resigned while charges were pending.

Suspension Pending Investigation

Employees who allegedly commit acts of violence or other egregious misconduct or serious safety violations can be suspended immediately, and ordered from City property or work site. Pending an investigation and review, this suspension may be without pay. Employees who are cleared of charges pending against them will be reinstated with full back pay and no loss of benefits or seniority. Employees whose charges are upheld against them will be subject to discipline, up to and including termination.

Suspension without Pay for Exempt Employees

Suspensions without pay for exempt employees generally must be in increments of one week. Two circumstances exist in which exception to this policy is appropriate:

1. Violations of safety rules of major significance.
2. Penalties for infractions of workplace conduct.

A deduction in pay as a penalty for violations of safety rules of major significance can be made in any amount. Penalties for infractions of workplace conduct rules may be in one (1) or more full days for exempt employees. Such "workplace conduct" violations should be of a serious nature and does not apply to discipline for performance or attendance issues. Workplace conduct infractions may include but are not limited to sexual harassment, violence, drug or alcohol policy violations, or violations of State or Federal laws.

Employee Benefits During Suspension

The City will continue to pay its portion of the employee's medical and dental premium costs while an employee is suspended without pay for up to thirty (30) days. The employee must abide by the terms and conditions of the insurance benefits in order to maintain coverage during such periods, including making arrangements to pay the employee's portion of the premium cost. Employees will not accrue benefit time or service credit while on an unpaid suspension.

Appeals

A regular employee (not including probationary, seasonal or temporary employees) who has been disciplined and considers himself aggrieved may file a grievance in accordance with Appeal/Grievance section of the Employee Handbook.

5.6 APPEAL/GRIEVANCE PROCEDURES

It is the City's policy to provide employees with an avenue to address problems when they believe the City has violated, misinterpreted or misapplied any of the provisions in the Employee Handbook. However, the policy itself cannot be the subject of a grievance. A "grievance" is defined as a dispute or difference of opinion raised by any employee who is not covered by a collective bargaining agreement with the City. Except as noted below and elsewhere in the Employee Handbook an aggrieved employee shall have the right to file an appeal on his behalf.

The exclusive remedy for those employees who are covered by a collective bargaining agreement is their collective bargaining agreement. As such, the grievance procedure outlined here is not intended to apply in situations where a collective bargaining agreement governs. Rather, this procedure is applicable to employees who are not covered by a collective bargaining agreement, or in situations that are not addressed in a collective bargaining agreement, or the Rules and Regulations of the Civil Service Commission.

Appeal Process

Appeals of a termination or disciplinary action may be made by applying in writing within five (5) working days to the Personnel Officer. The Personnel Officer shall hold a hearing within five (5) working days or a mutually agreeable time after such request for appeal has been made by the employee. The hearing will be of an informal nature with the employee, the Department Head, and/or City Administrator present. The Personnel Officer shall render his decision within ten (10) working days after the hearing. The Personnel Officer may uphold, increase or reduce the severity of punishment should this, in his judgment, be warranted.

Any appeal of the Personnel Officer's decision shall be in the form of a request for reconsideration addressed to the City Administrator within five (5) working days of this decision. The City Administrator shall respond to such request within five (5) working days. The City Administrator's decision shall remain final.

5.7 CONFIDENTIALITY POLICY

The public, employees, and other parties with whom the City does business entrust the City with important information relating to their businesses and

personal situations. It is the City's policy that all information considered confidential will not be disclosed to external parties except as pursuant to judicial proceedings, legal requirements, or the Illinois Freedom of Information Act (FOIA). Employees must not release or share confidential information that may be subject to Federal and State laws, such as the Health Insurance Portability and Accountability Act (HIPAA) and the State of Illinois Identity Protection Act that protects the usage of Social Security numbers.

This policy is intended to alert employees to the need for discretion at all times and is not intended to inhibit normal business communications. All inquiries from the media must be referred to the employee's Department Head. If there is a question of whether certain information is considered confidential, the employee should first check with his immediate supervisor. Questions related to the FOIA should be addressed to the City's FOIA officer(s).

Employees who attend closed session meetings of the City Council must maintain the confidentiality of all closed-session information and may not disclose such information to anyone outside the closed-session meeting or beyond those elected officials and staff included in confidential communications, including attorney-client communications.

5.8 POLITICAL ACTIVITY

In accordance with the State and Federal constitutions and with 65 ILCS 5/10-1-27.1, City employees have a right to engage in political activity through voluntary political contributions or voluntary political activities. However, employees may not participate in political activities while at work or on duty. This includes the display of political paraphernalia, merchandise, clothing, buttons etc. in the workplace and/or on the employee. Additionally, no employee may use or threaten to use the influence of their position to coerce or to persuade any person to follow any course of political action or to contribute or lend anything of value to a political organization or candidate for political office.

5.9 OUTSIDE EMPLOYMENT

Outside employment in addition to City employment is permitted if it does not interfere with the employee's performance, cause a conflict of interest or appearance of impropriety with his City duties and responsibilities, or reflect adversely upon the City. Employees will not be permitted to engage in outside work that involves the use or sale of information related to City operations. Employees shall inform their Department Head, in writing, of any outside employment. A copy of such notice will be placed in the employee's personnel file with the Department Head's signature acknowledging notification and consent to supplemental employment. No City vehicles, equipment, facilities or, in cases of "uniformed" employees, uniforms shall be worn and used during such

outside employment except as approved by the appropriate Department Head. In no event shall supplemental employment be permitted during the employee's regularly assigned working hours for the City or while on duty. This procedure is applicable to employees who are not covered by a collective bargaining agreement. The policy for outside employment for employees covered by a collective bargaining agreement shall be defined in the terms of the respective contract.

5.10 ATTENDANCE & PUNCTUALITY

To maintain a safe and productive work environment, the City expects employees to be reliable and punctual in reporting for scheduled work. Absenteeism and tardiness place a burden on other employees and on the City. In instances when employees cannot avoid being late to work or are unable to work as scheduled, they should notify their supervisor as soon as possible in advance of the anticipated tardiness or absence. Poor attendance and excessive tardiness are disruptive and violations of City policy. Either may lead to disciplinary action, up to and including termination.

5.11 WAGE ATTACHMENTS

The City does not want to become involved in employees' personal finances and believes it is the employees' responsibility to avoid collections by creditors. The City must comply with any court ordered wage deduction. In the event the City receives a garnishment notice from more than one source, the monies will be paid (to the extent they are available) to each of the creditors in the order in which notification was received and in accordance with law.

5.12 ACCEPTANCE OF GIFTS

The City of Crest Hill as a governmental entity will comply with all provisions of the State "Gift Ban Act". In compliance with the Act, the City adopted Ordinance No. 1095.

No employee of the City of Crest Hill shall receive any gift, fee, meal, tip or favor of any kind, or promise of future employment for the performance of his duties or the supervision of others based upon any mutual understanding, explicit or implied, that the official actions, decisions or judgments of such employee would be influenced thereby. "Gift" means any gratuity, discount, entertainment, hospitality, loan, or other tangible or intangible item having monetary value including, but not limited to, cash, food and drink, and honoraria for speaking engagements related to or attributable to government employees.

Employees who are offered gifts or gratuities should either refuse them as courteously as possible or donate them as allowed in the "Gift Ban Act". Items in the category of advertising novelties (i.e. pencils, calendars, coffee mugs)

having wide distribution or of a nominal value may be retained by employees. Under no circumstances shall any cash or cash equivalents such as checks or gift cards be accepted.

This policy should not be construed to preclude attendance by employees at business or social functions as guests of another individual, so long as the costs are reasonable for the type of function attended pursuant to the State "Gift Ban Act".

SECTION 6 EMPLOYEE PERFORMANCE

6.1 PERFORMANCE REVIEW

The performance of all regular full-time and regular part-time employees shall be evaluated not less than one time per year, or as often as there are alterations in employment status, salary increase (other than cost of living), promotion, demotion, transfer, termination, or any other change in reporting status, in accordance with performance review factors as established by the City. Each department may utilize interim reviews, depending on departmental needs, provided the standard process is utilized as outlined in Section 16. However, only annual or status change reviews will be used for salary and/or merit consideration purposes.

6.2 INTERIM PERFORMANCE REVIEWS

There may be circumstances where a supervisor conducts an interim performance review due to a decline in an employee's performance into a "needs improvement" level in an effort to document the counseling interaction with the employee. Based on this interaction the employee will be expected to take corrective actions prior to the next regularly scheduled formal review or interim review.

6.3 SUBSTANDARD PERFORMANCE ON ANNUAL REVIEW

Employees performing at a "Needs Improvement" level at their annual review will not receive an increase for that year. Employees determined to have performed "Needs Improvement" ratings on their annual review will either be assigned to a six (6) month evaluation period consisting of two (2) interim three (3) month interval reviews or will be terminated, depending on the severity of the "Needs Improvement" performance, and/or prior interim review attempts to improve performance. If performance is not raised to a "Consistently Meets Expectations" levels upon the completion of the evaluation period, the employee may be disciplined, up to and including termination.

6.4 PERFORMANCE IMPROVEMENT PLAN

When an employee's performance is determined to be "Needs Improvement," a written Performance Improvement Plan (PIP) may be completed by the supervisor and submitted with the employee's Performance Review. The purposes of the Performance Improvement Plan (PIP) are to document the specific job-related functions or areas the employee needs to improve on, indicate specific milestones that will be used to measure the employee's progress in those areas, and establish a time frame for achieving each listed goal. The completed Performance Improvement Plan (PIP) shall be discussed by the

supervisor with the employee and reviewed by Human Resources and both the employee and supervisor shall sign and date it. The employee will be given a copy, and the original will be placed in the employee's personnel file. The PIP process is outlined in Section 16 and the creation of such a plan must follow the standards outlined.

SECTION 7

INSURANCE & OTHER EMPLOYEE BENEFITS

7.1 INSURANCE COVERAGES

The City provides medical, dental, vision, and life insurance for all regular full-time employees and their dependents as prescribed within the terms and conditions of the health care contracts in effect. Employees enrolled in the City sponsored plan are eligible for coverage on the first day of hire. The percentage paid by the City and employees may change from time to time. Employees are required to provide proof of dependent eligibility at time of enrollment. Documentation may include birth and marriage certificates, court documents and other items deemed acceptable.

Group medical and dental insurance shall also be made available to eligible retired or disabled employees who select to continue this option, as required by the Illinois Pension Code, State insurance law, applicable collective bargaining agreements, and subject to other provisions of the Employee Handbook. Coverage available to eligible retired or disabled employees is that which they have elected on their last day of employment prior to the first day of their retirement or disability status. Retired or disabled employees are not permitted to elect to change policies and their coverage cannot increase. For example, a retired employee with single coverage cannot marry in retirement and then elect family coverage. However, an employee who retires with family coverage and then qualifies for single coverage through death of a spouse, divorce, etc. will be permitted to elect single coverage since he no longer qualifies for family or other coverage. The City also provides Workers' Compensation benefits pursuant to the State statutes and will provide any coverage required by State Unemployment Compensation laws.

The Employee Handbook does not change or otherwise interpret the terms of the official benefit plan documents. Employee rights can be determined only by referring to the full text of the official plan documents, which are available through the office of the Personnel Officer. To the extent that any of the information contained in the Employee Handbook is inconsistent with the official plan documents, the provisions of the official documents will govern in all cases.

7.2 PREMIUM PAYMENTS

The City may require employees to participate in the cost of group health, dental, vision and/or life insurance premiums, as it is determined from time to time.

7.3 QUALIFYING EVENTS

Within thirty (30) days of a qualifying event, employees or dependents must notify the Personnel Officer in writing of any change in status which may affect

the employee's or dependent's benefit plan coverage. Examples may include marriage, civil union, birth, adoption, or placement for adoption of a child, obtaining legal guardianship of a child; loss of eligibility for other coverage for the employee or dependent, termination of employer contributions toward the employee's or dependent's other coverage; divorce, legal separation, death or children reaching the limiting age. Failure to notify the Personnel Officer in writing on a timely basis of the qualifying event could result in the employee being responsible for the payment of the premiums or claims paid for an ineligible participant, or in denial of coverage by the insurance carrier or plan sponsor. Additionally, notification of a qualifying event must be proceeded with documentation that verifies dependent eligibility.

7.4 MARRIAGE AND INSURANCE BENEFITS

The Religious Freedom and Marriage Fairness Act (735 ILCS 5/1-101) provides same-sex and different-sex couples and their children equal access to the status, benefits, protections, rights, and responsibilities of civil marriage. In order to become eligible for applicable insurance benefits, employees who get married are required to complete a notarized affidavit or provide a copy of the marriage license certificate to the Personnel Officer within thirty (30) days of the event occurring.

7.5 COBRA (CONSOLIDATED OMNIBUS BUDGET RECONCILIATION ACT)

City sponsored group health insurance coverage for covered employees expires on the last day of employment, leave of absence, or other qualifying event. As described in greater detail in the City's COBRA notice provided to employees who are covered under group health insurance at the time of a qualifying event, employees, their spouses, and/or their dependents may continue health coverage, at their own expense, at the group rates, unless they are disqualified because of discharge for gross misconduct. Eligible employees may continue the health insurance coverage for up to eighteen (18) months or longer, based on COBRA regulations, from the date coverage would otherwise end. The spouse and dependent children of a City employee may continue coverage following the death, divorce or termination of the employee, in the event the employee becomes covered by Medicare, or following another qualifying event, for up to thirty-six (36) months from the date their coverage would otherwise end. Dependent children of the employee may also be eligible to continue coverage when they cease to be dependent children. Continuation of coverage ceases if certain specific events occur.

Employees or dependents must notify the Personnel Officer in writing within sixty (60) days after a qualifying event whether or not they wish to continue their health coverage. If an employee does not choose to continue their group health insurance, eligibility will end.

If an employee is a participant in the Illinois Municipal Retirement Fund (IMRF), and retires or becomes disabled, the employee may be able to continue his health insurance under the Municipal Employee's Continuance Privilege law (215 ILCS 5/367j).

7.6 ILLINOIS MUNICIPAL RETIREMENT FUND (IMRF)

The Illinois Municipal Retirement Fund provides employees of local governments in Illinois with a sound and efficient system for the payment of retirement, disability, and death benefits. Employees are required to participate in the IMRF if employed in an IMRF qualified position and meet the 1,000 annual hourly standard. Both the employee and the City contribute monies into the Fund.

Upon separation from employment, application may be made to IMRF for a refund of employee contributions if the employee has not yet qualified for retirement benefits. All employer contributions would be forfeited. Employees should note that applicable tax laws will apply to this refund.

If an individual becomes employed by another municipality or agency under IMRF, employee contributions are automatically transferred provided they were not previously refunded. However, employees may "buy back" earned credit that was previously refunded according to specific instructions provided by IMRF.

7.7 POLICE PENSION FUND

Sworn Police personnel participate in a pension fund for retirement, disability, and death benefits. The Police Pension Board manages the fund in accordance with the Illinois Compiled Statutes. The City contributes to the Fund based on an annual actuarial analysis while participating Police personnel contribute through payroll deductions. Information regarding application to participate in the fund, portability rights, disability requirements, qualifications for pension benefits, and the value of pension benefits is available from the Police Pension Board.

7.8 457 RETIREMENT PLAN

The Section 457 Deferred Compensation plan allows employees to elect how much salary they want to contribute and to direct the investment of their account so they can tailor their own retirement package to meet their individual needs.

Contributions to the 457 plan are automatically deducted from employees' paychecks before Federal and State tax withholdings are calculated, thereby saving tax dollars now by having the current taxable amount reduced. While the amounts deducted generally will be taxed when they are finally distributed, favorable tax rules typically apply to 457 distributions.

Complete details of the Section 457 are described in the materials provided to eligible employees. More information about employee benefit plans is available through the office of the Personnel Officer.

7.9 EMPLOYEE ASSISTANCE PROGRAM

The City of Crest Hill recognizes that from time to time employees and their dependents (including children up to age 26) may need a little help coping or figuring out what to do. The City provides an assistance program to help address life issues such as:

- a) Depression, grief, loss and emotional well-being
- b) Family, marital, and other relationship issues
- c) Life improvement, goal setting
- d) Addictions including drug and alcohol use
- e) Stress or anxiety at work or home

The Employee Assistance Program (EAP) is available to employees and their dependents 24 hours a day, 7 days a week, 365 days a year. Each employee is entitled to several sessions (per event) with a licensed counselor. There is no charge for these services and sessions are confidential. Employees can call 833.806.8722, visit <https://www.compsych.com/guidance-resources/> or download the "GuidanceNow" app. Employees are encouraged to speak with the Personnel Officer for more information.

Scan for more
resources



7.10 CREST HILL EMPLOYEE WELLNESS PROGRAM

The Crest Hill Employee Wellness Program (CHEW) exists to foster a workplace environment that promotes physical and mental wellbeing, encourages employee camaraderie, improves morale, and supports a healthy, balanced lifestyle.

The CHEW regularly provides programming, information, health screenings and benefits fairs to employees and their families to inform them of the benefits available to them through their employment with the City of Crest Hill and encourage wellness.

Employees who have insurance provided by the City are also eligible to participate in the wellness rewards program. This program aims at reducing health risk factors and rewards employees for engaging in wellness initiatives. Employees with insurance provided by their union should consult their union for additional benefits offered.

7.11 ILLINOIS TRANSPORTATION BENEFITS ACCOUNT

The City supports environmentally friendly commuting options and the well-being of our employees. In accordance with the Illinois Transportation Benefits Program Act (820 ILCS 63), the City offers employees access to a pre-tax Transportation Benefit Account to allow employees to set aside up to \$340 per month to pay for transit passes on regional providers such as Metra, Pace, and CTA. For more information, employees should contact Human Resources.

7.12 HEALTH INSURANCE OPT-OUT INCENTIVE

Contingent upon annual and budgetary approval of the City Council, the City may offer a Health Insurance Opt-Out Incentive to regular full-time employees, which provides an annual incentive payment to eligible employees who decline the City's health insurance plan and obtain health insurance coverage through another source, in accordance with the policy established by the City. Employees should speak with the Personnel Officer for more information.

SECTION 8 HOLIDAYS, VACATION & LEAVES OF ABSENCE

8.1 HOLIDAYS

The following shall be general holidays for City employees. These holidays are subject to change by action of the City Council. Only regular full-time employees shall be entitled to paid holidays. Regular part-time and temporary employees shall only receive pay if they are required to work on the holiday.

- New Year's Day
- Presidents' Day
- Good Friday
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Eve Day
- Christmas Day

Employees will be required to work their regular scheduled day before and after the holiday, unless other excused pay (jury, vacation, bereavement, personal, etc.) has been pre-approved, in order to receive holiday pay.

Generally, whenever any of the above holidays fall on a Saturday, the preceding Friday shall be observed as a holiday; and whenever any of the above holidays fall on a Sunday; the following Monday shall be observed as a holiday. Modifications to holiday observances for specific reasons may be made from time to time upon direction from the City Administrator with appropriate advance notice.

Work on Holidays

Hours worked by a non-exempt regular full-time employee during a regular shift on a paid holiday shall be computed at one and one half (1 ½) times the employee's regular hourly rate of pay.

8.2 VACATION

The City provides full-time regular employees with paid vacation time as an opportunity for rest, relaxation and recreation. The City believes that each employee should have time off from work each year and should be given maximum flexibility in scheduling vacation time, with consideration to the City's business needs.

Vacation is allocated on January 1 each year and the amount of time employees receive each year increases with the length of their employment as shown below. Supervisors start with fifteen (15) days and continue to accrue after six years of service. Days shall be prorated for the first year in which the employee is employed with the City.

Years of Service	Vacation
After one year of service	Ten (10) Days
After five years of service	Fifteen (15) Days
After six years of service	Sixteen (16) Days
After seven years of service	Seventeen (17) Days
After eight years of service	Eighteen (18) Days
After nine years of service	Nineteen (19) Days
After 10 years of service	Twenty (20) Days
After 15 years of service and thereafter	Twenty-five (25) Days
Part-Time and Seasonal Employees	One (1) Day

All vacation for non-exempt employees shall be scheduled with approval and consent of the Department Head. Scheduling preference shall be given to employees on a seniority basis.

All earned vacation time not used by the employee by the end of the calendar year shall be forfeited unless special dispensation is granted by the City Administrator. Vacation time is paid at the employee's base pay rate at the time of vacation and does not include overtime or any other special forms of compensation. In the event a holiday occurs during an employee's scheduled vacation period, time for such holiday shall not be charged as vacation time. Vacation allowance is not permitted to be paid in lieu of time off.

The City reserves the right to restrict the dates on which an employee may take vacation based on the City's and/or specific departments' needs. These may be known as "blackout periods" and will be established by the Personnel Officer and by the Department Head. Vacation is granted at the convenience of the City, but in all cases the City and its management will attempt to accommodate the needs of the employee. Employees are encouraged to schedule vacation so as not to be put in a position to forfeit vacation due to business restrictions or last minute business needs.

Upon termination of employment, the employee shall be paid for unused earned vacation time for that year.

8.3 PERSONAL DAYS

Regular full-time employees are eligible for twenty-four (24) hours of personal time per year. The twenty-four (24) hours are granted on January 1 each year subject to management or supervisory approval. Under no circumstances shall personal hours be carried forward to the next calendar year.

Persons who begin employment mid-year will be granted twenty-four hours of personal time that may be used following their first 30 days of employment. If an employee resigns or is terminated within his first 30 days, the employee is not entitled to compensation for this time.

Upon termination of employment, the employee shall be paid for unused earned personal days for that year.

8.4 SICK LEAVE

Sick leave hours shall be credited on the 1st of each month to all full-time regular employees at the rate of eight (8) hours per month. New full-time regular employees are issued 8 hours of sick leave beginning on the first of the month, following their first 30 days. Personal leave hours may be used in place of sick hours until accrued. Sick hours may be carried forward to the following year up to a maximum of one thousand one hundred twenty (1,120). Accrued sick leave will carry over if employees change positions within the City as long as there is no break in service longer than thirty (30) days.

In accordance with the Illinois Employee Sick Leave Act (820 ILCS 191/1) sick leave hours shall not be considered a privilege which an employee may use at his discretion but shall be allowed only in the case of:

- a) Necessity of actual sickness or disability of the employee.
- b) Because of illness or birth in his immediate family.
- c) To meet medical/dental appointments.
- d) To take physical examinations or other sickness prevention measures.

Sick leave hours shall be denied for all other reasons unless otherwise approved by the Department Head.

To receive compensation while absent on sick leave, the employee must notify his immediate supervisor within a reasonable time under the circumstances, but generally at least sixty (60) minutes before the employee's shift would begin. If sick leave notification is made via voicemail, the employee must include the date, time and reason for the sick leave absence.

Once an employee has exhausted his total sick time bank, the employee may use accumulated vacation time, personal days, or compensatory time.

Any employee who is absent from work for sickness three (3) or more consecutive days shall be required to provide a physician's certificate indicating the employee is able to resume normal work duties. Such physician certificate shall be obtained at the employee's expense. Employees who fail to produce a physician's certificate after being absent three (3) or more days shall not be permitted to return to work until the physician's certificate is obtained.

Excessive absenteeism is irregular attendance including, but not limited to the following:

1. Chronic absenteeism or pattern of excessive sick leave usage.
2. Continued pattern of sick leave use coinciding with vacation, holiday or regular time off.
3. Repeated failure to notify the supervisor of sick leave within sixty (60) minutes of the start time.
4. Supervisor continuously unable to contact employee while employee is using sick time.
5. Failure to provide physician's certificates when applicable.
6. Employee engaging in other employment while on sick leave.

When a Department Head has reason to believe that excessive absenteeism has occurred, the employee will be counseled and reminded of the burden absenteeism places on the department and fellow co-workers. Additionally, an employee who is absent from work for sickness immediately preceding or following a scheduled vacation or holiday may not be compensated for the absence if the supervisor has reason to believe the claim is false. Excessive absenteeism and illness related absences abutting paid time off shall be reflected in an employee's performance review and shall be the basis for disciplinary action up to and including termination. Falsely claiming sick leave or reporting sickness as an excuse for absence may be grounds for immediate termination.

Upon termination of employment, the employee forfeits his total accumulation of unused earned sick time.

8.5 JURY DUTY/CIVIL LEAVE

A regular full-time employee may be granted leave when summoned to appear as a witness before a court, grand jury, or other public body or commission, when not appearing as a regular part of their normal work duties. An employee may be granted Civil Leave to cover the time off.

A regular full-time employee may be granted leave with pay when required to be absent from work for jury duty. Any compensation received by the employee for such duty shall revert to the City during the time for which compensation was paid to the employee under this section. Documentation of serving jury duty must be provided by the employee to the employee's supervisor.

To be eligible for this benefit, the employee must notify his supervisor promptly upon receipt of a jury summons and provide a copy of the summons to his Department Head. The employee must provide a copy of the check(s) received. Pay will be computed at the employee's current hourly rate or salary in effect at the time of jury duty. The employee must maintain contact with his supervisor, the frequency of which is determined by the Department Head. Time spent on jury duty is not counted as hours worked for the purpose of computing overtime pay.

An employee's absence for jury duty is job protected and an employee may not be disciplined or discharged for absences due to jury duty. Any employee who is having any issues with regard to performance of jury duty service should report those concerns to the Personnel Officer.

8.6 EMERGENCY/BEREAVEMENT

A regular full-time employee may be granted up to three (3) paid days to attend to family emergencies or to attend the wake and/or funeral of an immediate family member. Immediate family members include spouse, domestic partner, mother, father, son, daughter, sister, brother, grandmother, grandfather, grandchild, mother-in-law, father-in-law, brother-in-law, sister-in-law, step-father, step-mother, step child, half-brother, half-sister, grandparents of employee's spouse or grandchildren, legal guardian or members of the employee's immediate household. One (1) paid day off may be granted to attend the funeral of an aunt or uncle. If more time is needed for long distance travel or to wrap up the decedent's affairs, additional paid or unpaid days may be granted upon submission of a written request, recommendation of the Department Head and approval by the Personnel Officer. Upon request documentation of death must be provided by the employee to the Personnel Officer.

The Illinois Child Bereavement Leave Act permits an employee with at least 1,250 hours of service during the prior 12 month period to a maximum of 2 weeks (10 work days) of unpaid bereavement time following the death of a child. Employees may be entitled to up to 6 weeks of bereavement time in the event of the death of more than one child during a twelve-month period. The leave must be completed within 60 days after the date employee receives notice of the death of the child. Employers are entitled to 48 hours of notice before the leave, unless it is not practicable. Employers may require documentation to verify the necessity of the leave. Child bereavement leave may not be taken in addition to unpaid leave permitted under the Family and Medical Leave Act, 29 U.S.C. 2601 et seq. (FMLA), and may not exceed unpaid leave time allowed under that law (FMLA).

In accordance with the Illinois Child Extended Bereavement Leave Act, full time employees are entitled to use a maximum of 6 weeks of unpaid leave if the employee experiences the loss of a child by suicide or homicide ("CEBLA Leave"). CEBLA Leave may be taken in a single continuous period or intermittently in increments of no less than 4 hours, but CEBLA leave must be completed within one year after the employee notifies the City of the loss. An employee may choose, but is not required, to substitute any paid leave time an employer provides for time taken for CEBLA Leave. Employees must provide reasonable advance notice of the employee's intention to take leave, unless providing such notice is not reasonable and practicable. The City may require employees to submit reasonable documentation supporting their leave. This policy does not create a right for an employee to take unpaid leave that exceeds the unpaid leave time allowed under, or is in addition to the unpaid leave time permitted by, the FMLA.

An employee who uses CEBLA Leave because of the death of child may not take leave under the Child Bereavement Leave Act because of the death of the same child.

8.7 LEAVES OF ABSENCE

At the City of Crest Hill, we realize there are times when family and medical issues necessitate employees to take time away from work. The City will provide employees with a leave based on their tenure with the City and their eligibility under the Family Medical Leave Act (FMLA) or related State laws. It is the intent of this policy to comply with applicable Federal and State laws. Details of the leave types may vary for employees represented by collective bargaining agreements or employment contracts. The City prohibits discrimination or retaliation against employees for requesting or taking a leave of absence.

Using a leave of absence for any purpose other than its intended purpose may result in corrective action up to and including termination. Moreover, accepting employment or becoming self-employed while on leave is not permitted. Anyone obtaining employment or becoming self-employed while on leave will automatically be considered to have voluntarily resigned from employment with the City.

Leave of absence requests will be considered for Family Medical Leave (FMLA), Personal Leave of Absence, Military Duty, VESSA Leave (Victims of Economic Security and Safety Act) and any other leaves of absence as dictated by applicable law. Where applicable, leaves will run concurrently.

8.8 FAMILY AND MEDICAL LEAVE ACT (FMLA)

Guidelines

Up to a total of twelve (12) weeks of unpaid job-protected leave during any rolling twelve (12) month period may be available for eligible qualifying events. Employees are not required to use FMLA leave in a block of twelve (12) weeks. Leave may be taken on an intermittent or reduced schedule basis if medically necessary.

All FMLA leave will count towards the FMLA leave entitlement even though employees may receive compensation such as paid time off, workers' compensation, short-term disability, or any other type of salary continuance during the FMLA leave.

Eligibility

City employees may be eligible for a leave of absence caused by certain family or medical reasons. To be eligible for such a leave, employees must have completed at least one (1) year of service and worked at least 1,250 hours during the twelve (12) months preceding the leave of absence. Time spent on paid or unpaid leave does not count as hours worked for purposes of determining the 1,250 hours eligibility requirement.

Qualifying Events

Under FMLA, employees may be eligible for a temporary unpaid leave of absence from work for one of the following Qualifying Events:

1. Medical: Due to an employee's own serious health condition;
2. Parental: Due to the birth of a child, or the adoption or foster care placement of a child, within twelve (12) months of birth or placement;

3. Family Care: To care for an employee's child, spouse or parent who suffers from a serious health condition;
4. Any qualifying exigency leave for families of members of the National Guard or Reserves or of a regular component of the Armed Forces when the covered military member is on covered active duty or called to covered active duty or;
5. Military caregiver leave to care for an injured or ill service member or veteran.

Definitions

12-month Period means a rolling twelve (12) month period measured backward from the date an employee uses any FMLA leave in the FMLA year.

Serious Health Condition means an illness, injury, impairment, or physical or mental condition that involves either:

1. Inpatient care – (i.e., an overnight stay) in a hospital, hospice, or residential medical-care facility, including any period of incapacity (i.e., inability to work or perform other regular daily activities); or
2. Continuing treatment by a health care provider, which includes:
 - a) A period of incapacity lasting more than three (3) consecutive, full calendar days, and any subsequent treatment or period of incapacity relating to the same condition that also includes:
 - i. Treatment two (2) or more times by or under the supervision of a health care provider (i.e., in-person visits, the first seven (7) days ;and both within days of the day of incapacity); or
 - ii. One (1) treatment by a health care provider with a continuing regimen of treatment (i.e., prescription medication, physical therapy); or
 - iii. Any period of incapacity related to a pregnancy or for prenatal care. A visit to a health care provider is not necessary for each absence; or
 - b) Any period of incapacity for a chronic serious health condition which continues over an extended period of time, requires periodic visits (at least twice per year) to a health care provider, and may involve

occasional episodes of incapacity. A visit to a health care provider is not necessary for each absence; or

- c) A period of incapacity that is permanent or long term due to a condition for which treatment may not be effective. Only supervision by a health care provider is required, rather than active treatment; or
- d) Any absences to receive multiple treatments for restorative surgery or for a condition that would likely result in a period of incapacity of more than three (3) days if not treated.

Child means an employee's biological, adopted, foster, stepchild, legal ward, or child for whom an employee has day to day responsibility to provide care and financial support, so long as the child is under eighteen (18) years of age or unable to take care of himself due to a disability. For purposes of Military Family Need, or Military Family Care Leave, child will also include an employee's adult children.

Parent means an employee's biological parent, step parent, foster, or the person who had day to day responsibility to provide care and financial responsibility to an employee as a child. Parent does not include parent-in-law.

Spouse does not include unmarried domestic partners. If both spouses work for the City their leave in any twelve (12) month period may be limited to an aggregate of twelve (12) weeks for certain types of FMLA leave.

Exigency Leave is leave taken by the employee whose spouse, son, daughter or parent either has been notified of an impending call or order to covered active military duty or who is already on covered active duty may take up to twelve (12) weeks of leave for reasons related to or affected by the family member's call-up or service. The qualifying exigency must be one of the following: 1) short-notice deployment, 2) military events and activities, 3) child care and school activities, 4) financial and legal arrangements, 5) counseling, 6) rest and recuperation, 7) post-deployment activities and 8) additional activities that arise out of active duty, provided the employer and employee agree, including agreement on timing and duration of the leave.

The City will require certification of the qualifying exigency for military family leave. The employee must respond to such a request within fifteen (15) days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave. This certification will be provided using the DOL Certification of Qualifying Exigency for Military Family Leave.

Covered Active Duty means (a) in the case of a member of a regular component of the Armed Forces, duty during the deployment of the member with the Armed

Forces to a foreign country; and (b) in the case of a member of a reserve component of the Armed Forces, duty during deployment of the member with Armed Forces to a foreign country under a call or order to active duty under a provision of law referred to in 101(a)(13)(B) of title 10, United States Code.

The leave may commence as soon as the individual receives the call-up notice. (Son or daughter for this type of FMLA leave is defined the same as for child for other types of FMLA leave except the person does not have to be a minor.) This type of leave would be counted toward the employee's twelve (12) week maximum of FMLA leave in a twelve (12) month period.

Covered Service Member Leave also known as military caregiver leave is for an employee whose spouse, son, daughter, parent, or next of kin is a covered service member who may take up to twenty-six (26) weeks in a single twelve (12) month period to take care of that service member.

Covered Service Member means (a) a member of the Armed Forces (including a member of the National Guard or Reserves) who is undergoing medical treatment, recuperation, or therapy, is otherwise in outpatient status, or is otherwise on the temporary disability retired list, for a serious injury or illness; or (b) a veteran who is undergoing medical treatment, recuperation, or therapy, for a serious injury or illness and who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during the period of five (5) years preceding the date on which the veteran undergoes that medical treatment, recuperation, or therapy.

Serious Injury or Illness (a) in the case of a member of the Armed Forces (including a member of the National Guard or Reserves), means an injury or illness that was incurred by the member in the line of duty on active duty in the Armed Forces (or existed before the beginning of the member's active duty and was aggravated by service in the line of duty) and that may render the member medically unfit to perform the duties of the member's office, grade, rank or rating; and (b) in the case of a veteran who was a member of the Armed Forces (including a member of the National Guard or Reserves) at any time during a period when the person was a covered service member, means a qualifying (as defined by the Secretary of Labor) injury or illness that was incurred by the member in the line of duty while on active duty in the Armed Forces (or existed before the beginning the member's active duty and was aggravated by service in line of duty in the Armed Forces) and manifested itself before or after the member became a veteran.

The City will require certification for the serious injury or illness of the covered service member. The employee must respond to such a request within fifteen (15) days of the request or provide a reasonable explanation for the delay. Failure to provide certification may result in a denial of continuation of leave.

This certification must be provided using the DOL Certification for Serious Injury or Illness of Covered Service Member.

Notification

It is the responsibility of the employee to notify the City of a potential condition that could qualify for a family medical leave. If the leave is foreseeable, the employee must give sixty (60) days' notice to the City of his intention to take FMLA leave. Examples of foreseeable need are the birth/adoption of a child or scheduled surgery. If the need for FMLA leave is unforeseeable, the employee must give the City notice as soon as practicable, generally the same day or the next day the employee learns of the need for leave. The notification shall be made to the employee's supervisor. The supervisor will in turn notify the Personnel Officer.

Medical Certification

The City may require a written medical certification from a health care provider indicating that the employee is unable to perform the functions of the position of the employee or that the employee is needed to care for a spouse, child or parent of the employee before FMLA leave will be approved.

The certification form for use by a health care provider is available from the Personnel Officer. The employee shall provide a written medical certification from a health care provider supporting the medical necessity of the leave request. Unless otherwise impractical, the City shall allow the employee fifteen (15) days after the employee's request for FMLA leave to provide the written medical certification. The City may require additional written medical certification if the City has reason to question the appropriateness of the leave or its duration. Completed forms should be returned to the Personnel Officer.

If an employee fails to satisfy the medical certification requirements, within fifteen (15) calendar days, if practicable, the City may deny the requested FMLA leave until the required certification is provided. A failure to provide requested documentation of the reason for an absence from work may lead to disciplinary action, up to and including termination.

During FMLA leave, the City may request the employee provide re-certification of a serious health condition at intervals in accordance the FMLA.

All documentation related to the employee's or the family member's medical condition will be held in strict confidence and maintained in the employee's medical records file.

Additional Medical Information

If the City has reason to question the employee's initial medical certification, the City may: (a) request the employee provide additional information or clarification in writing from his health care provider; (b) with the employee's permission, have a City designated health care provider contact the employee's health care provider in an effort to clarify or authenticate the initial certification; and/or (c) require the employee to obtain a second opinion by an independent City designated provider at the City's expense. If the initial and second certifications differ, the City may, at its expense, require the employee to obtain a third, final and binding certification from a jointly selected health care provider.

Return to Work Medical Certification

As a condition of restoring an employee whose FMLA leave was occasioned by the employee's own serious health condition, the City requires a written certification from a health care provider, in a form and manner acceptable to the City, indicating that the employee is able to return to work.

Notification of Leave Status

The City may require the employee on FMLA leave to maintain weekly contact with his supervisor concerning the employee's status and intent to return to work. If the employee clearly gives notice of intent not to return to work, the obligation to maintain health benefits (except under COBRA) and to rehire the employee ceases. In that case, the employee will be considered to have voluntarily resigned.

Insurance Payments

While on FMLA leave, the employee and the City shall continue to pay for their proportionate share of the City's group health, dental, and vision coverage, if the employee is enrolled in said plans at the time FMLA leave starts. Failure of the employee to make his proportionate health insurance payments may result in cessation of coverage for the employee.

While on paid leave, the City will continue to take payroll deductions to collect the employee's share of the premium. While on unpaid leave, the employee must make this payment, either in person or by mail. The payment must be received in the Treasurer's Office by the 15th day of each month. If the payment is more than thirty (30) days late, the employee's health care coverage may be dropped for the duration of the leave. The City will provide fifteen (15) days' notification prior to employee's loss of coverage.

If the employee chooses not to return to work for reasons other than a continued serious health condition of the employee, or the employee's family member, or

a circumstance beyond the employee's control, the City will require the employee to reimburse the City the amount paid for the employee's health, dental, and vision insurance during any period of an unpaid leave. The City will require written medical certification of the continued serious health condition that prevents the employee's return.

Use of Paid and Unpaid Time

Employees are required to use paid leave, including disability and worker's compensation leave, to the extent that it qualifies, concurrently with FMLA leave and in a manner consistent with the City's paid leave policies. If the employee has accrued paid leave of less than twelve (12) weeks, the employee will use paid leave first and take the remainder of the twelve (12) weeks unpaid.

If an employee uses leave because of a serious medical condition of an immediate family member, the employee must use all vacation time, personal time, then sick time, and will then be eligible for unpaid leave the remainder of the twelve (12) weeks.

Accruals

During a Family Medical Leave, pension service may continue to accrue in certain circumstances; however, no sick, vacation, personal or holiday leave benefits, or seniority benefits will accrue for the employee during an unpaid leave.

Intermittent or Reduced Work Schedule

Intermittent leave is leave taken in separate blocks of time. A reduced work schedule leave is a leave schedule that reduces an employee's usual number of hours per work week or hours per work day.

Leave because of an employee's own serious health condition, or to care for an employee's spouse, child, or parent with a serious health condition may be taken all at once, or where medically necessary, intermittently, or on a reduced work schedule. Intermittent or a reduced schedule for a leave to care for a newborn or for a newly placed child may only be granted for up to 120 days with the Supervisor's and the Personnel Officer's consent.

The City may temporarily transfer an employee to an available alternative position with equivalent pay and benefits if the alternative position would better accommodate the intermittent or reduced schedule.

For part-time employees and those who work variable hours, the FMLA leave is calculated on a pro-rata basis. A weekly average of hours worked over the twelve (12) weeks prior to the beginning of the leave will be used for calculating the employee's normal work week.

Employee Status after Leave

An employee who takes leave under this FMLA policy will be able to return to the same position or a position with equivalent status, pay, benefits and other employment terms. An employee is entitled to reinstatement only if he would have continued to be an employee had FMLA leave not been taken. An employee would not be entitled to reinstatement if, because of a layoff, reduction in force, or other reason, the employee would not be employed at the time job restoration is sought.

Key Employees

The City may exempt certain highly compensated employees, called "key" employees from this requirement and not return them to the same or similar position. Under the FMLA, "key" employees, or employees who are salaried and whose earnings place the employee in the top ten percent (10%) of those employees of the City, may be denied the right to return to the same or equivalent job if it would cause substantial and grievous economic injury to the City.

Employees with questions regarding this policy are encouraged to consult with the Personnel Officer.

8.9 PERSONAL LEAVE OF ABSENCE

In an effort to recognize the needs of employees who require time off and do not meet the eligibility requirements for a leave under FMLA or any other type of leave, employees may request a personal leave of absence. All full-time regular employees that have a minimum of thirty (30) days of service may be eligible for a medical or personal leave absence not to exceed ninety (90) days. Job performance, absenteeism, and departmental requirements will all be taken into consideration before a request is approved. Requests for personal leave may be denied or granted by the City for any reason or no reason and are within the sole discretion of the City. Personal leave requests will require the approval of both the Department Head and Personnel Officer.

Procedure

In the event an eligible employee requires more than five (5) consecutive days off, the employee needs to submit a request in writing to his immediate supervisor and the Personnel Officer stating the reason for the leave and the expected duration. The employee should be reasonable and understand that all requests for personal leaves are not granted.

An employee, who has been on an approved personal leave for up to ninety (90) days, will be reinstated into a comparable position upon his return from leave

only if he would have continued to be an employee had personal leave not been taken. An employee would not be entitled to reinstatement if, because of a layoff, reduction in force or other reason, the employee would not be employed at the time job restoration is sought.

In the event the personal leave is requested because of the employee's own medical needs, the employee must provide medical certification in support of the request.

While on paid leave, the City will continue to take payroll deductions to collect the employee's share of the health care premium. While on unpaid leave, the employee must make this payment, either in person, or by mail. The payment must be received in the Treasurer's Office by the 15th day of each month. If the payment is more than thirty (30) days late, the employee's health care coverage may be dropped for the duration of the leave. The City will provide fifteen (15) days notification prior to employee's loss of coverage.

Employees are expected to be available for work by the end of their approved leave time. If the employee is unable to return on the originally scheduled return date, he must request an extension of the leave in writing. If the City does not extend the leave, the employee must then return to work on the originally scheduled return date or be considered to have voluntarily resigned. Extension of leave will only be considered on a case-by-case basis.

Any employee on a Personal Leave of Absence for his own personal medical condition must obtain certification from his health care provider prior to returning to work. The certification must address when the employee can return to work and perform his regular duties with or without a reasonable accommodation or set forth the restriction(s) that prevent the employee from resuming his regular duties.

8.10 MILITARY LEAVE

City employees who are members of the uniformed or military services receive extended employment rights as set forth in the Illinois Services Employment and Reemployment Rights Act (ISERRA) (330 ILCS 61/1-1 et seq.), the Uniformed Services Employment and Reemployment Rights Act (USERRA) (38 USCA 4301, et seq.) and all other applicable state and federal laws. This policy is not intended to grant any rights or impose any responsibilities in excess of those contained in state and federal law.

If an employee needs leave for uniformed or military service, the employee must provide notice to their Department Head and Human Resources, along with a copy of their orders for service, as soon as they become aware of their need for leave. The City will provide leave for uniformed or military service in accordance

with the requirements of state and federal law. An employee may, but is not required to, use accrued leave in conjunction with periods of paid and unpaid active service.

During periods of uniformed or military leave, the City's health-plan benefits will continue in accordance with state and federal law. For periods of leave for active duty, the City will continue to pay the employer's share of the full premium and administrative costs related to the continuation of health-plan benefits.

During periods of military leave for annual training or orders in lieu of annual training, employees continue to receive full concurrent compensation for up to 30 calendar days per year. Employees who have exhausted concurrent compensation for annual training may receive differential pay for annual training, as set forth and limited by law.

During periods of leave for active service, employees receive differential compensation, meaning pay due when the employee's rate of compensation for military service is less than their daily rate of compensation as a public employee. In the case of differential pay, the employee will receive their regular compensation as a public employee minus the amount of base pay for active service. Differential compensation is only provided for paid active service and excludes periods of unpaid active service such as travel, rest periods, and other service where the employee does not receive pay from the military. Employees may elect, but are not required, to use accrued leave with pay in lieu of differential compensation during any period of military leave.

Differential compensation for voluntary active service is limited to 60 workdays in a calendar year. After an employee is absent from employment for a consecutive 3-year period while performing voluntary active service, the employee shall no longer receive differential compensation. Such an employee must return to work for more than 90 calendar days in order to again be eligible differential pay.

8.11 FAMILY MILITARY LEAVE / FUNERAL HONORS LEAVE

In accordance with the Military Leave Act (820 ILCS 151/1), the City will grant up to thirty (30) days of unpaid leave to the spouse or parents of a soldier called to active military duty for more than thirty (30) days. The City will require certification from the proper military authority to verify employee eligibility for family military leave.

Family military leave is unpaid. Before taking unpaid family military leave, employees must exhaust all accrued vacation leave, personal leave, compensatory leave, and any other applicable leave, except sick leave and

disability. During unpaid family military leave, employees may continue their benefits at the expense of the employee.

Employees who take family military leave will be reinstated to the same position or a position with the same seniority, status, benefits, pay and other terms and conditions of employment. The City is not required to reinstate employees if they are not reinstated because of conditions that are not related to taking family military leave.

The City will not interfere with, restrain, or deny employees' rights to family military leave. The City will not discipline, or in any manner discriminate against employees who take family military leave.

Employees must give the City at least fourteen (14) days' notice of the date they intend to start taking family military leave of five (5) or more consecutive work days. To the extent possible, employees must consult with the City to schedule the leave so as to not unduly disrupt the City's operations. Employees taking family military leave of less than five (5) consecutive days must give the City as much advanced notice as practicable.

The City shall grant at least eight (8) hours of paid leave per month up to a total of forty (40) hours in a calendar year to allow an employee who is specifically trained to participate in funeral honors details for veterans to participate in these details. This leave shall not diminish or reduce in any way the employee's accrued paid leave. Any employee requesting this leave shall provide the City with evidence of their training and reasonable notice and documentation for the need for the leave.

8.12 VICTIMS' ECONOMIC SECURITY AND SAFETY ACT (VESSA)

In accordance with the Illinois Victims' Economic Security and Safety Act (820 ILCS 180/1), known as VESSA, an employee is entitled to up to twelve (12) weeks of unpaid leave per year, and/or reasonable accommodation for one of the following reasons:

- To seek medical attention for, or recovering from, physical or psychological injuries caused by domestic, sexual, or gender violence to the employee or an employee's family or household member; or
- To obtain services from a victim services organization for the employee or an employee's family or household member; or
- To obtain psychological or other counseling for the employee or an employee's family or household member; or

- To participate in safety planning, temporarily or permanently relocating or taking other actions to increase the safety of the employee, or an employee's family or household member from future domestic or sexual violence or to ensure economic security; or
- To seek legal assistance or remedies to ensure the health and safety of the employee or an employee's family or household member, including preparing for or participating in any civil or criminal legal proceeding related to or derived from domestic or sexual violence.

An eligible employee is entitled to up to twelve (12) work weeks of unpaid leave during a rolling twelve (12) month period from the date of occurrence. Said leave may be taken on an intermittent or reduced work schedule basis. VESSA leave will run independent of any other applicable leave. For instance, leave taken under VESSA which also qualifies under FMLA, will be exclusively considered VESSA leave. Likewise, absences for which an employee receives short term disability benefits for a purpose covered under VESSA will be designated as VESSA leave.

Employees can substitute, or the City may require substitution of, available paid vacation, sick, personal or similar leave for unpaid VESSA leave as is appropriate for the employee's situation. Such paid leave must be taken in accordance with the terms of this manual. The substitution of paid leave for unpaid leave under VESSA does not extend the twelve (12) week leave period. In the event there is no deduction made for health insurance premiums, the employee is responsible for remitting payment to the City for monthly premiums.

The employee is required to provide the City with at least forty-eight (48) hours advanced notice, if possible, of his intention to take a VESSA leave. If employees are unable to provide advanced notice, they must provide notice when they are able to do so within a reasonable period of time. Failure to provide the required notice may result in treatment of the absences as unexcused.

Employees are required to submit a certification that the employee or the employee's family or household member is a victim of domestic or sexual violence and that a leave is needed for one of the listed VESSA purposes.

The City shall not discriminate nor take any disciplinary action against an employee who uses a City-provided electronic devices, including laptops or cell phones, to record instances of domestic, sexual, or gender violence.

Definitions

Domestic Violence means domestic abuse, sexual assault, or stalking.

Gender Violence means acts or credible threats of violence or aggression that are taken, even in part, based on an individual's actual or perceived sex or gender, and physical intrusions or invasions of a sexual nature under coercive conditions, or credible threats of the same.

Family or Household Member, means a spouse, parent, son, daughter, other person related by blood or by present or prior marriage, other person who shares a relationship through a son or daughter, and persons jointly residing in the same household.

Parent means the biological parent of an employee or an individual who stood in loco parentis to an employee when the employee was a child.

Son or daughter means a biological, adopted, or foster child, a stepchild, a legal ward, or a child of a person standing in loco parentis, who is under eighteen (18) years of age, or is eighteen (18) years of age or older and incapable of self-care because of a mental or physical disability.

VESSA Certification may be satisfied by a sworn statement from the employee and other corroborating evidence (police or court record, documentation from a victim service organization, attorney, clergy or medical professional), once received by the employee.

Insurance Payments

While on VESSA leave, the employee and the City shall continue to pay for their proportionate share of the City's group health, dental, and vision coverage, if the employee is enrolled in said plans at the time VESSA leave starts. Failure of the employee to make his proportionate health and dental insurance payments may result in cessation of coverage for the employee. The City can recover the cost of any premiums paid on behalf of employees on VESSA leave who fail to return to work after exhausting their leave, unless the continuation, recurrence or onset of domestic or sexual violence or an event beyond the employee's control prevents their return.

Confidentiality

All information provided to the City shall be retained in the strictest confidence, except to the extent that disclosure is requested or consented to in writing by the employee or otherwise required by applicable Federal or State law.

Accruals

During a VESSA leave, pension service will continue to accrue in certain circumstances; however, no sick, vacation, personal, holiday leave benefits, or

seniority benefits will be accrued by the employee during an unpaid leave. Employees remain entitled to their benefit time that accrued prior to the leave.

Employee Status After VESSA Leave

If an employee wishes to return to work at the expiration of his leave, the employee is entitled to return to the same position or to an equivalent position with equal pay, benefits, and other terms and conditions of employment. If an employee takes leave because of his own medical condition, the employee is required to provide medical certification that the employee is fit to resume work.

Reasonable Accommodations

The City supports the Victims' Economic Security and Safety Act and will attempt to provide reasonable accommodations for people who are entitled to protection under this Act in a timely fashion, unless such accommodations would present an undue hardship for the City.

Reasonable accommodation applies to applicants and employees who are otherwise qualified individuals and may include adjustment to a job structure, workplace facility, or work requirement, transfer, reassignment, or modified schedule, leave, a changed telephone number or seating assignment, installation of a lock, implementation of a safety procedure or assistance in documenting domestic or sexual violence that occurs at the workplace or in work-related settings, in response to actual or threatened domestic or sexual violence.

A qualified individual is an individual who, but for being a victim of domestic or sexual violence or with a family or household member who is a victim of domestic or sexual violence, can perform the essential functions of the employment position that such individual holds or desires.

Should an employee or applicant wish to request a reasonable accommodation pursuant to this policy, the person should contact the Personnel Officer in writing.

8.13 SCHOOL VISITATION LEAVE

An employee is eligible for an unpaid leave of up to eight (8) hours during any school year and no more than four (4) hours on any given day to attend school conferences, or classroom activities of their children in accordance with the School Visitation Rights Act (820 ILCS 147/1, et seq.), after providing sufficient notice to his supervisor.

8.14 LOCAL GOVERNMENT DISASTER SERVICE VOLUNTEER ACT

In accordance with the Local Government Disaster Service Volunteer Act (50 ILCS 122), the City may grant leave to an eligible employee from his work with

pay for not more than twenty (20) working days in any twelve (12) month period to participate in specialized disaster relief services for the American Red Cross or for the Illinois Emergency Management Agency, as the case may be, upon request of the American Red Cross or the Illinois Emergency Management Agency for the services of that employee and upon the approval of the Personnel Officer, without loss of seniority, pay, vacation time, personal days, sick time or earned overtime accumulation. The City will compensate an employee granted leave under this Section at his regular rate of pay for those regular work hours during which the employee is absent from work (minus the amount of any pay for disaster service work received from any other organization). Leave under this Act shall not be unreasonably denied for services related to a disaster within the United States or its territories.

8.15 VOTING LEAVE

In accordance with the Illinois Election Code (10 ILCS 5/17-15), an employee will be permitted up to two (2) hours of paid leave for voting purposes during a general or special election, unless the employee has time to vote before or after work while the polls are open. Such leave will be granted only if the employee's normal work schedule begins less than two (2) hours after the opening of the polls and ends less than two (2) hours before the closing of the polls. Employees should notify their supervisors at least one (1) day in advance of the absence. The supervisor may specify the hours during which the employee may be excused with pay to vote.

8.16 BLOOD DONATION LEAVE

In accordance with the Employee Blood Donation Leave Act (820 ILCS 149/1), employees may be granted up to one (1) hour of paid leave every fifty-six (56) days to donate blood. ~~The employee must have his time off approved by his supervisor in advance and provide verification of the donation upon request.~~

Full-time employees may receive up to one hour of paid leave every 56 days to donate blood.

Full-time and part-time employees may receive up to ten days of paid leave in any 12-month period to donate tissue such as organs, skin, bone, etc. to a living donor. For part-time employees, leave will be paid based on the employee's daily average pay during the previous two months of employment.

An employee must have been employed by the City for at least six months to receive leave under this Section. Employees may take leave only after obtaining approval from their Department Head. The City may require employees to submit reasonable documentation supporting their leave.

8.17 WORKERS' COMPENSATION

Employees may be entitled to receive workers' compensation disability benefits when they lose time from work as a result of a work related injury or illness in accordance with the Illinois Workers' Compensation and Workers' Occupational Diseases Act (820 ILCS 305) or the Public Employee Disability Act (5 ILCS 345), as applicable and with the understanding that not all injuries are compensable under said Acts. Established herein are the general guidelines to be used to administer workers' compensation disability benefits.

Reporting Requirements

Employees are required to promptly report any accident, injury, or illness that is incurred or contracted at work to their immediate supervisor; on the day the injury is incurred or the illness is contracted, in writing using an Employee Incident Report (employee statement). This is mandatory regardless of whether the injury results in lost work time or requires medical attention. Failure to promptly report can result in a delay or denial of benefits.

Upon receipt of the Employee Incident Report, the supervisor shall conduct a thorough investigation and complete and forward a Supervisor's Injury Report (supervisor's report) and Employer's First Report of Injury (Form 45) to the Personnel Officer within three (3) working days of the injury.

Upon determining an employee will lose three (3) or more scheduled work days, the Personnel Officer shall complete a Workers' Compensation Wage Statement.

The Personnel Officer will forward the Wage Statement to the CCMSI for calculation of the hourly temporary total disability (TTD) benefit amount.

Benefits

Regular Full-Time Law Enforcement Officers

- a) The Public Employee Disability Act (PEDA) provides that regular full-time law enforcement officers who suffer an injury in the line of duty continue to be compensated at one hundred percent (100%) of their regular rate of pay for up to one (1) year due to a compensable work related injury. This compensation is subject to Police Pension contributions.
- b) During the first twelve (12) months after a full-time law enforcement officer suffers an injury in the line of duty, and is compensated at one hundred percent (100%) of his regular rate of pay, the employee will receive one hundred percent (100%) holiday pay. Sick leave and vacation leave will continue to accrue during the first twelve (12) months while on a duty related disability leave.

- c) After twelve (12) months, if the employee does not supplement his pay, when a holiday occurs the employee will receive workers' compensation payments. These payments will have the effect of paying the employee for two-thirds (2/3) of any holiday that occurs during the pay period. Further, by virtue of supplementing, the employee will receive the other one-third (1/3) pay for any holiday that occurs during that pay period.

All Other Employees

- a) The Workers' Compensation Act provides that employees with a compensable work related injury continue to be compensated at a rate of pay equal to sixty-six and two-thirds percent (66-2/3%) of their gross average weekly wage based on wages during the year before the injury. Said compensation is paid only after the loss of three (3) scheduled work days resulting from a work related injury.
- b) The Workers' Compensation Act does not require the City to pay Total Temporary Disability (TTD) benefits for the first three (3) scheduled work days lost (need not to be consecutive days) due to a work related injury unless the work related injury continues for fourteen (14) or more calendar days.

Employee Responsibilities

- a) All employees are expected to promptly report any accident, injury, or illness that is incurred or contracted at work to their immediate supervisor; on the day the injury is incurred or the illness is contracted and in writing using an Employee Incident Report.
- b) Maintain weekly verbal contact with their immediate supervisor and/or the Personnel Officer while on work related injury leave and following every medical exam.
- c) Arrive promptly for all scheduled exam/therapy sessions and to schedule all subsequent medical visits so as not to cause any unnecessary delay in medical treatment/progress.
- d) Provide the Personnel Officer with a phone number where he can be reached during business hours and to promptly return calls.

Transitional (Light) Duty

A transitional or light duty assignment may be valuable in the rehabilitation of injured employees and may potentially reduce workers' compensation costs. The purpose of establishing a transitional duty assignment is to provide temporary work for employees who have been injured during work and are temporarily

disabled and cannot be assigned to regular work duties but are able to perform another types of production work. The duties to be performed by the employee will consist of bona fide work that will be limited in duration and is intended for employees who are expected to return to full duty in the near future. The City is not obligated to provide transitional duty assignments and employees will only be assigned transitional duty assignments when the City Administrator determines that the need exists, and only as long as such need exists.

Medical Examinations

The City may require, at its expense, the employee be examined by a qualified physician and/or another appropriate medical professional selected by the City to determine an employee's fitness for duty or fitness to return to duty following a layoff, injury, or illness. The employee may be asked to attend such appointments while he is on leave or while he is working a transitional duty assignment. The foregoing requirement shall be in addition to any requirement that an employee provides, at his own expense, a statement from his own physician upon returning from sick leave, Family Medical Leave, a medically related personal leave or from an on-the-job injury leave.

8.18 PREGNANCY

Any employee who becomes pregnant while employed with the City shall immediately notify the City of her condition. Upon notice of pregnancy, the city shall provide the pregnant employee with options regarding the employee's duties with the City. The City shall offer the employee non-hazardous duty options, if the employee performs hazardous duties as a routine part of her duties, in order to enable the employee to avoid any potential hazards. The decision to accept non-hazardous duty or remain on her current duty shall be solely up to the pregnant employee. The pregnant employee will not lose her job, nor will the pregnant employee lose any pay, or benefits should she accept non-hazardous duty. The pregnant employee will not lose any seniority or eligibility for promotion should she choose the non-hazardous duty assignment.

Should the pregnant employee choose to remain on her current duty assignment, it shall be the sole responsibility of the employee to receive clearance from her OB-GYN or physician to continue working in such capacity. The pregnant employee shall present the City with her OB-GYN's or physician's clearance immediately following each scheduled examination with her OB-GYN or physician. If at any time the City Administrator has reason to believe that the pregnant employee's condition interferes with her ability to perform her duties and may affect the safety of the pregnant woman, other employees or the members of the public, the City Administrator shall immediately place the pregnant employee on non-hazardous duty.

The option for non-hazardous duty shall be available to any pregnant employee during her pregnancy and throughout the period of breastfeeding if the employee chooses to breastfeed her newborn child. The City shall hold the pregnant employee's job open for the same period of time afforded to other sick or disabled employees. The City shall further provide leave for an employee who is pregnant, recovering from childbirth, or caring for a newborn in accordance with the City's general leave policies.

The City shall take no actions which discriminate against any employee based on pregnancy or any condition associated with pregnancy as provided by Federal or Illinois law, including the Illinois Nursing Mothers in the Workplace Act, 820 ILCS 260/1.

The City shall provide to nursing mothers paid break time to allow the employee to express milk. This break time may coincide with other break times. The City may deny the use of break time for this purpose if allowing the employee to take the break will place an undue hardship on City operations.

The City shall provide up to twenty (20) days of unpaid leave to any employee to care for a child who is a patient in a neonatal intensive care unit (NICU). This leave shall be in addition to any available leave under the Family and Medical Leave Act (FMLA) and may be used intermittently. This leave may be granted in minimum blocks of two (2) hours.

Nothing in this policy shall violate the Pregnancy Discrimination Act amendment to Title VII of the Civil Rights Act of 1964 or the Illinois Pregnancy Discrimination Law, 775 ILCS 5/2-102(I).

SECTION 9 SAFETY & EQUIPMENT USE

9.1 SAFETY

Employees shall abide by all safety directives contained within Department Policies, and as issued orally or in writing by their supervisors. These directives may pertain to the safe and proper method for operating vehicles and equipment, utilizing City facilities and safety gear, and other safe work practices. Failure to proceed or act in a safe manner, and thereby causing danger to oneself, other employees, or City property shall be cause for disciplinary action up to and including termination. Unsafe working conditions, injuries or damage to equipment or property, regardless of cause, must be reported immediately by employees in accordance with established procedures to their immediate supervisor or Department Head.

9.2 CITY VEHICLES, EQUIPMENT & FACILITIES

On Duty

All vehicles, equipment, and facilities shall be utilized appropriately, safely, and in a manner that will not damage any particular item. Any willful negligence or avoidable accident resulting in damage to City property may be cause for disciplinary action. Vehicles, equipment, and facilities shall only be used for City business and activities, or as authorized by the City Administrator, or by the conditions of an individual City employment agreement. These shall not be used for personal errands or other personal reasons. Only City employees shall ride as passengers in City vehicles or use City equipment or facilities except as may be necessary in carrying out City business or as specifically approved by the City Administrator, or as authorized by the Department Head.

Off Duty

There shall be no use of City vehicles, equipment or facilities during off duty hours. When a vehicle is in the possession of an employee during off duty hours, it shall be used for City business when the need arises. It shall not be used for personal errands or other activities. No other passengers besides the authorized employee(s) shall use the vehicle during such hours.

Accidents

Any damage resulting to or caused by City vehicles, equipment, and/or facilities shall be reported immediately, but in no event later than the end of the work shift, to the employee's supervisor who shall submit a written report to the Personnel Officer. Damage to a City vehicle shall also be reported to the Police Department.

9.3 PHYSICAL & PSYCHOLOGICAL FITNESS FOR DUTY

When the City has reasonable suspicion to believe an employee is unfit to continue working in his assigned position, the City may require any employee to undergo physical, medical and/or psychological examinations to be performed by an independent medical examiner or psychologist to establish the fitness of the individual to continue work within his assigned position, with said cost being the City's responsibility and in accordance with applicable law. Upon advice of the independent medical examiner, the City may impose a health maintenance program, as a condition of continued employment, with said cost being the employee's responsibility, to the extent not covered by his insurance.

9.4 SUBSTANCE ABUSE POLICIES

Substance abuse by City employees creates an unacceptably dangerous work environment, results in unproductive work days, sick leave abuse, and generally creates a risk to the safety and well-being of all employees and the residents the City serves. The City also believes the residents of our community are entitled to expect employees who serve them obey the law, are reasonably fit, healthy, and free from the effects of substance abuse.

The City has established a Code of Conduct, Section 5.2 (I), regarding substance abuse. Screening and treatment programs exist for employees and potential employees of the City in addition to all Commercial Driver's License (CDL) drug and alcohol testing policy requirements.

9.5 WORKPLACE VIOLENCE

The City will make every reasonable effort to provide a safe working environment for all employees and for all persons who conduct business with the City. Any employee that has experienced or witnessed an act of violence, or a threat of such, in a City workplace is to immediately advise his supervisor and/or the Personnel Officer. Violence is defined as, but not limited to, the following:

- a) Any physical behavior that involves pushing, fighting, spitting, kicking, squeezing, pinching, scratching, twisting, biting, throwing objects or intentional behavior that would injure another or attempt to injure another.
- b) Any gesture or verbal communication which involves threatening physical harm, either directly or implicitly through direct threats, veiled threats, conditional threats, or written, telephonic, or electronic threats.
- c) Any physical or verbal behavior that would involve intimidation such as stalking, surveillance, criminal damage to property or communicating an endorsement of the inappropriate use of firearms or weapons.

The City does not tolerate workplace violence. Threats, threatening language or any other acts of aggression or violence made toward or by any City employee will not be tolerated.

Employees who violate this policy will be disciplined according to the severity of the incident. Discipline will be issued based on the need to effectively correct the inappropriate conduct, up to and including termination.

The City's prohibition against threats and acts of violence applies to all persons involved in City operations, including but not limited to employees, volunteers, contract workers, temporary workers and anyone else on City property.

9.6 WEAPON FREE WORKPLACE POLICY

To ensure the City maintains a workplace safe and free of violence for all employees, the City prohibits the possession or use of dangerous weapons on City property or while conducting City business. The only exception to this policy is weapons properly carried and appropriately used by sworn law enforcement personnel and cutting instruments, i.e., knives, etc., used by employees in the normal course of business. Any employee in violation of this policy will be subject to prompt disciplinary action, up to and including termination. All City employees are subject to this provision, including volunteers, contract and temporary employees.

"City property" is defined as any building or facility owned, leased or controlled by the City; any vehicle or equipment owned, leased or controlled by the City; any public playground; or any area that is associated with City employment.

"Dangerous weapons" include but are not limited to, firearms, explosives and other weapons or devices that might be considered dangerous or that could cause harm. Employees are responsible for making sure that any item possessed by the employee is not prohibited by this policy.

9.7 SEARCH, INSPECTION, AND INVESTIGATION

It is the City's policy, when deemed necessary by the Personnel Officer or designee, for authorized persons to search and inspect both City property in use by an employee (i.e., locker, work area and/or vehicle) and personal items, including vehicles, brought onto City property. Refusal to cooperate in a search, inspection, or investigation may result in disciplinary action up to and including termination. The City will conduct searches, inspections and investigations consistent with applicable laws. It is City policy that no employee has a reasonable expectation of privacy regarding the use of any City owned locker, vehicle, or other work area.

9.8 CAMERAS/RECORDING DEVICES IN THE WORKPLACE

Purpose

City of Crest Hill prohibits employee use of audio and video recording in the workplace, including camera-equipped phones, tablets and other devices, personally worn cameras, or other device that could record either video and/or audio as part of any interactions between employees or between employees and the general public.

Restrictions on Employee Recording

- Employees are prohibited from bringing audio and/or video recording devices into work areas that could record either video and/or audio as part of any interactions between employees or between employees and the general public for the purpose of recording.
- Employees are prohibited from bringing audio or video recording devices into areas and/or meetings where there is any discussion regarding service delivery options and the means to provide such service delivery options that could be disclosed as part of such meeting.
- Employees may record workplace activities that are not prohibited by law or do not compromise confidential information as described above provided that the parties that might be recorded have granted permission to be recorded.
- Employees that are assigned recording devices to utilize as part of their required uniform must follow the rules and regulations specified as part of their job duties.

Employer Monitoring

City of Crest Hill reserves the right to install security cameras in work areas for specific business reasons, such as security, theft protection or protection of proprietary information.

City of Crest Hill may find it necessary to monitor work areas with security cameras when there is a specific job- or business-related reason to do so. The City will do so only after first ensuring that such action is in compliance with state and federal laws.

Employees should not have any expectation of privacy in work-related areas. Employee privacy in nonwork areas will be respected to the extent possible. The City's reasonable suspicion of onsite drug use, physical abuse, theft or similar circumstances would be possible exceptions. Legal advice will be sought in advance in such rare cases where nonwork-area privacy might be compromised. Employees should contact their supervisor or the Human Resources (HR) if they have questions about this policy.

Nothing in this policy is intended to, nor should be construed to limit or interfere with employee rights as set forth under all applicable provisions of the National Labor Relations Act and the Illinois Public Labor Relations Act, including Sections 7 and 8(a)(1) and Sections 10(a)(4) and 10(a)(8) rights to organize and engage in protected, concerted activities regarding the terms and conditions of employment.

The City has installed surveillance cameras inside and outside of all City facilities. The surveillance cameras are intended for the internal use of the City, such as security, theft protection or protection of proprietary information. The cameras shall not be used to monitor the activities of bargaining unit members. The cameras shall not be used to initiate an investigation for disciplinary purposes and shall not be used as the sole purpose for discipline. A crime or serious code of conduct violation viewed on the camera shall be cause for the City to initiate a review of the information captured by any camera for disciplinary purposes.

9.9 PERSONAL ELECTRIC DEVICES IN THE WORKPLACE

If an employee wishes to use a personal electric device or appliance (microwave, refrigerator, kettle, heater or similar) within an office area of a City facility, they must submit the item specifications to their Department Director, who will direct the request for review to City staff appropriately trained in building and/or facilities. Prior to installation or use, approval is required to ensure the device is compatible with the facility's electrical systems and does not create safety or operational hazards.

SECTION 10 TRAINING & DEVELOPMENT

10.1 TRAINING AND DEVELOPMENT

The City, in an effort to advance the skills and professionalism of its staff, encourages employees to pursue both individual and professional development opportunities. The City and various departments within the City, offer periodic in-service training opportunities, as well as outside training. Employee growth and development are key to the success of the City's service delivery and is expected of every employee. Furthermore, employees are encouraged to enhance their job related knowledge and skills and to remain aware of best practices in their respective fields by pursuing formal training opportunities and by joining professional associations.

Funding for training and development is subject to annual budget amounts established for such purposes. Bargaining unit employees should consult the applicable union contract for more details on employee development opportunities.

The City's Employee Development Program may include:

- a) certification exams, exam preparation courses, and related materials;
- b) certificates and credentials;
- c) courses offered by an accredited institution, including e-learning;
- d) workshops, seminars, and conferences;
- e) membership in professional organizations;
- f) business journal subscriptions.

10.2 SEMINAR/CONFERENCE ATTENDANCE

The City may pay for expenses for attending a seminar/conference for regular full-time employees. This permits attendance at certain job-related seminars and conferences.

The following are general eligibility guidelines that will be considered by the Department Head when reviewing requests to attend seminars or conferences:

1. The seminar(s) or conference(s) selected must be directly related to the employee's present position, or work that he may reasonably be expected to perform for the City in the future.

2. All seminar(s) or conference(s) must be approved by the Department Head, in advance of registration. Approval for Department Heads must be obtained by the City Administrator. Decisions on out-of-state seminars and conferences are made during the annual budget process. Travel and training expenses not anticipated during the budget process may be subject to additional approvals.
3. Eligible employees are those employees who have a satisfactory work record.

Prior to making any travel arrangements, an employee must complete and submit to the Department Head the Request to Travel on City Business Form. This form is used for both approval of the travel, as well as for advance payment of certain expenses such as registration and lodging confirmation. All travel and attendance at seminars and conferences must be approved by the City Administrator and is subject to the availability of funds in the annual budget.

Registration and training fees will normally be paid directly by the City. Requests should be submitted with sufficient documentation detailing the event and costs involved with sufficient time to generate the required payment. Employees must complete a City purchase order prior to the seminar/conference to estimate the costs and request an advance. The completed purchase order should be submitted to the Department Head for approval and forwarded to the Finance Department.

The City will issue an advance for reasonable expenses set forth on the City Purchase Order. After an employee returns from a seminar, conference, or other training, he should complete the Travel and Expense Report and City Purchase Order form to itemize the actual costs within five (5) business days. If the actual expenses incurred for attendance at the seminar/conference exceed the advance, the reasonable expenses will be reimbursed. If actual expenses are less than the advance, the employee will return any unused portion of the advance.

10.3 TYPES OF EXPENSES

Transportation

When practical, a City vehicle should be used as the first option for transportation. Travel should be by the most economical mode available, with consideration given to travel time, cost, and work requirements. The cost of transportation to the site of the event and return is reimbursable if a personal vehicle is used. Reimbursement for using personal vehicles shall be calculated on a mileage basis as set forth by current IRS guidelines. If two (2) or more

employees will be attending the same meeting, they are encouraged to minimize expenditures by carpooling.

Accommodations/Lodging

Every effort must be made to obtain arrangements at a hotel/motel honoring the 'government rate' or honoring the 'conference/seminar rate'. Employees must be conservative when expending City funds by contacting a reasonable number of hotels/motels to obtain the most economical rates.

Meals

Meals during the events that are not made available as a part of the registration fees are reimbursable. Meals while traveling, the day before or following the day in which the last official function is held may be reimbursable with prior approval. Employees are encouraged to attend all functions for which meals are provided as a part of the registration fee. Only meals occurring during work or travel time are eligible for per diem reimbursement.

Expenses for breakfast, lunch, dinner and incidental amounts will be reimbursed in accordance with the meals and incidental expenses (M&IE) breakdown established by the GSA. (See www.gsa.gov). Reimbursement for expenses for meals shall not exceed the per diem amounts set forth in the published GSA Domestic Per Diem Rates. (See www.gsa.gov/perdiem). The M&IE rate will be paid based on the destination location of authorized travel.

When travel is required to a part of the country where the per diem rates may not be sufficient, the City Administrator may grant exception to this policy. Prior approval is required and receipts must be submitted with Travel and Expense Report. Failure to do so may result in reimbursement ineligibility.

Miscellaneous Expenses

Reasonable miscellaneous expenses such as taxi fares, parking, tolls, tips, etc. are generally reimbursable. Some expenses for the day immediately preceding the first official function and the day following the day in which the last function is held may be reimbursable with the approval of the Department Head.

Non-reimbursable expenses

Some travel expenses are not reimbursable. Some examples of non-reimbursable expenses include:

- a) Alcoholic beverages

- b) Entertainment
- c) Early check-in or late check-out charges, unless appropriate circumstance exist and are pre-approved by the Department Head.
- d) Parking tickets or traffic tickets
- e) Pay per view movies
- f) Expenses incurred by a spouse, dependents and/or additional guests
- g) Any non-work related charges

Itemization of Expenses

Following an employee's return to work, the employee shall itemize expenses as required on the Travel and Expense Report. Completed purchase orders and Travel and Expense Reports must be submitted to the employee's Department Head within five (5) business days after the employee's return to work. All receipts must be submitted with the Travel and Expense Report including documentary evidence for expenses such as taxis and parking. When two (2) or more employees on City business jointly incur expenses, each participant, when practical, will pay and report individual expenses. Where this is not practical, the employee requesting reimbursement shall list the names or identify the group of other employees for who expenses being reported have been incurred. If certain required receipts are not available, a statement signed by the employee documenting the amounts paid may be acceptable. All reimbursements will be in compliance with the Local Governmental Travel Expense Control Act (50 ILCS 150/1).

10.4 TUITION REIMBURSEMENT

The City supports employees who wish to continue their education in order to secure increased responsibility and growth in their professional careers with the City of Crest Hill. This growth can include continuing education courses, certification programs, completion of a GED, and any professional and technical education. In keeping with this philosophy, the City has established reimbursement for educational expenses incurred through various approved institutions of learning.

Any regular full-time employee who has been continuously employed for six (6) months or more (unless directed by the City) who enrolls in a job related course of study at an accredited junior college, college or university within the State of Illinois (or through an accredited online college or university program, whether

in-state or out-of-state) may qualify to have the tuition and academic fees (including books) reimbursed by the City. The employee does not need to be registered in a degree program to be eligible for this benefit. Prior written approval must be obtained from the employee's Department Head and the Personnel Officer for each such course or program of study. The Department Head and the Personnel Officer have complete discretion in determining whether the course(s) is sufficiently related to the employee's work and would improve his performance to justify the tuition reimbursement. The Department Head and the Personnel Officer have the discretion to determine the number of courses that will be taken during any given period. Employees should provide a list of courses and estimated expenses during the preparation of the budget.

Because it is in the City's interests to ensure the employee receives maximum benefit from any such courses taken, tuition reimbursement will be paid at 100% only if the employee receives a Grade "A" or "B". Grade "C" or a "Pass" grade in a Pass/Fail course will be paid at 75%. The employee is responsible for paying the educational expenses upfront. All reimbursements will be made upon proof of payment and submission of the certified transcript of the grade. Any reimbursement paid under this program will be offset by Federal/State financial aid, scholarships, grants, etc. In addition, the employee must be actively employed at the time of reimbursement.

Employees who voluntarily terminate employment, or are terminated for cause will be required to refund the City the reimbursement they received on the following basis:

- a) Prior to one (1) year from the date of reimbursement, one hundred percent (100%) of the amount reimbursed.
- b) After one (1) year but prior to two (2) years from the date of reimbursement, seventy-five (75%) of the amount reimbursed.
- c) After two (2) years but prior to three (3) years from the date of reimbursement, fifty percent (50%) of the amount reimbursed.
- d) After three (3) years from the date of reimbursement (zero percent) 0% of the amount reimbursed.

Union employees will follow applicable provisions contained in the collective bargaining agreements.

SECTION 11 COMMUNICATIONS

11.1 OPEN DOOR POLICY

Open communication between management and employees is an important philosophy of the City. The City believes employees should have a method to express their concerns, ideas and suggestions and an avenue to receive information on matters relating to their employment. When issues cannot be resolved through discussions with the immediate supervisor, employees are encouraged to speak to the next level of supervision or the Personnel Officer. If at any time an employee feels that the situation has not been satisfactorily resolved, the employee may contact the Personnel Officer.

11.2 SOLICITATION

Employees are prohibited from soliciting on behalf of for-profit organizations anytime during the City's hours of operation. Soliciting by employees for non-profit organizations is prohibited during the working time of the employee who is soliciting and employee being solicited in any work area. This shall include canvassing, collection of funds, pledges, circulating petitions, solicitation of members, or any similar type of activity. "Working time" means the time when the employee actually is scheduled to work as opposed to his mealtime, breaks, and before and after work.

Employees are prohibited from distributing hard copy and electronic literature, including but not limited to handbills, leaflets, circulars and other similar matter at any time in any work area. Solicitation and distribution is also prohibited in any work area where the public has access for the purpose of transacting business related to the City government, even if during non-working time.

Solicitation and distribution by non-employees are prohibited at all times on City property not open to the public or only open to the public for the purposes of conducting business with the City.

11.3 DONATIONS FOR CHARITABLE CAUSES AND ORGANIZATIONS

No employee shall be required or pressured to donate funds to any charitable cause or charitable organization as a function of that person's employment with the City. Employees may voluntarily donate monies to charitable organizations either directly or through the City as provided by State statute, law, administrative determination, or by ruling of a court or tribunal of competent jurisdiction.

Employees may solicit voluntary donations where a member of the family of a fellow worker has passed away, milestone events, or for similar cause, provided

such solicitation efforts are conducted indirectly (pass the envelope), and provided such efforts are conducted in conformity with the provisions set forth above concerning the time and place for solicitations or request for donations. In general, voluntary collections as a tribute to a fellow worker or to a member of the worker's family should be limited to the death or serious injury or illness of the employee or the employee's spouse, child or other member of the employee's household.

11.4 BULLETIN BOARDS

The posting of written solicitations on City bulletin boards is restricted. These bulletin boards display important information and employees should consult them frequently for employee announcements, internal memoranda, and job openings.

All proposed postings must be submitted and approved, in advance by the Personnel Officer.

11.5 TECHNOLOGY RESOURCE POLICY

The City provides technology resources to its employees to assist them in performing their duties. These resources are to be used properly and professionally and include electronic networks and communication tools including:

- a) Desktop, laptop, and tablet computers
- b) Servers, networks, and printers
- c) Software
- d) Telephone, cellular phone, and voicemail
- e) Internet use and email
- f) Facsimile machines, scanners, and photocopiers.

Use of the City's technology resources is a privilege, and not a right. These policies and procedures cover computer and network security, electronic mail usage, Internet usage and the relationship of non-City owned computer equipment to the use of and connection to the City's system. Violations of the Technology Resource Policy will result in disciplinary action up to and including termination.

Technology resources must never be used to threaten, intimidate or intentionally embarrass another person. Employees may not send, receive, post or view images which contain nudity or are of a suggestive nature. Technology resources should not be used to disparage a person or group based on any protected status of that group or in any matter which could reasonably be considered to harass any individual or group. The City's technology resources may not be used for any personal commercial venture.

Employees should be aware that records of electronic communications on City technology resources are City-owned, with a limited expectation of privacy, and may be considered public information subject to disclosure under the Freedom of Information Act (FOIA) including; telephone numbers called, length and date of call, emails, text messages, voicemails, and any other digital files recorded using City technology. Additionally, communications transacted on personal devices pertaining to the transaction of public business may also be subject to disclosure under FOIA.

11.6 SOCIAL MEDIA

The City recognizes employees have the right to express themselves online, and this policy is not meant to create arbitrary rules for social media usage, or curtail any rights to freedom of speech. As an employer, however, it is appropriate to establish codes of conduct and reasonable expectations that should be applied to such communication activities when those expressions may have consequences to the City of Crest Hill, its employees and/or the community that City of Crest Hill employees represent. Positions funded by taxpayer dollars are subject to greater scrutiny, and therefore must be held to higher standards of behavior, than those in private sector organizations. The global accessibility of internet communication makes representations related to the City of Crest Hill even more important to monitor and protect.

Social media is defined as: Blogs, other types of self-published online journals, responses to online newspaper periodical articles and collaborative Web-based discussion forums including, but not limited to, LinkedIn, Facebook, Snapchat, Instagram, Twitter, and YouTube.

Rules and Guidelines

The following rules and guidelines apply to the use of social media, whether such use is for the City of Crest Hill on City time, for personal use during non-work time, outside the workplace or during working time while using City owned equipment. These rules and guidelines apply to all employees.

1. Employees are prohibited from discussing confidential, work-related matters through the use of social media. This includes

residents' home addresses and other personal information, strategic planning, customer lists, financial information, business contracts and other proprietary and/or nonpublic business information. This does not include discussions relating to conditions of employment.

2. Employees cannot use social media to engage in conduct that would violate the City's Harassment, Discrimination and Retaliation Prevention and EEO policies.
3. Employee cannot make statements which are slanderous or detrimental to the City, its employees, residents, customers, clients, vendors, elected officials, suppliers, any organizations associated or doing business with the City, or any member of the public, including website visitors who post comments. A statement will be viewed as "detrimental" to the City of Crest Hill if that statement interferes with or compromises the City's ability to conduct its business or brings the City's name or image into disrepute.
4. Employees should abide by the City's Technology Resource Policy concerning personal use of the City's computer system and related equipment.
5. Employees who utilize social media and choose to identify themselves as employees of the City of Crest Hill must make it clear that they are not speaking on behalf of the City. Employees are strongly encouraged to state explicitly, clearly and in a prominent place on the site that their views are their own and not those of the City of Crest Hill or of any person or organization affiliated or doing business with the City of Crest Hill. Additionally, the City responds to the news media only through designated spokespersons.
6. Employees must respect copyright and other intellectual property laws and show respect for laws governing copyright, fair use of copyrighted material owned by others, trademarks and other intellectual property.
7. Employees cannot post the City of Crest Hill's logo or any other representation of the City of Crest Hill, such as uniforms, equipment or badges without the express permission of the City for commercial purposes.

8. Employees cannot post photographs of work-related events, accident scenes, crime scenes, or City employees engaged in the City of Crest Hill's business, unless employees have received the City's explicit permission from the Personnel Officer.
9. Employees cannot advertise or sell City owned products or services through social media.

Employee Conduct

Employees should be aware that their private communications on any social media site that are inconsistent with their obligations set forth in the Employee Handbook, may be considered in any performance review or other employment action. Employees should have no expectation of privacy while using City equipment or technology resources and facilities for any purpose, including the use of social media.

The City reserves the right to monitor and review the use of the City's technology resources and to block content that violates the City's rules and guidelines. The City also utilizes internet filtering software to regulate, track, and report internet activity.

All City social media sites are subject to the Illinois Local Records Act, the Freedom of Information Act and e-discovery laws and therefore, content must be able to be managed, stored, and retrieved to comply with these laws.

The City will investigate and respond to all reports of violations of the City's rules and guidelines or related City policies. Employees are urged to report any violations of this policy to the Personnel Officer. A violation of this policy may result in disciplinary action up to and including termination.

11.7 USE OF GENERATIVE ARTIFICIAL INTELLIGENCE (AI)

Purpose: The purpose of this policy is to set forth requirements and guidance that the City users must adhere to when acquiring and using solutions that meet the definition of generative artificial intelligence (AI). While AI is a broad and deep topic, this policy is currently concerned with solutions that use a specific type of AI called generative AI. Examples include ChatGPT, Claude, or Gemini and image/text generating applications. This policy also acknowledges that the boundaries of such solutions can be complex to define, and the nature of the technology is changing at a high rate. In the event of uncertainty about how any part of this policy applies, staff should first seek guidance from City leadership.

Acceptable Uses of Generative AI: Generative AI offers a wide range of applications, with new capabilities emerging frequently. The following examples provide guidance for appropriate staff use:

• Letters	• Emails	• Project Documentation
• Speaker Notes	• Presentation Slides	• Reports
• Procedures	• Policies	• Web content
• Press releases	• Job descriptions	• Requests for proposals (RFP) and similar documents

*****In each case, AI should only be used as a starting point on all work products; final product must be human-authored.**

Other Acceptable Uses may include:

• Suggesting writing improvements	• Learning about and exploring topics
• Analyzing different types of data	• Generating ideas
• Conducting research	• Summarizing or querying an existing document by copying it into a generative AI tool.

Requirements for Using Generative AI: All generative AI use for City purposes must follow these requirements:

- Authorized Accounts Only – All tools must be accessed using an account explicitly designated for City use. Personal accounts are prohibited for work-related activities.
- Public Records Compliance – All use is subject to applicable public records requests and must adhere to City data retention requirements.
- Public Disclosure Standards – Only input content suitable for public disclosure may be provided to AI tools.
- Human Accountability – Staff are fully responsible for the content generated and its consequences. Accountability cannot be deferred to the AI system.

- Fact Verification – All AI-generated content must be reviewed for factual accuracy. Staff must mitigate risks of "AI hallucinations" (false or nonsensical outputs).
- Attribution – Generated content, including images, must be attributed when published.
- Usage Logging – All AI use should be logged for potential future reference.

Where Usage of Generative AI is Not Acceptable: AI technology should not be used in the following situations:

- Using AI to create or disseminate harassing or otherwise inappropriate content.
- Decision-Making with Legal or Ethical Consequences – AI cannot be the sole decision maker in matters affecting individuals' rights, employment status, legal proceedings, or disciplinary actions.
- HR and Employment Decisions – In accordance with 775 ILCS and 5/2-101, 5/2-102, (e.g., the AI in Hiring Act), AI cannot be used to sort through resumes or make employment decisions. This law mandates human intervention to ensure fairness, transparency, and compliance with anti-discrimination policies in hiring processes.
- Impersonation & Misinformation – AI must not be used to impersonate individuals, generate deepfakes, or spread misleading information that could harm individuals or public trust.

Procurement of Generative AI Solutions:

- Procurement must follow existing City's hardware and software purchasing policies.
- In order to maintain and follow required record compliance, Departments must report an intent to create and use a City-designated AI account and the employee authorized to use such account(s). The Assistant City Administrator/HR Director will maintain a list of employee users.
- Risk and impact assessments may extend procurement timelines.
- This policy applies to all solution formats, including free-to-use, freemium, open-source, SaaS, and other platforms.

- Procurement approval is not required if the identical solution has been previously and formally approved.
- The City may restrict or revoke AI tool use at any time if it is deemed to pose a compliance or legal risk.

11.8 TELEPHONE, CELLULAR PHONE, VOICEMAIL & FAX USAGE

Telephone systems and all information transmitted, received or stored in these systems are the property of the City and are to be used for business purposes only. Any personal use should be minimal.

Voicemail, fax and text messages are neither personal nor private communications. The City reserves the right to monitor, log and listen to voicemail or intercept and read fax or text messages. Voicemail, fax and text messages should not be used to send any discriminatory, harassing, sexually oriented or otherwise inappropriate messages. City policy prohibits discrimination, harassment, and retaliation and this policy applies to voicemail, fax, and text messages.

While personal phone calls are not prohibited, their frequency, duration and volume should not interfere with the work environment or distract fellow employees. Abuse of this privilege may lead to disciplinary action up to and including termination.

11.9 CITY ISSUED EQUIPMENT

Where job or business needs demand, the City may issue cellular phones and laptop computers to certain employees for work related communications and to conduct business remotely. Employees in possession of City issued equipment are expected to protect them from being lost, stolen, or damaged. Failure to do so may result in discipline up to and including termination and payment to the City for the cost of replacing the stolen, damaged, or lost item.

As with any equipment, it is important to keep safety in mind when using a cellular telephone. Employees are expected to abide by State and local laws with regard to using a cellular phone while operating a motor vehicle including the use of Bluetooth technology or 'hands free' driving while talking on a cellular telephone.

In addition, employees are prohibited from conducting or performing any of the following actions (when the vehicle is in motion) while operating a City owned or operating any vehicle on authorized City business:

- a) Any form of texting (preparing, sending or reading)
- b) E-mailing (preparing, sending or reading)

c) Accessing and using the Internet

The City is not responsible for tickets received by employees who are not abiding by State and local laws with regards to the use of cellular phones while operating a motor vehicle.

11.10 MEDIA INQUIRIES

Employees shall obtain permission from their Department Head prior to filling speaking engagements or publishing articles as an official representative of the City. In addition, no employee shall act as a correspondent to a newspaper or periodical, nor shall he discuss publicly or for publication matters pertaining to departmental personnel procedures or policies without the prior approval of the City Administrator.

SECTION 12 EMPLOYEE SEPARATION

12.1 GENERAL POLICY

Termination of employment with the City can arise from a variety of circumstances involving certain action on the part of the employee, the City or both. Therefore, termination of employment may be voluntary or involuntary. Depending on the type of termination, procedures will vary.

12.2 SERVICE RETIREMENT

Service Retirement is voluntary termination after having satisfied the age and length of employment requirements to immediately begin collecting a pension under the Illinois Municipal Retirement Fund (IMRF) or the Police Pension Fund.

12.3 EMPLOYEE INITIATED RESIGNATION

An Employee Initiated Resignation is voluntary termination of employment for any reason other than formal retirement. An employee wishing to leave the City in good standing shall provide a written resignation to his immediate supervisor at least fourteen (14) calendar days prior to the effective date of resignation when possible. The resignation shall include the reason for leaving as well as the proposed effective date. A two (2) week notice is understood to mean the resigning employee will be available for work during this time to aid in the training of his replacement. Failure to give a two (2) week notice may be considered a resignation not in good standing.

12.4 DISABILITY RETIREMENT

Disability Retirement is voluntary termination necessitated by an injury or illness, which renders the employee incapable of performing his usual job. Action may be initiated by the employee, his legal representative, or the City, but in all cases must be supported by medical evidence, acceptable to the Personnel Officer. The City may require an examination at its expense and performed by a physician of its choice. Police Officer disability shall be determined by the Crest Hill Police Pension Board as defined by State statutes.

12.5 DISCHARGE

Discharge is termination of an employee by the City. Refer to Section 5.4 – Progressive Discipline.

12.6 LAYOFF

Layoff is termination of an employee by the City for lack of work, lack of funds or other changes that have taken place. The Personnel Officer in determining the layoff sequence shall take seniority and performance into consideration, but seniority shall not be the sole governing factor. The layoff and recall of full-time sworn Police Officers or full-time Local 150 employees will follow applicable provisions contained in the respective collective bargaining agreements.

12.7 RECALL

Employees who are laid off shall be placed on a recall list for a period of one (1) year. If there is a recall, employees who are still on the recall list shall be recalled, in the order that best fulfills the City's needs.

An employee on layoff must keep the City informed of the address and telephone number where he can be contacted. If the City is unable to contact the employee within seven (7) calendar days, the City's obligation to recall the employee ceases. The City shall have no obligation to recall the employee after he has been on continuous layoff for a period which exceeds one (1) year. Should an employee not return to work when recalled, the City shall have no further obligation to recall the employee.

12.8 JOB ABANDONMENT

Employees who fail to report to work or contact their supervisor for three (3) consecutive work days may be considered to have abandoned the job without notice effective at the end of their normal shift on the third day. The Department Head shall notify the Personnel Officer at the expiration of the third work day and may initiate the paperwork to terminate the employee. Employees who are separated due to job abandonment are ineligible for rehire.

12.9 RELEASE

Release is the end of temporary or seasonal employment.

12.10 FURLOUGH/REDUCTION IN PAY

The City may institute at its discretion a reduction in the amount of employee work hours and/or pay which may typically, but is not limited to, occur as a response to unfavorable economic conditions or as a result of a reorganization of the work force.

12.11 DEATH

All termination benefits or remuneration shall be paid to the named beneficiary, deceased estate or other appropriate individual as provided by law.

12.12 EXIT INTERVIEW

An exit interview will be scheduled for the employee with the Personnel Officer prior to the last day of employment. Temporary employees or employees who are discharged do not participate in the exit interview process. The results of the exit interview will be shared with the City Administrator and maintained in the employee's personnel file. Summaries of any areas of concern will be made available to respective Department Heads.

During the exit interview, if applicable, COBRA, retirement benefits and the return of City property will be discussed.

SECTION 13 COMPLIANCE WITH THE LAW

13.1 HEALTH INSURANCE PORTABILITY & ACCOUNTABILITY ACT (HIPAA)

The City and its health plans subscribe to all HIPAA privacy and security laws. Any concerns with HIPAA laws shall be directed to the Personnel Officer.

13.2 AMERICANS WITH DISABILITIES ACT (ADA)

The ADA requires employers to reasonably accommodate qualified individuals with disabilities. It is the policy of the City to comply with all Federal and State laws concerning the employment of persons with disabilities. It is the City's policy not to discriminate against qualified individuals with disabilities in regard to application procedures, hiring, advancement, discharge, compensation, training or other terms, conditions, and privileges of employment. The City will reasonably accommodate qualified individuals with a disability so they can perform the essential functions of a job. An accommodation is not reasonable if it imposes an undue hardship. An individual who can be reasonably accommodated for a job without undue hardship will be given the same consideration for that position as any other applicant.

The City has an obligation to provide a safe work environment for all employees, customers, and residents. Accordingly, all employees are required to comply with safety standards. The City will take reasonable precautions to ensure that an employee's disability, or any attempted reasonable accommodation, does not pose a direct threat to the health and/or safety of the employee with a disability or to others.

Definitions

As used in this policy, the following terms have the indicated meaning and will be adhered to in relation to the ADA policy.

- 1) "Disability" means a physical or mental impairment that substantially limits one (1) or more major life activities of the individual; a record of such an impairment; or being regarded as having such an impairment. Major life activities include the following:
 - a. In general, major life activities include, but are not limited to, caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working.

- b. Major bodily functions – A major life activity also includes the operation of a major bodily function, including, but not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.
- 2) “Direct threat” means a significant risk to the health or safety of others that cannot be eliminated by reasonable accommodation.
- 3) “Qualified individual” means an individual, who, with or without reasonable accommodation, can perform the essential functions of the employment position that such individual holds or desires.
- 4) “Reasonable accommodation” may include making existing facilities readily accessible to and usable by individuals with disabilities, job restructuring, part-time or modifications of equipment or devices, appropriate adjustment or modifications of examination, training materials or policies, the provision of qualified readers or interpreters, and other similar accommodations for individuals with disabilities.
- 5) “Undue hardship” means an action requiring significant difficulty or expense by the City.
- 6) “Essential functions of the job” refers to those job activities that are determined by the City to be essential or core to performing the job; these functions cannot be modified.

13.3 GENETIC INFORMATION NONDISCRIMINATION ACT OF 2008 (GINA)

The Federal law referred to as GINA prohibits employers and other entities covered by GINA Title II from requesting or requiring genetic information of an individual or family member of the individual, except as specifically allowed by this law. To comply with this law, the City asks that employees and health care providers not submit any genetic information when responding to a request for medical information (e.g., to support an employee’s request for reasonable accommodation under the ADA or a request for a leave of absence). “Genetic information”, as defined by GINA, includes an individual’s family medical history, the results of an individual’s or family member’s genetic tests, the fact that an individual or an individual’s family member sought or received genetic services, and genetic information of a fetus carried by an individual, or an individual’s family member or an embryo lawfully held by an individual or family member receiving assistive reproductive services.

SECTION 14

EMPLOYEE INFORMATION AND RECORDS

14.1 GENERAL ACCESS TO EMPLOYEE INFORMATION

The personnel and medical files of all City employees are maintained by the Personnel Officer. Only the Personnel Officer may have access to and use of an employee's personnel records. The Treasurer's Office and other employees with a valid work related reason may have access to and use of an employee's personnel records, in part, subject to the approval of the Personnel Officer. Certain employment records of Police Officers are maintained within the Police Department under the exclusive control of the Police Chief. Access to police personnel records is regulated by the rules of the Police Department, any applicable collective bargaining agreement and/or court order.

14.2 DISCLOSURE OF EMPLOYEE RECORDS OUTSIDE OF THE CITY

Records about an individual which identify him by name or in any other way shall not be disclosed to people or organizations outside the City without the individual's written permission, except as pursuant to judicial proceedings, legal requirements, or the Freedom of Information Act. All requests by outside parties as to an employee's work record must be directed to the Personnel Officer.

14.3 REFERENCE INQUIRIES

All inquiries made by outside parties (i.e., potential employers, investigative agencies, etc.) with regard to employment history of former or present employees, including but not limited to general reputation, character, personal characteristics, performance, ability, attendance or salary circumstances should be directed to the Personnel Officer for response. The Police Chief shall be responsible for all inquiries regarding the employment status and reference material of sworn police personnel.

14.4 CREDIT VERIFICATIONS

The usual reference and verifications of employment of present employees for the purpose of establishing credit, bank loans, etc., should be released only by the Personnel Officer.

14.5 EMPLOYEE ACCESS TO PERSONNEL FILES

All employees shall be permitted to review and copy their personnel records as well as attach their own position statement to disputed materials in their files, in accordance with the Illinois Personnel Record Review Act (820 ILCS 40/1 et seq.).

Personnel records allowed to be viewed by an employee include all documents and data intended to be used in determining the employee's qualifications for employment, promotion, transfer, additional compensation, discharge or other disciplinary action. Access to personnel files by employees working under a collective bargaining agreement will be subject to the provisions of that agreement.

14.6 RECORDS INSPECTION

An employee shall be permitted inspection of his file two (2) times per calendar year at reasonable intervals. The request to view the file must be put in writing. Inspection of the record will be permitted within seven (7) working days of the request and under the supervision of the Personnel Officer.

Records may not be removed from the place of inspection. The employee will be permitted to request photocopies of his personnel records. If the employee disagrees with any part of the record, the City and the employee may mutually agree to remove or correct the information. This agreement should be in writing. If an agreement cannot be reached and the employee desires to submit an explanatory written statement, the statement will be attached to the disputed record. Inclusion of the employee's statement in the personnel file does not mean that the City concurs with the employee's statement.

SECTION 15 ACKNOWLEDGMENT FORM

Employee Handbook Acknowledgement

I understand and acknowledge that the Employee Handbook describes important information about the City of Crest Hill and that I should consult my supervisor or the Personnel Officer about any questions not answered in this manual. I have entered into my employment relationship with the City voluntarily and acknowledge that there is no specific length of employment, unless I am covered by the terms of a collective bargaining agreement or an individual contract that provides otherwise. Accordingly, either I or the City can terminate the relationship at will, with or without cause, at any time, so long as there is no violation of applicable Federal or State law.

I hereby acknowledge receiving the City of Crest Hill's Employee Handbook. By signing this form, I also acknowledge that I understand the following:

This Employee Handbook is not a contract of employment or a legal document and the City of Crest Hill makes no promises of any kind in this handbook.

Since the information, policies, and benefits described here are subject to change, I acknowledge that revisions to the Employee Handbook may occur, except to the City's policy of employment-at-will. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify, or eliminate existing policies. I further acknowledge that this Employee Handbook supersedes all prior versions that I have received.

By signing this acknowledgement form, I acknowledge that I have read, understand and will abide by all of the policies and procedures contained within the Employee Handbook and any revisions made to it.

Signature

Print Name

Date

SECTION 16 FORMS

16.1 EMPLOYEE PERFORMANCE EVALUATION PROGRAM

The City of Crest Hill is committed to providing efficient and effective service to its residents through thoughtful and reasonable performance in which the needs of the citizens are considered first and foremost by the actions on display in the performance of our work. In order to ensure there is a continuous reinforcement of this service commitment city employees will be evaluated in their performance to define expectations and responsibilities for improvement. Decisions regarding this commitment will be reflected in the actions of all employees as they perform their work duties.

CORE Values:

Core values are the value statements that all employees utilize as part of their typical performance and decision making in support of the service provided to the residents of the city.

Honesty: Speaking and acting truthfully. Showing respect towards others and having integrity and self-awareness.

Service: Commitment and dedication to helping others. Treat financial decisions as if the funds under consideration were your own.

Professionalism: Conducting oneself with responsibility, integrity, accountability, and excellence. Consistently achieving high standards both visibly and behind the scenes.

Integrity: Acting ethically and transparently in work situations, prioritizing doing the right thing over personal gain. Being accountable and following through with decisions made, even if no one is around to see it.

Leadership: Setting an example. The ability of an individual or a group of people to influence and guide others within the organization or team.

Teamwork: Working together to successfully complete a task. Cohesiveness of a team to create a positive working atmosphere that recognizes the strengths and skills that each team member brings. Never saying "it's not my job" but instead "how can I help?"

Respect: Showing regard for someone's abilities and worth that values their feelings and their views, even when one does not necessarily agree with them. Accept others on an equal basis and give them the same consideration one would expect for themselves.

Transparency: Be open in communication and accountability.

Empathy: Ability to emotionally understand what others feel to see things from their point of view.

Employee Evaluation Process:

The evaluation process is a systemic and periodic process that assesses an individual employee's job performance and productivity in relation to established performance criteria and organizational objectives. The process is interactive in which both employee and supervisor are encouraged to openly and thoroughly discuss past and future performance.

Considerations as Part of Employee Evaluations:

The following are guidelines to keep in mind when preparing for performance evaluations. The performance evaluation process is continuous, and a supervisor has a responsibility to be the communications conduit and be aware of ensuring employees have clearly defined expectations and measurable goals and objectives. General subjective statements about performance interactions are not meaningful in terms of motivating and communicating to employees. Supervisors function as coaches in terms of defining expectations for employees and assist in reaching those expectations.

Guidelines to Consider as Part of a Performance Evaluation:

- Employees generally like to know where they stand in terms of performance and defining expectations as part of an evaluation process is a foundational component of that interaction as a supervisor.
- Generally, the annual performance evaluation process should be a summary of the performance interactions the supervisor has had and documented with the employee throughout the year. The information shared and summarized on the evaluation forms should not be a surprise to either the employee or supervisor.
- Typically, the annual evaluation is a summary of the coaching documents of previous periodic discussions throughout the year. The annual evaluation should not be a stand-alone document that is generated from memory. It is very difficult to recall specific examples of performance in that manner and it is unfair to the employee. As a supervisor it is your responsibility to coach the employee throughout the year and documentation of these coaching events should be retained to generate the annual review document.
- When considering a rating or ranking of performance make sure a supervisor can articulate how the ranking was determined, or rating can be provided in a written format. In addition, if the ranking allows for room for improvement make sure the supervisor articulates the performance expected to improve the ranking/rating.
- Avoid subjective statements and generalizations of performance. Provide as many specific examples of performance as possible. If the performance meets

expectations, describe why, if it does not explain why. This process is the opportunity to set the expectations for the employee and they desire and deserve as much direction and information as possible, just as you would if you were being evaluated.

- Determining goals/objectives for the coming year should be a collaborative effort between the supervisor and the employee. This collaboration will allow for improved "buy-in" and commitment from the employee. This collaboration also allows for dialogue as to what is expected and what is achievable.
- Goals/objectives should clearly be documented as objective items that are clearly measurable with defined deadlines. Avoid statements or a goal/objective that cannot be measured to determine success in achievement. If there are milestones that illustrate progress toward an overall deadline, make sure those milestones are included as achievement steps with appropriate dates for achievement.
- The performance evaluation process is not intended as negative interaction. It should be considered as an opportunity to undertake a candid discussion with your employee as a coach to help the employee build upon their skillset to be more valuable to the organization.
- As part of the evaluation process avoid the "halo" effect. This occurs when a supervisor rates the employee high in a predominant number of categories and bases the rating on subjective feelings that the employee is maintaining routine work tasks without any future performance measurable goals/objectives.
- A supervisor should be mindful of their ranking/ratings in especially high ratings noting that the number of employees that reach that level consistently is statistically less than 10 percent of a typical employee population.
- As a supervisor you should also ask the employee what support they need from you as a supervisor to assist in their success. Supervisors are ultimately responsible for the success of the employee through defining expectations, coaching and accountability.
- Once the evaluation is completed the signature of the employee is solely for the verification of the evaluation process and acknowledgement of the interaction. The evaluation process should conclude with both the employee and supervisor acknowledging the measurable improvements clearly defined.
- In the rare instances in which the employee disagrees with a particular rating/ranking allow them to provide written documentation outlining why they feel the ranking/rating is not reflective of their performance. This written documentation will be included as part of the overall performance evaluation document when submitted as a complete record. The supervisor is not obligated to change any rankings/ratings based on the employee's written documentation. The supervisor is encouraged to review the written documentation and add additional information on the evaluation form as they see fit to balance the employee comments with the supervisor's rankings/ratings.

- Furthermore, if any additional comments are added to the evaluation documents the employee must receive a final copy of the evaluation form along with any attachments.
- Human Resources personnel are readily available to assist you as supervisor to create the best product possible. If in doubt, request the Human Resources representative to review your evaluation form BEFORE you sit down with the employee to ensure consistency and completeness to the process.

Components of an Employee Performance Evaluation:

Employee performance appraisal process is a year-round activity that culminates with the annual review that summarizes the progress recorded throughout the year. It is critical that periodic written documentation is generated to measure progress towards any goals, objectives, or professional development activities. This documentation should match previously defined timeframes as to determination of progress. Written documentation of performance progress is essential for new employees as part of the probationary review period.

Below is a suggested timeframe for employee performance evaluations.

New Hires:

- Action: Provide an outline of job responsibilities and expectations to the new employee upon hire. Also, outline any critical path tasks and timeframes required to demonstrate competencies.
 - Due Date: Information provided within one week of start date.
- Action: Check on progress of learning processes of critical job tasks as previously outlined. Progress should be in written detail.
 - Due Date: Check-ins should be no less than every 30 days of employment during the first 4 months of employment.
- Action: Review progress of development of job tasks and knowledge as it applies to overall job performance. This progress should be in writing. If there are any deficiencies, they should be discussed and documented with an action plan and timeframe.
 - Due Date: Should be completed at least 30 days prior to the 6-month anniversary (end of probation).
- Action: Supervisor and employee jointly discuss and create a summary document (performance evaluation) detailing the progress of the employee's training and development related to performing required job tasks. The summary document will also detail previously established goals and objectives and the progress towards their completion. Any deficiencies must be documented and if improvement plans are deemed necessary such plans must be in a written format with specific timeframes. A recommendation must be made by the supervisor as to whether the employee will be retained as a non-probationary employee, or the probation period should be extended for additional development. A review

of the summary document should be performed by Human Resources prior to discussion with the employee.

- Due Date: Completion within 2 weeks prior to the end of the 6-month probationary period.

Non-Probationary Employees:

- Action: Supervisor and employee review progress towards completion of the previously established goals and objectives along with any employee development elements. This review should be every 3 months during the year to ensure feedback and progress is tracked and if any deadlines need adjustment such changes can be undertaken prior to the next review period.
 - Due Date: Review of performance every 3 months during the year to track progress in real time and allow for timeframe adjustments as necessary.
- Action: Prior to completion of the annual review summary review document any items that have previously been identified for additional effort through a performance improvement plan (PIP), consult with Human Resources to ensure any PIP is reasonable.
 - Due Date: Review of PIPs at least 30 days prior to the due date of the performance summary being discussed with the employee.
- Action: Complete the performance summary based on the quarterly reviews that were previously discussed with the employee over the past year. If the supervisor would like a review of the proposed performance summary prior to discussion with the employee, it should be submitted to Human Resources for review and advice.
 - Due Date: Submit the completed review after discussions with the employee to Human Resources for processing and personnel file records. The completed summary must be submitted by the established deadline.
- Action: The completed performance summary must be discussed with the employee before submitting it to Human Resources. The discussion with the employee and the employee's signature is required to verify that the discussion took place with the employee. The discussion between the supervisor and employee should be interactive to the extent that a collaborative set of goals and objectives are established as part of the performance review summary. Employee signature verifies the performance review was discussed with the employee and does not signify that the employee agrees with the review. The employee may submit additional documentation to be included as part of the review record. The supervisor is not obligated to change any documentation or ratings/rankings based on this additional documentation.

Union Employee Reviews:

Supervisors that direct union employees still must perform annual reviews on the employee's performance, including a probationary review, if applicable. The non-supervisor form should be utilized for the review and all the other instructions should be followed regarding the ranking/ratings. The difference is that as a union employee

the employee either meets the standard or not, pass/fail. If the employee fails a performance criterion it should be documented as outlined in the instructions and the employee is provided an opportunity to “cure” or improve the performance within a defined timeframe, i.e. Performance Improvement Plan (PIP). If after the timeframe has expired and the employee’s performance still does not meet the standard, progressive discipline could be considered.

Performance Ratings:

The performance ratings for the employee appraisal system have five levels of job performance definitions. The terms “always” and “never” are used in specific definitions for a number of factors to describe the highest and lowest levels of job performance. Their use is not to be taken as so absolute that it is virtually impossible for either rating to be used. Rather the ratings where exceptions are rare, and the preponderance of the performance could support the consistent application of the defined terms.

Consistently Exceeds Expectations: Extraordinary performance, exemplary, flawless. Statistically employees that are rated in this category account for no more than 5% of the employee population of any organization. By using this performance category, the employee would be demonstrating the following performance characteristics. The employee does not have to demonstrate ALL the characteristics listed but should demonstrate a performance level that is embodied in the majority of the characteristics listed.

- Employee is recognized by all as a real expert in this job area.
- Employee demonstrates a knowledge that normally can be gained only through long periods of experience in this particular type of work.
- This employee could be considered to be a prime candidate for promotion when a higher-level position in this or related field becomes open.
- This employee’s actions show an understanding of work well beyond the assigned area of responsibility. Outsiders seek the employee out because of knowledge demonstrated through performance of the many facets of the department’s work.
- This employee readily shares their knowledge with others and demonstrates a desire to improve the organization through teamwork and collaborative actions.
- Employee shows unusual initiative and is a definite self-starter.
- Employee almost invariably takes the best approach to getting the job done.

Frequently Exceeds Expectations: Superior consistent performance, generally beyond job requirements. The use of this performance category implies the following:

- This employee exceeds position requirements even on some of the most difficult and complex tasks of the job. Employee takes the initiative in development and in implementation of challenging work goals. Normally, this individual would be

considered for possible promotion and willingly seeks to accept additional responsibilities.

- Employee consistently performs more tasks than typically outlined in the job description and accomplishes tasks with little to no reworking necessary.
- Employee is able to take on extra projects and tasks without neglecting other assigned duties.
- Employee is able and willing to accept each assignment with equal enthusiasm and responsibility to see it through to completion.
- Employee actively embraces and encourages teamwork and collaboration and does not assume full credit for the accomplishments.
- Employee does own advanced planning, anticipates problems and takes appropriate action.
- Employee seeks direction when appropriate and is comfortable working independently and being reviewed based on the results.
- Employee shows a good grasp of the "big picture" from a strategic sense. Thinks beyond the details of the job and works towards the overall objectives of organization/department.

Meets Expectations: Employee works diligently actively demonstrating job competence and utilizing knowledge within the defined job duties. Steady work that is complete and without errors or necessary of minimal review.

- This employee is performing full, complete, and satisfactory work. Performance is what is expected of a fully qualified and experienced person in their assigned position.
- Performance does not require significant improvement, but if improvement were to occur it is a plus factor for the department's effectiveness. If the improvement does not occur, there is no reason to complain or consider work substandard in any way.
- If all employees met these standards the departmental performance would be completely satisfactory and create a strong foundation for timely and accurate completion of job tasks.
- The work of this employee results in very few errors and infrequent complaints. When such errors do occur, the employee makes a conscience effort to actively participate in the development of corrective measures to minimize the future occurrence of the same error.
- This employee can demonstrate a sound balance between quality and quantity.
- This employee does not spend undue time on unimportant items, neglecting problems or projects that should have priority.
- Employee requires normal supervision and follow-up and usually completes regular work and projects on schedule.
- This employee is considered a good, solid member of the team and supervisor feels reasonably secure in directing any kind of assignment within the scope of the job description and have confidence it will be completed correctly.

Progressing in Expectations: Employee performance needs improvement in one or more job task.

- The employee's performance meets only the minimum job requirements for the position and has more to learn and understand to meet expectations.
- Employee has had sufficient time that they should be fully competent and effective in their assigned position.
- Typically, this employee needs some pushing and follow through and performs the job under close supervision. Job performance is such that the supervisor does not have confidence that the work will be completed correctly on a consistent basis.
- The employee needs to acquire more know-how to be more effective in the performance of their job duties.
- Supervisor sometimes has to plan the employee's programs or assignments step-by-step. Once the directions are laid out the employee usually completes the task. Contrast this effort to other employees that understand the directions and can complete a task without the need to have step-by-step instructions.
- Co-workers have to perform additional work to make up for the deficiencies of this employee.

Needs Improvement: Employee performance is unacceptable and does not meet job requirements.

- Employee has been in the job long enough to have shown more comprehensive performance at this point.
- Employee is creating a morale problem with supervisor and co-workers by creating additional work for not carrying their workload and impacting the ability of others to complete their work.
- Employee does not display a drive that translates into a commitment to the job and the organization.
- It is more likely that the employee probably recognizes that the job tasks are not getting completed.
- When mistakes are made the employee repeats them and does not undertake the necessary corrective actions to avoid repeats.
- Work is falling behind and tasks are not completed correctly or timely.
- Others have commented on the employee's work performance as sub-standard.

Performance Improvement Plan (PIP):

Employee performance that has been identified as needs improvement or unacceptable must be addressed with the employee through appropriate documentation. Depending on the performance and nature of the deficiencies the supervisor may undertake a performance improvement plan (PIP). However, not every performance situation is eligible for a PIP. Detrimental performance that is considered serious in nature,

including but not limited to, insubordination, repeated inaccurate statements and work product, disregard or disrespect of co-workers or residents, and refusal to accept corrective action, may not be worthy of a PIP. Some actions are of such a nature that the employee displays an attitude of unwillingness to change for the sake of improvement as a behavioral choice and not a skill deficit may not be worthy of a PIP.

A PIP requires a written performance outline of expected performance within a specific timeframe. A PIP also requires the employee and supervisor to meet periodically to document the progress towards reaching the expected level of performance. These meetings are summarized through written documentation. There may be multiple components to a PIP that may include more than one expected performance level for different tasks. A PIP must have written concurrence with the employee when created to document the employee understands the requirements and is willing to correct the targeted behavior within the set timeframe.

PIP programs could be considered "last chance" agreements to improve performance before additional job action is considered up to and including termination. If an employee improves their performance to meet the standards set through the PIP, the PIP will include documentation that the performance improved within the timeframe and standards outlined. If the performance was improved through a PIP becomes unacceptable in the future the supervisor is expected to advise the employee of the performance deficit. However, the supervisor is not obligated to create another PIP for performance which was improved and then became unacceptable again. In instances such as these circumstances disciplinary action, up to and including termination recommendation might be warranted. The supervisor also has the flexibility to recommend discipline for performance that could be pending and awaiting to be imposed if the PIP is not completed as outlined initially.

Exhibit B

Proposed Handbook Change (from version presented on October 5, 2026)

Section 4.2 Work Day

Proposed language on October 5, 2026	Proposed as of October 12, 2026 for inclusion in final version of Handbook
Full-time employees generally will be scheduled for an eight and one-half (8 ½) hour day, including up to a sixty (60) minute meal/break period. Although exceptions to the hours of the workday and meal period can be made upon the recommendation of the Department Head and the approval of the Personnel Officer for specific job-related reasons, each Department must prioritize the ability to effectively receive calls, meetings, and members of the public by maintaining sufficient staff during all operating hours. The timing of meal periods is subject to the approval of the employee's assigned supervisor. This section should not be construed as a guarantee or limitation on the number of hours of work offered to employees on a daily or weekly basis. Applicable collective bargaining agreements may provide exceptions to this section. As stated in Section 1.4, Application of Rules, in the case of a conflict between the language in the Employee Handbook and a collective bargaining agreement, the collective bargaining agreement shall prevail.	Full-time employees generally will be scheduled for an eight and one-half (8 ½) hour day, including up to a sixty (60) minute meal/break period. <u>City Hall administrative hours have been established as 8 a.m. - 4:30 p.m. and Public Works hours established as 7 a.m. – 3:30 p.m. The City retains the exclusive right to change the normal work hours, workday and/or work week for any or all employees. Should it be necessary in the City's judgment to establish schedules departing from the normal workday or the normal work week, or to change the shift schedule of an employee or employees, the Department Head will give, if practicable, at least twenty-four (24) hours advance notice of such change to all employees directly affected by such change.</u> <u>Employees may alter the starting time by one hour either prior to or immediately following the designated start time. This change in start time shall only be allowed with the mutual written agreement of the employee's supervisor and Personnel Officer. The agreement must at minimum include a job-related reason for the altered schedule and a date certain when the altered schedule shall be reviewed for renewal or discontinuation.</u> Each Department must prioritize the ability to effectively receive calls, meetings, and members of the public by maintaining sufficient staff during all operating hours. The timing of meal periods is subject to the approval of the employee's assigned supervisor. This section should not be construed as a guarantee or limitation on the number of hours of work offered to employees on a daily or weekly basis. Applicable collective bargaining agreements may provide exceptions to this section. As stated in Section 1.4, Application of Rules, in the case of a conflict between the language in the Employee Handbook and a collective bargaining agreement, the collective bargaining agreement shall prevail.

Exhibit C

Proposed Handbook Change (from version presented on October 5, 2026)

Section 7.12 Health Insurance Opt-Out Incentive

Proposed language on October 5, 2026	Proposed as of October 12, 2026 for inclusion in final version of Handbook
In accordance with the administrative policy established by the City Administrator, regular full-time employees may be eligible to participate in the City's Health Insurance Opt-Out Incentive, which provides an annual incentive payment to eligible employees who decline the City's health insurance plan and obtain health insurance coverage through another source. Employees should speak with the Personnel Officer for more information.	<u>Contingent upon annual and budgetary approval of the City Council, the City may offer a Health Insurance Opt-Out Incentive to regular full-time employees, which provides an annual incentive payment to eligible employees who decline the City's health insurance plan and obtain health insurance coverage through another source, in accordance with the policy established by the City. Employees should speak with the Personnel Officer for more information.</u>

Local 150 Contract 2021-2026

Most Recent Contract language:

Section 7.3 Work Day.

- A For employees on a five (5) day work week, with the exception of the Police Department employees, the normal work day shall consist of eight (8) hours. Each employee shall receive a one-half (1/2) hour meal break which shall not be paid unless otherwise stated in this section. The work day for the various departments shall normally be as follows:
- | | |
|-----------------------|--|
| 7:00 a.m. - 3:30 p.m. | Public Works. |
| 7:00 a.m. - 3:30 p.m. | Code Enforcement Officer. |
| 7:00 a.m. - 3:30 p.m. | Sewage Treatment Plant and Water Work Operators. |

Clerical employees working at City Hall or the Public Works Department shall work an eight and one-half (8 1/2) hour day between 8:00 a.m. and 4:30 p.m. as established by the City. Work schedules may be altered to accommodate operational needs of the City as may be deemed necessary by management with a minimum of forty-eight (48) hour notice to the affected employee or employees.

Bargaining unit employees shall be granted two (2) fifteen (15) minute paid breaks at or about the middle of the first half of the work shift and the second break at or about the middle of the second half of the work shift. In the event the employee is unable to take his break, the employee shall be allowed to take the break at some other time during the day. In the event the employee is unable to take his lunch, Crest Hill shall pay the employee, at the appropriate rate of pay, for the time not taken or allow the employee to leave work early the commensurate amount of time with pay.

- B. With the exception of the Police Department, the work week shall normally be Monday through Friday. Personnel in the City Treasurer's office shall alternate lunch periods, so that employees shall take a duty- free lunch period either from 12:00 noon to 12:30 p.m. or from 12:30 p.m. to 1:00 p.m. The City Hall Administrative Offices shall be open from 8:00 a.m. to 5:00 p.m.
- C. Employees of the Police Department shall be scheduled at the sole discretion of the Police Chief or his designee so as to meet its staffing requirements based on its continuous operation and responsibilities. A normal work week for full time Police Department employees shall consist of five (5), eight (8) hour, work days.

A normal work week for regular part time Police Department employees shall consist of from one (1) to five (5), eight (8) hour, work days. The total number of hours worked in a calendar year by a regular part time Police Department employee, however, shall equal less than two thousand eighty (2080) hours.

- D. Notwithstanding the foregoing or any other provision of this Agreement, the City retains the exclusive right to change the normal work hours, work day and/or work week for any or all employees. Should it be necessary in the City's judgment to establish schedules departing from the normal work day or the normal work week, or to change the shift schedule of an employee or employees, the City will give, if practicable, at least twenty-four (24) hours advance notice of such change to all employees directly affected by such change.
- E. Clerical employees may alter the starting time set out in Paragraph A of this Section by one hour either prior to or immediately following the designated start time. This change in start time shall only be allowed with the mutual written agreement of the employee's supervisor.



Work Session Memo

Crest Hill, IL

Meeting Date:	October 12, 2026
Submitter:	Ashley Monroe, Assistant City Administrator/HR Director
Department:	Administration / Human Resources
Agenda Item:	Authorize a Health Insurance Opt-Out Incentive Program for 2027

Summary: At the August 24th and September 28th Work Sessions, staff presented a recommendation for including a provision in the Employee Handbook updates, related to a new Health Insurance Opt-Out Incentive Program.

Such a program encourages employees to consider not being on the City's insurance plan by offering a limited cash incentive to opt out on an annual basis. This benefit is shared between the employer and the employee, because even with a stipend for waiving insurance, an opt-out program saves the City present and future insurance costs.

The inclusion of the language within the Handbook does not require the City to provide this benefit, and therefore staff, at the direction of City Council on September 28, 2026, has prepared a separate resolution authorizing the City Administrator to create and use a policy for implementation of an Opt-Out Incentive Program.

The details of the proposed program are provided as attached exhibits and directly align with statements and examples provided to City Council and majority agreed upon, at the previous two Work Session meetings. As noted in the exhibits, this is an annual program and will be regularly reviewed, to determine whether the City would like to continue this benefit.

Recommended Action

Approve the authorization of a Health Insurance Opt-Out Incentive Program for 2027

Budget Impact

Although the City does not know how many employees will ultimately elect a waiver of health insurance, we anticipate between 1 and 5 employees considering a waiver. Even with the annual payment of a stipend (bi-weekly increments) to the employee, the City will save the difference in health insurance premium that would otherwise have to be paid for an employee electing City insurance.

Attachments

- Draft Resolution
- Exhibit A – Proposed Insurance Opt-Out Program
- Exhibit A2 – Waiver Form
- Exhibit B – Proposed Change to Handbook Language (Section 7.12)
- Administrative Opt-Out Policy

Health Insurance Opt Out Benefit January 1, 2027 - December 31, 2027		
<i>Type of Insurance Plan</i>	<i>Opt-Out Incentive Paid to Employee *</i>	<i>Payment Frequency</i>
Employee +Family	\$ 3,500	Bi-Weekly (26)
Employee+1/Children	\$ 3,000	Bi-Weekly (26)
Employee Only	\$ 2,500	Bi-Weekly (26)
*Requires annual form approval & proof of alternative insurance		



2027 Health and Vision Insurance Waiver

Employee Name: _____ Department : _____

I certify that I have read, understand and agree to comply with the Waiver Incentive Program provisions as outlined in the Employee Handbook: Section 7.12 Insurance Opt-Out Incentive. I agree to reimburse the City a pro-rated amount of the waiver incentive payment that I received for the Plan Year 2027, effective with the date of re-enrollment in a City health plan or separation date of employment, and hereby authorize the City to make the appropriate payroll deduction.

I further certify that:

- ☐ I have health insurance coverage through another health insurance carrier, and waive my right to coverage under the City of Crest Hill's group health insurance plan, January 1, 2027 through December 31, 2027. I understand that if I waive my right to health insurance coverage through the City of Crest Hill, I can only re-enroll in the City's plans during the open enrollment period or if my eligibility or coverage in my current health insurance plan ceases.

By signing this document and providing the relevant insurance information as requested below, I will receive a payment for the waiver of health insurance for the plan year January 1, 2027 – December 31, 2027, based upon the level of eligible insurance waived, that will be spread over my bi-weekly paychecks.

Employee's Signature

Date

Human Resources Director

Date

City Administrator

Date

Please complete the following for your current health insurance coverage.

Insurance Carrier Name: _____ Policy No: _____

Insurance Carrier Address: _____

Name of Insured: _____ Effective Date: _____

Employer Name Where Insured Has Coverage: _____

Person who can verify coverage: _____ Phone Number: _____

ATTACH A COPY OF YOUR HEALTH INSURANCE CARD OR LETTER VERIFYING COVERAGE, IF APPLICABLE, TO THIS FORM AND RETURN TO THE HUMAN RESOURCES OFFICE.

Exhibit B

Health Insurance Opt-Out Incentive

Proposed Handbook Change (from version presented on October 5, 2026)

Proposed language on October 5, 2026	Proposed as of October 12, 2026 for inclusion in final version of Handbook
In accordance with the administrative policy established by the City Administrator, regular full-time employees may be eligible to participate in the City's Health Insurance Opt-Out Incentive, which provides an annual incentive payment to eligible employees who decline the City's health insurance plan and obtain health insurance coverage through another source. Employees should speak with the Personnel Officer for more information.	<u>Contingent upon annual and budgetary approval of the City Council, the City may offer a Health Insurance Opt-Out Incentive to regular full-time employees, which provides an annual incentive payment to eligible employees who decline the City's health insurance plan and obtain health insurance coverage through another source, in accordance with the policy established by the City. Employees should speak with the Personnel Officer for more information.</u>

City of Crest Hill Health Insurance Opt-Out Incentive Policy

Section 1. Purpose and Scope

The City of Crest Hill (the "City") establishes this Health Insurance Opt-Out Incentive Policy (the "Policy") to provide an annual incentive payment to eligible employees who decline the City's health insurance plan and obtain health insurance coverage through alternative means. This Policy applies to all regular non-union full-time employees meeting the eligibility requirements in Section II, and can apply under the same terms to unions if negotiated or agreed to via a memorandum of understanding.

This Policy becomes effective on January 1, 2027, and remains in effect until amended or rescinded by the City Council. This Policy does not create an employment contract or modify any employee's at-will employment status.

Section II. Eligibility

A. **General Requirements.** To qualify for the health insurance opt-out incentive (the "Incentive"), an employee must satisfy all of the following conditions:

1. **Full-Time Status.** The employee must be classified as a regular full-time employee working at least 30 hours per week and be eligible to participate in the City's health insurance plan.
2. **Alternative Coverage.** The employee must maintain and provide proof of alternative health insurance coverage that meets the Affordable Care Act minimum essential coverage requirements, 42 U.S.C. § 18001 et seq., including:
 - a. Coverage through a spouse's or domestic partner's employer-sponsored plan;
 - b. Coverage through a parent's plan (for eligible dependents under age 26);
or
 - c. Coverage through Medicare.

NOTE: Coverage purchased through the individual marketplace does not qualify as acceptable alternative health insurance coverage.

- B. **Annual Certification.** The employee must complete and submit the Health Insurance Opt-Out Incentive Certification Form (the "Certification Form") annually during the City's open enrollment period or within 30 days of initial eligibility.
- C. **Waiver of City Coverage.** The employee must formally waive participation in the City's health insurance plan for the plan year by completing all required waiver documentation.

D. **Overpayment Agreement.** The employee must execute a written agreement approved by the City Attorney authorizing the City to recoup overpayments as provided in Section 6.

E. **Excluded Employees.** The following employees are not eligible for the Incentive:

1. Part-time, temporary, seasonal, or contract employees;
2. Employees who are not eligible to participate in the City's health insurance plan;
3. Employees enrolled in any tier of the City's health insurance plan; and
4. Employees who decline coverage but fail to provide proof of alternative coverage.

Section III. Incentive Amount and Payment Terms

A. **Incentive Amount.** The annual Incentive is based upon eligible plan, according to Exhibit (gross before withholdings). The City Council reserves the right to adjust the Incentive amount at any time by resolution.

B. **Payment Terms.** The Incentive shall be paid to eligible employees according to the following terms:

1. **Pro-Rata Calculation.** The Incentive is calculated and paid on a pro-rata basis over the plan year.
2. **Payment Frequency.** The Incentive is paid in equal bi-weekly installments through the City's regular payroll system.
3. **First Payment.** The first Incentive payment is made in the first regular payroll period following the later of:
 - a. The plan year commencement; or
 - b. The effective date of the employee's waiver of City health insurance coverage; or
 - c. Receipt and approval of the employee's completed Certification Form.

C. **Tax Treatment.** The Incentive constitutes taxable compensation subject to all applicable federal, state, and local income taxes, FICA taxes and other legally required withholdings. The Incentive amount shown in Paragraph A of this Section represents the gross payment before withholdings.

D. **Retirement and Benefits Impact.** The Incentive shall be treated as regular compensation for purposes of calculating contributions to the Illinois Municipal Retirement Fund (IMRF)

and any other applicable retirement systems. The Incentive is included in the calculation of an employee's overtime rate.

Section IV. Application and Certification Procedures

- A. **Initial Application.** An employee must submit a completed Certification Form to the Human Resources Department during the annual open enrollment period or within 30 days of becoming eligible for City health insurance coverage.
- B. **Required Documentation.** The Certification Form must include proof of alternative coverage, such as:
 - 1. A copy of the health insurance card showing the employee's name, the insurer's name, and the policy or group number;
 - 2. A letter or certificate of coverage from the alternative health insurance carrier confirming the employee's active coverage and the coverage period;
 - 3. A copy of the summary of benefits or policy documents; or
 - 4. Other documentation reasonably requested by the Human Resources Department to verify coverage.
- C. **Review and Approval.** The Human Resources Department shall review each Certification Form and may request additional information or documentation to verify eligibility. Within 15 business days of receiving all required documentation, the Department shall notify the employee in writing of approval or denial.
- D. **Annual Recertification.** Employees must recertify eligibility annually during the City's open enrollment period by submitting:
 - 1. A new Certification Form for the upcoming plan year; and
 - 2. Updated proof of alternative coverage demonstrating continuous coverage for the upcoming plan year.
- E. **Mid-Year Coverage Loss.** If alternative coverage terminates mid-year, the employee must notify the Human Resources Department within 10 business days and may be eligible for special enrollment in the City's plan as permitted by law.

Section 5. Termination of Incentive Payments

- A. **Automatic Termination Events.** Incentive payments automatically terminate upon the occurrence of any of the following events:

1. Loss or lapse of alternative coverage that meets minimum essential coverage requirements;
 2. Enrollment in the City's health insurance plan at any time during the plan year;
 3. Change in employment status rendering the employee no longer a regular full-time employee or ineligible for the City's health insurance plan;
 4. Separation from City employment for any reason, including resignation, retirement, termination, layoff, or death; or
 5. Failure to complete the annual recertification process as required by Section IV, Paragraph D.
- B. **Effective Date of Termination.** Incentive payments cease as of the last day of the pay period in which the termination event occurs, except that upon separation from employment, the Incentive is prorated through the employee's last day of work.
- C. **Employee Notice Obligation.** Employees must notify the Human Resources Department in writing within 10 business days of any event that affects the employee's eligibility for the Incentive, including loss of alternative coverage, change in employment status, or intent to enroll in the City's health insurance plan.
- D. **No Refund for Voluntary Termination.** If an employee voluntarily terminates participation in the Incentive and enrolls in the City's health insurance plan during a special enrollment period or the next open enrollment period, the employee is not required to refund previously received Incentive payments, provided the employee was eligible when payments were received.

Section 6. Repayment Obligations

- A. **Overpayment.** If the City determines an employee received Incentive payments for which the employee was ineligible, the employee must repay the full overpayment amount.
- B. **Circumstances Requiring Repayment.** Circumstances requiring repayment include, but are not limited to:
1. The employee provided false or misleading information regarding alternative coverage.
 2. Alternative coverage terminated and the employee failed to timely notify the Human Resources Department.
 3. The employee was enrolled in the City's plan during the period for which Incentive payments were received.

4. Administrative error resulted in payment to an ineligible employee.
- C. **Notice and Demand.** Upon discovering an overpayment, the Human Resources Department shall provide written notice specifying the amount owed, the reason for repayment, and the deadline for repayment, which shall be no less than 30 days from the notice date.
- D. **Repayment Methods.** Repayment may be made by:
1. Lump sum payment by check or money order payable to the City of Crest Hill;
 2. Payroll deduction in installments agreed upon by the employee and the Human Resources Department, provided the employee remains employed by the City; or
 3. Offset against the employee's final wages upon separation from employment to the extent permitted by Illinois law.
- E. **Collection.** The City reserves the right to pursue all collection remedies permitted by law to recover amounts owed.

Section 7. Administration

- A. **Administrative Authority.** The Human Resources Department administers this Policy and has the authority to:
1. Develop and maintain forms, procedures, and guidelines necessary to implement this Policy;
 2. Determine employee eligibility for the Incentive;
 3. Verify alternative health insurance coverage;
 4. Process applications and certifications; and
 5. Calculate and process Incentive payments and overpayment repayments.
- B. **Interpretation.** The Human Resources Director, in consultation with the City Administrator, has the authority to interpret this Policy and resolve ambiguities. Such interpretations are final and binding.
- C. **Record Retention.** The Human Resources Department shall maintain all Certification Forms, proof of coverage documentation, and Incentive payment records in accordance with the City's records retention policy and applicable law.

- D. **Confidentiality.** All information provided by employees under this Policy, including health insurance coverage information, shall be maintained as confidential and disclosed only as necessary to administer this Policy or as required by law.

Section 8. Miscellaneous Provisions

- A. **No Guarantee of Coverage.** The City makes no representations or warranties regarding the adequacy, quality, or suitability of any alternative health insurance coverage. Each employee is solely responsible for evaluating and selecting appropriate health insurance coverage for the employee and the employee's dependents.
- B. **Affordable Care Act Compliance.** Employees participating in this Incentive are solely responsible for ensuring their alternative health insurance coverage complies with the Affordable Care Act's individual mandate and minimum essential coverage requirements.
- C. **Amendment and Termination.** The City Council reserves the right to amend, modify, suspend, or terminate this Policy at any time, with or without notice, by resolution or ordinance. Amendment or termination of this Policy does not affect Incentive payments already made for periods during which the employee was eligible.
- D. **Collective Bargaining.** If any provision of this Policy conflicts with the terms of a collective bargaining agreement between the City and a recognized labor union, the collective bargaining agreement controls for employees covered by that agreement.



Memo – Administration Report**Crest Hill, IL**

Meeting Date:	October 12, 2026
Submitter:	Blaine Wing, City Administrator
Department:	Administration
Agenda Item:	Discussion of Hiring Recruiting Firm for Inspector Positions

Summary: At the City has one (1) inspector vacancy and will have another one in the near future. This position has been difficult to fill, and thus staff want to discuss hiring a recruiting firm to assist the City in obtaining qualified applicants.

Budget Impact: Not yet known



Agenda Memo

Crest Hill, IL

Meeting Date:	October 12, 2026
Submitter:	Ronald J Wiedeman
Department:	Engineering
Agenda Item:	Resolution approving an Amendment No 1 to the November 3, 2025 Professional Services Agreement by and Between the City of Crest Hill, Will County, Illinois and Strand Associates which increases the contract amount by \$15,900.00 for a new amount of \$44,800.00.

Summary: Attached is Amendment No 1 to the November 3, 2025 Professional Services agreement with Strand Associates to perform Professional Construction Engineering Services for the Chemical Feed System Upgrade.

Staff have negotiated and determined that it is in best interests of the City to include additional time to provide startup assistance for the chemical feed system upgrades due to project schedule delays which revised the completion date from March 31, 2026 to December 31, 2026.

Recommended Council Action:

Resolution approving an Amendment No 1 to the November 3, 2025 Professional Services Agreement by and Between the City of Crest Hill, Will County, Illinois and Strand Associates which increases the contract amount by \$15,900.00 for a new amount of \$44,800.00

Financial Impact:

Funding Source: Water Fund

Budgeted Amount: \$3,602,608.40

Cost Approved to Date:

Approved November 3, 2025 = \$33,900.00

Plus Amendment No 1 = \$15,900.00

New Amount Approved = \$49,800.00

Attachments:

Strand Amendment 1-RESOLUTION

Exhibit A Strand Amendment No 1

RESOLUTION NO. _____

**A RESOLUTION APPROVING AMENDMENT NO 1 TO THE NOVEMBER 3, 2025
PROFESSIONAL SERVICES AGREEMENT BY AND BETWEEN THE CITY OF
CREST HILL, WILL COUNTY, ILLINOIS AND STRAND ASSOCIATES WHICH
INCREASES THE CONTRACT AMOUNT BY \$15,900.00 FOR A TOTAL NEW
CONTRACT AMOUNT OF \$49,800.00**

WHEREAS, the Corporate Authorities of the City of Crest Hill, Will County, Illinois, have the authority to adopt resolutions and to promulgate rules and regulations that pertain to the City's government and affairs and protect the public health and, safety, and welfare of its citizens; and

WHEREAS, pursuant to Section 2-2-12 of the Illinois Municipal Code (65 ILCS 5/2-2-12), the City Council possesses the authority to enter into contracts that serve the legitimate corporate purposes of the City; and

WHEREAS, Strand Associates (the "COMPANY"), is an entity that is in the business of providing Professional Services and on November 3, 2026, the City of Crest Hill, by the passage of Resolution 1355, was approved to perform Professional Construction related services for the Chemical Feed System Upgrades. (the "Project") in the amount of \$33,900.00; and

WHEREAS, City Staff have negotiated an amendment No 1 to the October 10, 2025 agreement for Professional Services to Professional Services, for the Chemical Feed System Upgrades Improvement (the "Agreement") with the Company for the purposes of engaging the Company to perform the Professional Services (a copy of the Agreement is attached hereto as Exhibit A and fully incorporated herein); and

WHEREAS, the City Council has determined that it is in the best interests of the City and its residents to approve amendment 1 to the total contract price to include additional time to provide startup assistance for the chemical feed system upgrades due to project schedule delays the revised the completion date from March 31, 2026 to December 31, 2026 ; and

WHEREAS, City Staff and the City Council have reviewed Exhibit A and determined that the conditions, terms, and provisions are fair, reasonable, and acceptable to the City and that the Contract approved by Resolution #1355 should be amended to include Amendment 1 attached as Exhibit A

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Crest Hill, Illinois, pursuant to its statutory authority, as follows:

SECTION 1: PREAMBLE. The City Council hereby finds that all the recitals contained in the preamble to this Resolution are true, correct and complete and are hereby incorporated by reference hereto and made part hereof.

SECTION 2: AGREEMENT APPROVED. The City Council hereby finds and declares that the conditions, terms, and provisions of the Amendment to the Contract approved by Resolution #1355, which Amendment 1 is attached as (Exhibit A in the amount of \$15,900.00 are fair, reasonable, and acceptable to the City and that the same is hereby approved in form and substance. Therefore, the City Council hereby authorizes and directs the Mayor to execute and deliver, and the Clerk to attest, the Amendment, and further to take any and all other actions, including without limitation the execution and delivery of any and all documents, necessary and appropriate to effectuate the intent of this Resolution, which is to increase the total contract amount of the Contract approved by Resolution #1431 by \$15,900.00 to a total of 49,800.00.

SECTION 3: SEVERABILITY. If any section, paragraph, clause or provisions of this Resolution is held invalid, the invalidity of such section, paragraph, clause or provision shall not affect any other provision of this Resolution.

SECTION 4: REPEALER. All ordinances, resolutions or orders, or parts thereof, which conflict with the provisions of this Resolution, are to the extent of such conflict hereby repealed.

SECTION 5: EFFECTIVE DATE. This Resolution shall be in full force and effect immediately upon its passage and publication according to law.

[Intentionally Blank]

PASSED THIS 19TH DAY OCTOBER 2026.

	Aye	Nay	Absent	Abstain
Alderman Scott Dyke	_____	_____	_____	_____
Alderman Angelo Deserio	_____	_____	_____	_____
Alderwoman Claudia Gazal	_____	_____	_____	_____
Alderman Darrell Jefferson	_____	_____	_____	_____
Alderperson Tina Oberlin	_____	_____	_____	_____
Alderman Mark Cipiti	_____	_____	_____	_____
Alderman Nate Albert	_____	_____	_____	_____
Alderman Joe Kubal	_____	_____	_____	_____
Mayor Raymond R. Soliman	_____	_____	_____	_____

APPROVED THIS 19TH DAY OF OCTOBER, 2026.

Raymond R. Soliman, Mayor

ATTEST:

Christine Vershay-Hall, City Clerk

EXHIBIT A
(STRAND AND ASSOCIATES.
AMENDMENT #1)



Agenda Memo

Crest Hill, IL

Meeting Date: 10-12-26

Submitter: Deputy Chief Ryan Dobczyk

Department: Police Department

Agenda Item: Approval request to approve bid for one new Motorola M500 in car camera

Summary: The Crest Hill Police Department recently received one of its budgeted squad cars for the current fiscal year. Each new squad car is equipped with a functioning in-car camera system as a standard component. The CHPD currently utilizes Motorola for both its in-car camera and body-worn camera systems. The new in-car camera installed in the vehicle is the Motorola M500, which provides approximately four times the data storage capacity of the previous system (1 TB compared to 256 GB) and features an upgraded 4K camera.

The M500 is the same in-car camera system the CHPD purchased and implemented last year. We have also been in communication with our grant-writing partner, ACS, regarding the possibility of applying for the ILETSB camera grant. If awarded, this grant could provide funding for future in-car camera purchases.

Recommended Council Action: Approve quote from Motorola for purchase of 1 new M500 in car cameras

Financial Impact: \$12,243.04

Funding Source: Capital Replacement Fund (11-007301)

Budgeted Amount: None

Cost: \$12,243.04

Attachments: Crest Hill PD M500 Quote (Quote #3840937)

Crest Hill PD 1VMELCloud (Quote #3845536)

10/02/2026

CREST HILL POLICE DEPARTMENT
20590 CITY CENTER BLVD
CREST HILL, IL 60403

RE: Motorola Quote for VMEL Cloud (1 M500)

Dear Ryan Dobczyk,

Motorola Solutions is pleased to present CREST HILL POLICE DEPARTMENT with this quote for quality communications equipment and services. The development of this quote provided us the opportunity to evaluate your requirements and propose a solution to best fulfill your communications needs.

This information is provided to assist you in your evaluation process. Our goal is to provide CREST HILL POLICE DEPARTMENT with the best products and services available in the communications industry. Please direct any questions to Anna DuVall at Anna.DuVall@motorolasolutions.com.

We thank you for the opportunity to provide you with premier communications and look forward to your review and feedback regarding this quote.

Sincerely,

Anna DuVall

Billing Address:
CREST HILL POLICE
DEPARTMENT
20590 CITY CENTER BLVD
CREST HILL, IL 60403
US

Quote Date:10/02/2026
Expiration Date:12/01/2026
Quote Created By:
Anna DuVall
Anna.DuVall@
motorolasolutions.com

End Customer:
CREST HILL POLICE DEPARTMENT
Ryan Dobczyk
RDobczyk@cityofcresthill.com
815-741-5115

Contract: 36874 - SOURCEWELL MOBILE
VIDEO-101223-MOT

Line #	Item Number	Description	Qty	Term	List Price	Sale Price	Ext. Sale Price
		VideoManager EL or EX: Video Evidence Management					
1	WGC02002	VIDEOMANAGER EL CLOUD, ANNUAL UNLIMITED STORAGE PER IN-CAR VIDEO SYSTEM WITH 2 CAMERAS*	1	5 YEAR	\$5,593.80	\$4,475.04	\$4,475.04

Subtotal \$5,593.80

Total Discount Amount \$1,118.76

Grand Total **\$4,475.04(USD)**



Pricing Summary

	Sale Price
Upfront Costs for Hardware, Accessories and Implementation (if applicable)	\$895.01
Year 2 Subscription Fee	\$895.01
Year 3 Subscription Fee	\$895.01
Year 4 Subscription Fee	\$895.01
Year 5 Subscription Fee	\$895.01
Grand Total System Price (Inclusive of Upfront and Annual Costs)	\$4,475.04

**Upfront costs include the cost of Hardware, Accessories and Implementation, where applicable.*

Notes:

- The Pricing Summary is a breakdown of costs and does not reflect the frequency at which you will be invoiced.
- Additional information is required for one or more items on the quote for an order.
- This quote contains items with approved price exceptions applied against them.
- Unless otherwise noted, this quote excludes sales tax or other applicable taxes (such as Goods and Services Tax, sales tax, Value Added Tax and other taxes of a similar nature). Any tax the customer is subject to will be added to invoices.
- Unless otherwise noted in this quote / order, installation of equipment is not included.



VIDEOMANAGER EL CLOUD SOLUTION DESCRIPTION

VideoManager EL Cloud simplifies evidence management, automates data maintenance, and facilitates management of the Customer's cloud-based, off-premises storage solution.

It is compatible with V300/V700 body-worn cameras and M500 in-car video systems, as well as, legacy VISTA body-worn cameras and 4RE in-car video systems enabling the Customer to upload video evidence quickly and securely. VideoManager EL Cloud allows live streaming from the V300/V700 body-worn cameras and the M500 in-car video system to CommandCentral Aware.



VIDEO EVIDENCE MANAGEMENT

VideoManager EL Cloud delivers benefits to all aspects of video evidence administration. With this streamlined process, the Customer minimizes the amount of time spent manually managing evidence, allowing your team to spend more time in the field.

Simplified Evidence Review

VideoManager EL Cloud makes evidence review easier by allowing users to upload evidence into cloud storage from their in-field devices. This information includes a recording's date and time, device used to capture the evidence, event ID, officer name, and event type. This allows the Customer to view recordings of an incident that were taken from several devices simultaneously, eliminating the task of reviewing irrelevant footage. Its built-in media player includes a visual display for incident data, highlighting moments of interest when lights, sirens, or brakes are activated during the event timeline.

Other relevant files, such as PDFs, spreadsheets, reports, third-party videos, audio recordings, pictures, and drawings can also be grouped together and stored under a specific case entry, allowing all pertinent information to be stored together.

Easy Evidence Sharing

VideoManager EL Cloud allows you to easily share information by exporting evidence. Ways to export evidence include downloading to a PC, sharing evidence through a cloud-based service, or Rimage. Rimage is a robust tool responsible for exporting evidence to DVD/BR discs.

Automatic Data Maintenance

VideoManager EL Cloud can schedule the automatic purging of events based on recorded event category and age. It is user customizable.

Security

The Customer will sync security groups and users from the Azure Active Directory. In VideoManager EL Cloud, the Customer can grant groups access to the evidence on an as-needed basis.



Integration with In-Car Video Systems and Body-Worn Cameras

Video and audio captured by the integration of in-car video systems (4RE, M500) and body-worn cameras (VISTA, V300, V700) are automatically linked in VideoManager EL Cloud based on time, officer name, or group recordings. The Customer can utilize synchronized playback and export of video and audio from multiple devices in the same recording group.

DEVICE MANAGEMENT

The Customer can easily manage, configure, and deploy their in-car and body-worn cameras in VideoManager EL Cloud. Body-worn cameras are checked out to a given officer, where VideoManager EL Cloud keeps record of who last had the body-worn camera. In contrast, in-car video systems are configured with a list of officers who are authorized to use it. When an officer logs into the device, the officer is marked as the owner of any evidence that is created by the device. VideoManager EL Cloud does not display the officer's name who is currently associated with the in-car video system, but it does for body-worn cameras.

VideoManager EL Cloud's Rapid Checkout Kiosk feature allows agencies to take advantage of pooled body-worn cameras. The cameras can be checked out at the beginning of a shift using an easy-to-use interface. At the end of a shift, the body-worn camera will be returned to its dock, where video is automatically uploaded. The camera is then ready to be checked out for the next shift.

The in-car and body-worn cameras can also be configured to remember preference settings for each user, including volume level, screen brightness and camera aim. These settings are applied whenever a device is assigned to a specific user. There are other settings in VideoManager EL Cloud that will enable the Customer to configure devices to operate in alignment with your agency's policies and procedures.

REPORTING

VideoManager EL Cloud's Report Management allows the creation of reports that will give the Customer greater insight into the system. Reports are created to provide a specific type of data from a specified time period. Report types cover areas such as recorded event details, purged recorded events, recorded events with unknown metadata, body-worn camera assignments, device use, and case details.



MOBILE VIDEO PRODUCTS NEW SYSTEM STATEMENT OF WORK

OVERVIEW

This Statement of Work (SOW) outlines the responsibilities of Motorola Solutions, Inc. (Motorola) and the Customer for the implementation of body-worn camera(s) and/or in-car video system(s) and your digital evidence management solution. For the purpose of this SOW, the term "Motorola" may refer to our affiliates, subcontractors, or certified third-party partners. A third-party partner(s) (Motorola-certified installer) will work on Motorola's behalf to install your in-car video system(s) (if applicable).

This SOW addresses the responsibilities of Motorola and the Customer that are relevant to the implementation of the hardware and software components listed in the Solutions Description. Any changes or deviations from this SOW must be mutually agreed upon by Motorola and the Customer and will be addressed in accordance with the change provisions of the Contract. The Customer acknowledges any changes or deviations from this SOW may incur additional cost.

Motorola and the Customer will work to complete their respective responsibilities in accordance with the Project Schedule. Any changes to the Project Schedule must be mutually agreed upon by both parties in accordance with the change provisions of the Contract.

Unless specifically stated, Motorola will perform the work remotely. The Customer will provide Motorola personnel with access to their network and facilities so Motorola is able to fulfill its obligations. All work will be performed during normal business hours based on the Customer's time zone (Monday through Friday from 8:00 a.m. to 5:00 p.m.).

The number and type of software subscription licenses, products, or services provided by Motorola are specifically listed in the Contract and referenced in the SOW. Services provided under this SOW are governed by the mutually executed Contract between the parties, or Motorola's Master Customer Agreement and applicable addenda ("Contract").

AWARD, ADMINISTRATION, AND PROJECT INITIATION

Project Initiation and Planning will begin following the execution of the Contract between Motorola and the Customer. At the conclusion of Project Planning, Motorola's Project Manager (PM) will begin status meetings and provide status reports on a regular cadence with the Customer's PM. The status report will provide a summary of activities completed, activities planned, progress against the project schedule, items of concern requiring attention, as well as, potential project risks and agreed upon mitigation actions.

Motorola utilizes Google Meet as its teleconference tool. If the Customer desires to use an alternative teleconferencing tool, any costs incurred from the use of this alternate teleconferencing tool will be the responsibility of the Customer.

FBI-CJIS SECURITY POLICY – CRIMINAL JUSTICE INFORMATION

CJIS Security Policy Compliance

Motorola does not believe our Mobile Video offerings (i.e. in-car/body-worn cameras) require compliance with the FBI-CJIS Security Policy (CJISSECPOL) based on the definition in Section 4 of CJISSECPOL and how the FBI-CJIS defines Criminal Justice Information. However, Motorola does design its products with the CJISSECPOL



security controls as a guide. Motorola's Mobile Video system design and features support best practice security controls and policy compliance. In the event of a CJIS technical audit request, Motorola will support the Customer throughout this process.

Personnel Security – Background Screening

Motorola will assist the Customer with completing the CJIS Security Policy Section 5.12 Personnel Security related to authorized personnel background screening when requested to do so by the Customer. Based on Section 5.12, a Motorola employee is defined as someone who is required to be on the Customer's property with unescorted access. Motorola employees will also have access to the Customer's network(s) and stored information. Motorola has remote access tools to support virtual escorted access to on-premises customer assets.

Additionally, Motorola performs independent criminal background investigations including name based background checks, credential and educational vetting, credit checks, U.S. citizen and authorized worker identity verification on its employees.

Motorola will support the Customer in the event of a CJIS audit request to validate employees assigned to the project requiring CJIS Section 5.12 Personnel Security screening and determine whether this list is up to date and accurate. Motorola will notify the Customer within 24 hours or next business day of a personnel status change.

Security Awareness Training

Motorola requires all employees who will support the Customer to undergo Level 3 Security Awareness Training provided by Peak Performance and their CJIS online training platform. If the Customer does not have access to these records, Motorola can facilitate proof of completion. If the Customer requires additional and/or separate training, Motorola will work with the Customer to accommodate this request at an additional cost.

CJIS Security Addendum

Motorola requires all employees directly supporting the Customer to sign the CJIS Security Addendum if required to do so by the Customer.

Third Party Installer

The Motorola-certified third party installer will work independently with the Customer to complete the Section 5.12 Personnel Security checks, complete Security Awareness Training and execute the CJIS Security Addendum.

COMPLETION CRITERIA

The project is considered complete once Motorola has completed all responsibilities listed in this SOW. The Customer's task completion will occur based on the Project Schedule to ensure Motorola is able to complete all tasks without delays. Motorola will not be held liable for project delays due to incomplete Customer tasks.

The Customer must provide Motorola with written notification if they do not accept the completion of Motorola responsibilities. Written notification must be provided to Motorola within ten (10) business days of task completion. The project will be deemed accepted if no written notification is received within ten (10) business days.

In the absence of written notification for non-acceptance, beneficial use will occur thirty (30) days after functional demonstration of the system.



SUBSCRIPTION SERVICE PERIOD

If the contracted system includes a subscription, the subscription service period will begin upon the Customer's receipt of credentials for access. The provision and use of the subscription service is governed by the Contract.

PROJECT ROLES AND RESPONSIBILITIES OVERVIEW

Motorola Project Roles and Responsibilities

The Motorola Project Team will be assigned to the project under the direction of the Motorola PM. Each team member will be engaged in different phases of the project as necessary. Some team members will be multi-disciplinary and may fulfill more than one role.

In order to maximize effectiveness, the Motorola Project Team will provide various services remotely by teleconference, web-conference, or other remote method in order to fulfill our commitments as outlined in this SOW.

Our experience has shown customers who take an active role in the operational and educational process of their system realize user adoption sooner and achieve higher levels of success with system operation. The subsections below provide an overview of each Motorola Project Team Member.

Project Manager (PM)

The PM will be the principal business representative and point of contact for Motorola. The PM's responsibilities may include but are not limited to:

- Manage Motorola responsibilities related to the delivery of the project.
- Maintain the Project Schedule, and manage assigned Motorola personnel, subcontractors, and suppliers as applicable.
- Coordinate schedules of assigned Motorola personnel, subcontractors, and suppliers as applicable.
- Conduct equipment inventory if applicable.
- Maintain project communications with the Customer.
- Identify and manage project risks.
- Coordinate collaboration of Customer resources to minimize project delays.
- Evaluate project status against Project Schedule.
- Conduct status meetings on mutually agreed upon dates to discuss project status.
- Provide timely responses to Customer inquiries and issues related to project progress.
- Conduct daily status calls with the Customer during Go-Live.

Post Sales Engineer

The Post Sales Engineer will work with the Customer's Project Team on:

- Discovery validation.
- System provisioning.
- Covers the IT portion of the Project Kickoff Call with the Customer.
- Contracted data migration between two disparate digital evidence management systems (if applicable).



System Technologist (ST)

The ST will work with the Customer's Project Team on:

- Configure Customer's digital evidence management system.
- Inspect installation and configure hardware devices.
- Provide instructions to the Customer on how to configure the hardware.
- Review Deployment Checklist with the Customer.
- Develop and submit a Trip Report.
- Update Customer IP Map.

Professional Services Engineer (if applicable)

The Professional Services Engineer is engaged on projects that include integration between Motorola's digital evidence management system and the Customer's third-party software application. Their responsibilities include:

- Delivery of the interface between Motorola's digital evidence management system and the Customer's third-party software (e.g. CAD).
- Work with the Customer to access required systems/data.

Application Specialist (if applicable)

The Application Specialist will work with the Customer Project Team on system provisioning and education. The Application Specialist's responsibilities include but are not limited to:

- Deliver provisioning education and guidance to the Customer for operating and maintaining their system.
- Provide product education as defined by this SOW and described in the Education Plan.
- Provide on-site training based on the products the Customer purchased.

Technical Trainer / Instructor

The Technical Trainer / Instructor provides training on-site or remote depending on the training topic and deployment services purchased.

Motorola-Certified Installer

The Motorola-certified installer is primarily responsible for installing in-car video systems (ICVs) into Customer vehicles. There are specific requirements the 3rd party partner must meet in order to be considered a Motorola-certified installer, and they include the following:

- **Required Training**
 - WTG0501 - M500 Vehicle Installation Certification (Remote) or WTG0503 - M500 Vehicle Installation Certification (Live)
 - Needs to be renewed yearly.
 - Needs to be submitted to the PM by the technician completing the installation no less than thirty (30) days prior to the installation.
 - Review of any previous Motorola Solutions Technical Notifications (MTNs).
- **Optional Training**
 - WGD00186 - M500 Installation Overview and Quick Start (NA)
 - Not required for installation. Available for the installing technician.
 - WGD00177 - M500 In-Car Video System Installation Guide
 - Not required for installation. Available for the installing technician.
 - MN010272A01 - M500 In-Car Video System Basic Service Manual



- Not required for installation. Available for the installing technician.

Other responsibilities the Motorola-certified installer may be involved in include the installation of cellular routers or Access Points. These activities will only be completed by Motorola if Motorola quotes these services; otherwise, the completion of these services are solely the responsibility of the Customer.

Customer Support Services Team

The Customer Support Services Team will provide on-going support to the Customer following Go-Live and final acceptance of the project.

Customer Project Roles and Responsibilities

Motorola has defined key resources that are critical to this project and must participate in all the activities defined in this SOW. During the Project Planning phase, the Customer will be required to provide names and contact information for the roles listed below. It is critical that these resources are empowered to make decisions based on the Customer's operational and administration needs. The Customer Project Team will be engaged from Project Initiation through Beneficial Use of the system. In the event the Customer is unable to provide the resources identified in this section, Motorola may be able to supplement these resources at an additional cost.

Project Manager

The PM will act as the primary point of contact for the duration of the project. In the event the project involves multiple locations, Motorola will work exclusively with the Customer's primary PM. The PM's responsibilities will include, but are not limited to:

- Communicate and coordinate with other project participants.
- Manage the Customer Project Team including subcontractors and third-party vendors. This includes timely facilitation of tasks and activities.
- Maintain project communications with the Motorola PM.
- Identify tasks required of Customer staff that are outlined in this SOW and the Project Schedule.
- Consolidate all project inquiries from Customer staff to present to Motorola PM.
- Approve a deployment date offered by Motorola.
- Review Project Schedule with the Motorola PM and finalize tasks, dates, and responsibilities.
- Measure and evaluate progress against the Project Schedule.
- Monitor project to ensure resources are available as required.
- Attend status meetings.
- Provide timely responses to issues related to project progress.
- Liaise and coordinate with other agencies, Customer vendors, contractors, and common carriers.
- Review and administer change control procedures, hardware and software certification, and all related project tasks required to meet the deployment date.
- Ensure Customer vendors' readiness ahead of the deployment date.
- Assign one or more personnel to work with Motorola staff as needed for the duration of the project, including one or more representatives from the IT department.
- Identify a resource with authority to formally acknowledge and approve milestone recognition certificates, as well as, approve and release payments in a timely manner.
- Provide Motorola personnel with access to all Customer facilities where system equipment is to be installed. Temporary identification cards are to be issued to Motorola personnel, if required for access.
- Ensure remote network connectivity and access for Motorola resources.



- Assume responsibility for all fees pertaining to licenses, inspections and any delays associated with inspections due to required permits as applicable to this project.
- Provide reasonable care to prevent equipment exposure from contaminants that may cause damage to the equipment or interruption of service.
- Ensure a safe working environment for Motorola personnel.
- Identify and manage project risks.
- Provide signature(s) of Motorola-provided milestone recognition certificate(s) within ten (10) business days of receipt.

IT Support

IT Support manages the technical efforts and ongoing activities of the Customer's system. IT Support will be responsible for managing Customer provisioning and providing Motorola with the required information for LAN, WAN, server and client infrastructure.

The IT Support Team responsibilities include but are not limited to:

- Participate in delivery and training activities to understand the software and functionality of the system.
- Participate with Customer Subject Matter Experts (SMEs) during the provisioning process and associated training.
- Authorize global provisioning decisions and be the Point of Contact (POC) for reporting and verifying problems.
- Maintain provisioning.
- Implement changes to Customer infrastructure in support of the proposed system.

Video Management Point of Contact (POC)

The Video Manager POC will educate users on digital media policy, participate in Discovery tasks, and complete the Video Management Administration training. The Customer is responsible for its own creation and enforcement of media protection policies and procedures for any digital media created, extracted, or downloaded from the digital evidence management system.

Subject Matter Experts (SMEs)

SMEs are a core group of users involved with the analysis, training and provisioning process, including making decisions on global provisioning. The SMEs should be experienced users in their own respective field (evidence, dispatch, patrol, etc.) and should be empowered by the Customer to make decisions based on provisioning, workflows, and department policies related to the proposed system.

Training POC

The Training POC will act as the course facilitator and is considered the Customer's educational monitor. The Training POC will work with Motorola when policy and procedural questions arise. They will be responsible for developing any agency specific training material(s) and configuring new users on the Motorola Learning eXperience Portal (LXP) system. This role will serve as the first line of support during Go-Live for the Customer's end users.



General Customer Responsibilities (if applicable)

In addition to the Customer responsibilities listed above, the Customer is responsible for the following:

- All Customer-provided equipment, including third-party hardware and software needed for the proposed system but not listed as a Motorola deliverable. Examples include end user workstations, network equipment, etc.
- Configure, test, and maintain third-party system(s) that will interface with the proposed system.
- Establish an Application Programming Interface (API) for applicable third-party system(s) and provide documentation that describes the integration to the Motorola system.
- Coordinate and facilitate communication between Motorola and Customer third-party vendor(s) as required.
- Motorola-certified installers must be certified through LXP for remote or in person installation training. The Customer is responsible for work performed by non-certified installers.
- Upgrades to Customer's existing system(s) in order to support the proposed system.
- Mitigate the impact of upgrading Customer third-party system(s) that will integrate with the proposed system. Motorola strongly recommends working with the Motorola Project Team to understand the impact of such upgrades prior to taking action.
- Active participation of Customer SMEs during the course of the project.
- Electronic versions of any documentation associated with business processes identified.
- Providing a facility with the required computer and audio-visual equipment for training and work sessions.
- Ability to participate in remote project meetings using Google Meet or a mutually agreed upon Customer-provided remote conferencing tool.

Motorola is not responsible for any delays that arise from Customer's failure to perform the responsibilities outlined in this SOW or delays caused by Customer's third-party vendor(s) or subcontractor(s).

NETWORK AND HARDWARE REQUIREMENTS

The following requirements must be met by the Customer prior to Motorola installing the proposed system:

- Provide network connectivity for the transfer and exchange of data for the proposed system.
- Provide Virtual Private Network (VPN) remote access for Motorola personnel to configure the system and conduct diagnostics.
- Provide Internet access to server(s).
- Provide devices such as workstations, tablets, and smartphones with Internet access for system usage. Chrome is the recommended browser for optimal performance. The workstations must support MS Windows 11 Enterprise.
- Provide and install antivirus software for workstation(s).
- Provide Motorola with administrative rights to Active Directory for the purpose of installation, configuration, and support.
- Provide all environmental conditions such as power, uninterruptible power sources (UPS), HVAC, firewall and network requirements.
- Ensure required traffic is routed through Customer's firewall.

Motorola is not responsible for any costs or delays that arise from Customer's failure to meet network and hardware requirements.



PROJECT PLANNING

A clear understanding of the needs and expectations of Motorola and the Customer is critical to fostering a collaborative environment of trust and mutual respect. Project Planning requires the gathering of specific information to set clear project expectations and guidelines, as well as lay the foundation for a successful implementation.

PROJECT PLANNING SESSION

A Project Planning Session will be scheduled after the Contract has been executed. The Project Planning Session is an opportunity for the Motorola and Customer PM to meet prior to the Project Kickoff Meeting and review key elements of the project and expectations. Depending on the items purchased, the agenda will typically include:

- A high level review of the following project elements:
 - Contract documents.
 - A summary of contracted applications and hardware as purchased.
 - Customer's involvement in project activities to confirm understanding of scope and required time commitments.
 - A high level Project Schedule with milestones and dates.
- Confirm CJIS background investigations and fingerprint requirements for Motorola employees and/or subcontractors.
- Determine Customer location for Motorola to ship their equipment for installation.

Motorola Responsibilities

- Schedule the remote Project Planning Session.
- Request the assignment of Customer Project Team and any additional Customer resources that are instrumental to the project's success.
- Provide the initial Project Schedule.
- Baseline the Project Schedule.
- Review Motorola's delivery approach and its reliance on Customer-provided remote access.
- Document mutually agreed upon Project Kickoff Meeting Agenda.
- Request user information required to establish the Customer in LXP.

Customer Responsibilities

- Identify Customer Project Team and any additional Customer resources that are instrumental to the project's success.
- Acknowledge the mutually agreed upon Project Kickoff Meeting Agenda.
- Provide approval to proceed with the Project Kickoff Meeting.

Motorola Deliverables

- Project Kickoff Meeting Agenda.

PROJECT KICKOFF

Motorola will work with the Customer to understand the impact of introducing a new solution and the preparedness needed for a successful implementation.



Note – The IT Questionnaire is completed during the pre-sales process and prior to Contract award. The IT Questionnaire is given to Motorola at the time of offer acceptance. Delay in completing the IT Questionnaire may delay shipment of equipment. Motorola will not be responsible for any delays associated with or related to the completion of the IT Questionnaire.

Motorola Responsibilities

- Review Contract documents including project delivery requirements as described in this SOW.
- Discuss the deployment start date and deliver the Deployment Checklist.
- Discuss vehicle equipment installation activities and responsibilities.
- Discuss the equipment inventory process (if applicable).
- Discuss project team participants and their role(s) in the project with fulfilling the obligations of this SOW.
- Review resource and scheduling requirements.
- Discuss Motorola remote system access requirements (24-hour access to a secured two-way Internet connection through the Customer's firewall for the purpose of deployment and maintenance).
- Discuss and deliver the Business Process Review (BPR) Workbook.
- Complete all necessary documentation (i.e. fingerprints, background checks, card keys, etc.) required for Motorola resources to gain access to Customer facilities.
- Discuss the LXP training approach.
- Provide designated Customer administrator with access to LXP.
- Review and agree on completion criteria and the process for transitioning to support.

Customer Responsibilities

- Provide feedback on project delivery requirements.
- Review the Deployment Checklist.
- Review the roles of project participants to identify decision-making authority.
- Provide VPN access to Motorola personnel to facilitate delivery of services described in this SOW.
- Validate non-disclosure agreements, approvals, and other related items are complete (if applicable).
- Provide all documentation (i.e. fingerprints, background checks, card keys, etc.) required for Motorola resources to gain access to Customer facilities.
- Provide Motorola with names and contact information to the designated LXP Administrator(s).

Motorola Deliverables

- Project Kickoff Meeting Minutes.
- BPR Workbook.
- Deployment Checklist.

DISCOVERY TELECONFERENCE

During the Discovery Teleconference, Motorola will meet with the Customer to define system configuration, as well as, agency recording and retention policies. This information will be documented in the Business Process Review (BPR) Workbook, which is used as a guide for configuration and provisioning decisions.

Motorola Responsibilities

- Facilitate Discovery Teleconference(s).
- Review and complete BPR Workbook with the Customer.





- Confirm Customer-provided configuration inputs.

Customer Responsibilities

- Gather and review information required to complete the BPR Workbook during the Discovery Teleconference.
- Schedule Customer Project Team and SMEs to attend the Discovery Teleconference. SMEs should be present to weigh-in on hardware, software and network components. Customer attendees should be empowered to convey policies and make modifications to policies as necessary.
- Return completed BPR Workbook no later than five (5) business days after the conclusion of the Discovery Teleconference.

Motorola Deliverables

- Completed BPR Workbook.



PROJECT EXECUTION

HARDWARE PROCUREMENT AND INSTALLATION

Motorola will procure contracted hardware as part of the ordering process. The hardware will be configured with a basic profile in line with the information provided by the IT Questionnaire or Discovery Teleconference for installation and configuration of the system. The Customer is responsible for providing an installation environment that meets manufacturer's specifications for the hardware, which includes but is not limited to:

- Power
- Heating and Cooling
- Network Connectivity
- Access and Security
- Conduit and Cabling

Motorola Responsibilities

- Procure contracted equipment and ship to the Customer's designated location.
- Inventory equipment after arrival at Customer location (if applicable).
- Install backend server in Customer's designated area (if applicable).
- Conduct a power-on test to validate the installed hardware and software are ready for configuration.
- Verify remote connection to hardware.
- For an on-site deployment, Motorola will be responsible for verifying the body-worn camera Transfer Stations are connected to the Customer's network. The Customer is responsible for ensuring Motorola has the correct IP address(es) for configuring the Transfer Stations, and the Customer's network is operational.
- The installer will be responsible for installing the Access Point(s) (APs) if provided by Motorola (if applicable).
- The ST will verify whether the AP(s) are properly installed and connected to the network (if applicable).
- Create a Trip Report outlining the activities completed during configuration and testing of system hardware.

Customer Responsibilities (if applicable)

- Procure Customer-provided equipment and make it available at the installation location.
- Confirm the server room complies with environmental requirements (i.e. power, uninterruptible power, surge protection, heating/cooling, etc.).
- Verify the server is connected to the Customer's network.
- Provide, install, and maintain antivirus software for server(s) and/or workstation(s).
- Enable outgoing network connection (external firewall) to the CommandCentral cloud by utilizing the Customer's Internet connection (if applicable).
- Install Customer-supplied APs (if applicable).
- Verify APs are properly installed and connected to the network (if applicable).
- For remote deployments, the Customer is responsible for verifying the body-worn camera Transfer Stations are connected to their network.
- Confirm access to installed software on Customer-provided workstation(s).
- For body-worn cameras, the Customer will verify whether the Transfer Station(s) are connected to their network.

Motorola Deliverables

- Contracted Equipment.



- Equipment Inventory (if applicable).

In-Car Video System Configuration (if applicable)

The Motorola-certified installer will complete the installation of the in-car video (ICV) system(s) within the Customer-provided vehicle(s). The installer may also be responsible for installing cellular routers or WiFi radios inside the vehicle(s) for wireless upload of video to the Customer's digital evidence management system.

The Customer vehicles must be available for the ST to complete the configuration and testing of the contractual number of ICVs. If the Customer does not have all vehicles available during the agreed upon date and time, the Customer may opt to sign-off on the number of ICV configurations completed. If the Customer requires the ST to complete the full contractual number of ICVs at a later date and time, additional cost may be incurred. **Table 1-1** shows the number of ICVs an ST is contractually obligated to configure and test based on the number of ICVs purchased.

Table 1-1: Number of Contractual ICV Configurations

Number of ICV Purchased	Number of ICV to Test
1	1
2	2
3	3
4	4
5 - 25	5
26 - 50	10
51 - 75	15
76 - 100	20
101 - 150	30
151 - 200	40
201+	20%

Note – The Pricing Page will reflect in-car video installation services by Motorola if Motorola is responsible for the vehicle installations.

Motorola Responsibilities

- Setup server for ICV digital video recorder (DVR) configuration.
- Create configuration USB used to complete ICV hardware configuration and validation.
- Travel to the Customer site to conduct configuration and testing of ICVs.
- Complete ICV configuration on a single vehicle, and validate the configuration with the Customer.
- Receive Customer approval to proceed with remaining ICV configurations.
- Complete remaining contracted vehicle configurations.
- Test a subset of completed ICV hardware configurations.



- For Motorola-certified installer, complete the installation of cellular router and confirm placement of antenna mounting with Customer (if applicable).
- The Motorola-certified installer will install Customer-provided SIM card into cellular router and connect cellular router to ICV (if applicable).
- Activities surrounding ICV (M500) interface to Automatic License Plate Recognition (ALPR) (if applicable).
 - Install Car Detector Mobile MDC Software on Customer-provided mobile data terminal (MDT) within the vehicle.
 - Configure MDC Network Card.

Customer Responsibilities

- Provide Motorola with remote connection and access credentials to complete ICV hardware configuration.
- Notify Motorola of the vehicle installation location.
- Coordinate and schedule date and time for ICV hardware configuration(s).
- Make ICV hardware available to Motorola for configuration and testing in accordance with the Project Schedule.
- Provide cellular SIM Card for Internet connectivity to the installer at time of vehicle installation.

Motorola Deliverables

- Complete Functional Validation Plan as it applies to the proposed solution.

NOTE - The Customer is responsible for having all vehicles and devices available for installation per the Project Schedule. All cellular data fees and Internet connectivity charges are the responsibility of the Customer. If a Motorola-certified installer is not used to install the ICV(s), Motorola is not responsible for any errors in hardware installation, performance or delays in the Project Schedule. In the event the Customer takes on the responsibility of installing the ICV(s) through a Motorola-certified installer, Motorola is also not responsible for any errors in hardware installation, performance or delays in the Project Schedule. For ALPR installations, an MDT is required for all vehicles (if applicable).

Body Worn Camera Configuration (if applicable)

The Transfer Station will be utilized to configure each body-worn camera according to the Business Process Review. In order for this process to be successfully completed, the Transfer Station must be connected to the Customer's digital evidence management system. The table below shows the number of body-worn cameras an ST is contractually obligated to configure and test based on the number of body-worn cameras purchased.

Table 1-2: Number of Contractual Body-Worn Camera Configurations

Number of BWC Purchased	Number of BWC to Test
1	1
2	2
3	3
4	4
5 - 25	5
26 - 50	10



Number of BWC Purchased	Number of BWC to Test
51 - 75	15
76 - 100	20
101 - 150	30
151 - 200	40
201+	20%

Motorola Responsibilities

- Configure Transfer Station(s) for connectivity to the digital evidence management system.
- Verify the Transfer Station(s) is configured properly and connected to the network.
- Configure body-worn camera(s) within the digital evidence management system.
- Check out body-worn camera(s) and create a test recording.
- Verify completion of upload from body-worn camera(s) after it is docked in a Transfer Station or USB dock.
- Install and provide a demonstration of client software as part of the same on-site engagement as Go-Live, unless otherwise outlined in this SOW.

Customer Responsibilities

- Select physical location(s) for Transfer Station(s).
- Provide and install workstation hardware.
- Complete installation of client software on remaining workstations and mobile devices.
- Validate functionality of components and solution utilizing the Deployment Checklist.
- Provide Motorola remote connection information and necessary credentials.

Automatic License Plate Recognition (ALPR) Commissioning (if applicable)

This section highlights the responsibilities of Motorola and the Customer when an in-car video system interfaces with the Law Enforcement Archival Report Network (LEARN) database.

Motorola Responsibilities

- Create a Customer account in the LEARN system with user emails.
- Verify the Customer has installed and launched the Vigilant Car Detector Mobile Software per the Vigilant LEARN Quickstart Guide.
- Provide Mobile LPR - Officer Safety Basic and Advanced Pre-Installation Checklist.
- Provide Agency Manager with Training Materials and Car Detector Mobile MDC software installation guide.
- Advise Agency Manager of different options available to add new users.
- Confirm Agency Manager is aware of registration required for Hotlists.
- Confirm Agency Manager understands how to set up data-sharing.

Customer Responsibilities

- Identify the Agency Manager.
- Register to receive access to Hotlists.



SOFTWARE INSTALLATION AND CONFIGURATION

Motorola will install VideoManager Evidence Library (EL) software on a specified number of workstations dictated by the Contract. The Customer will be responsible for installing the software on the remaining workstations. Provisioning of VideoManager EL software will be done in accordance with the information contained in the BPR Workbook.

Installation of VideoManager EL software consists of the following activities:

- Delivery and installation of server hardware (if applicable).
- Network discovery.
- Operating system and software installation.
- Onboarding user / group identity set up.
- Provide access to the application.

VideoManager EL (if applicable)

The VideoManager EL software is an on-premises solution that requires an onsite server and supports both body worn cameras and in-car video systems.

Motorola Responsibilities

- Install software on a specified number of customer workstations and/or mobile devices.
- Use information provided in the BPR Workbook to configure VideoManager EL software.
- Test software using applicable portions of the Functional Validation Plan.
- Provide instruction on client software USB utility.

Customer Responsibilities

- Provide a network environment that conforms to the requirements presented in the Solution Description.
- Procure and install server and storage hardware at desired location in accordance with Solution Description requirements.
- Perform a power on test with Motorola.
- Provide assigned Motorola System Administrator with access to SQL database for installation purposes (Motorola's access will be revoked upon conclusion of the installation).
- For Active Directory integration, provide domain user (service account), security group (for application administrators including service account), and domain read access (if applicable).
- Provide workstation and/or mobile device hardware in accordance with specifications listed in the Solution Description.
- Complete online training.
- Complete installation of client software on remaining workstations and/or mobile devices.

VideoManager ELC (if applicable)

VideoManager ELC software is a cloud solution that does not require an onsite server and supports both body-worn cameras and in-car video systems.

Motorola Responsibilities

- Use information provided in BPR Workbook to configure VideoManager ELC software.
- Based on Customer feedback, perform the following activities:



- Create users, groups, and setup permissions.
- Create event categories.
- Set retention policies.
- Test software using applicable portions of the Functional Validation Plan.
- Ensure training POC can access the system.

Customer Responsibilities

- Verify traffic can be routed through Customer's firewall and reaches end user workstations.

CloudConnect Installation and Configuration (applicable for CommandCentral Aware purchase)

Motorola Responsibilities

- Verify remote access capability.
- Remotely configure CloudConnect Virtual Machine within the Cloud Anchor Server.
- Configure network connectivity and test connection to the CloudConnect Virtual Machine.
- Create an IPSEC tunnel.
- Provide Customer with the information for setting up the IPSEC tunnel.

Customer Responsibilities

- Provide Motorola with two static IP addresses, corresponding subnet masks/default gateway, and available NTP and DNS IP for the CloudConnect Virtual Machine and the Cloud Anchor Server.
- Confirm with Motorola the network performance requirements are met.
- Configure firewall to allow traffic from IPSEC tunnel.

Completion Criteria

- CloudConnect Virtual Machine configuration is complete and accessible throughout the network.

CommandCentral Evidence (if applicable)

Motorola will work with the Customer to determine best industry practices, current operations environment, and subsystem integration to ensure optimal configuration of your CommandCentral Evidence solution.

Motorola Responsibilities

- Use the CommandCentral Admin Portal to provision users, groups, and rules based on Customer Active Directory data.
- Guide the Customer in the configuration of CommandCentral Evidence.

Customer Responsibilities

- Supply access and credentials to Customer's Active Directory for the purpose of Motorola conducting CommandCentral Evidence provisioning.
- Respond to Motorola's inquiries regarding users, groups and agency mapping to CommandCentral Evidence.
- Provision policies, procedures, and user permissions.
- Configure evidence as directed by Motorola.



DATA MIGRATION SERVICES (IF APPLICABLE)

The Customer is responsible for partitioning data to be converted from a legacy or on-premises digital evidence management system to an on-cloud solution as part of this offer. The Customer will have ten (10) business days to provide feedback after Motorola validates the migrated data. If feedback is not received on or before ten (10) business days, Motorola will assume the migration is complete.

Motorola Responsibilities

- Receive access to Customer video data.
- Perform contracted data migration and validation.

Customer Responsibilities

- Provide remote access to partitioned data to be migrated.
- Validate migrated dataset, and provide Motorola with feedback within ten (10) business days.

Completion Criteria

- A migrated dataset as defined in the Contract.

DEMS INTEGRATIONS AND THIRD-PARTY INTERFACES (IF APPLICABLE)

The integration between Motorola's digital evidence management system and the Customer's third-party system may consist of an iterative series of activities depending on the complexity of accessing the third-party system. Interfaces will be installed and configured in accordance with the Project Schedule. The Customer is responsible for engaging third-party vendors as required to facilitate connectivity and testing of the interface(s).

Motorola Responsibilities

- Develop and configure interface(s) to support the functionality described in the Solution Description.
- Establish and validate connectivity between Motorola and third-party systems.
- Perform functional demonstration to confirm the interface(s) can transmit and receive data to the Customer's digital evidence management system.

Customer Responsibilities

- Act as liaison between Motorola and third-party vendor(s) as required to establish connectivity to the digital evidence management system.
- Provide personnel authorized to make changes to the network and third-party systems to support Motorola's integration efforts.
- Provide network connectivity between digital evidence management system and the third-party system(s).
- Provide information on API, SDKs, data scheme, and any documentation necessary to establish interfaces with all local and remote systems. This information should be provided to the Motorola PM within ten (10) business days of the Interface Engagement Meeting.

NOTE - At the time of initial design, unknown circumstances, requirements or anomalies may present difficulties with interfacing Motorola products to a third-party application. These difficulties could result in a poorly performing or a non-functional interface. By providing Motorola with this information early in the deployment process, will put us in the best position to mitigate these potential issues. If the resolution requires additional third-party integration, application upgrades, APIs, and/or additional software licenses, the Customer is responsible for addressing these issues at their cost. Motorola is not responsible for any delays or costs associated with third-party applications or Customer-provided third-party hardware or software.



SYSTEM TRAINING

The objective of this section is to prepare for and deliver training. Motorola training consists of computer-based (online) and instructor-led (on-site or remote) depending on what is purchased. Our training delivery methods will vary depending on course content. Training will be delivered in accordance with the Education Plan. As part of our training delivery, Motorola will provide user guides and training materials in an electronic format.

ONLINE TRAINING (IF APPLICABLE)

Online training is made available to the Customer through LXP. This subscription service provides customers with unlimited access to our online training content and provides users with the flexibility of learning the content at their own pace. Training content is added and updated on a regular basis to keep information current.

Through LXP, a list of available online training courses, Motorola User Guides, and Training Material are accessible in electronic format.

Motorola Responsibilities

- Designate a LXP Administrator to work with the Customer.
- Establish an accessible instance of LXP for the Customer.
- Configure a Customer-specific portal view.
- Organize content to align with Customer's selected technologies.
- Create initial Customer user accounts and a single Primary Administrator account.
- During onboarding, assist the Customer with LXP usage.
- Provide technical support for user account and access issues, LXP functionality, and Motorola managed content.
- Provide instruction to Customer LXP Administrator on building groups.

Customer Responsibilities

- Provide user information for the initial creation of accounts.
- Complete LXP Administrator training.
- Ensure network and Internet connectivity for Customer access to LXP.
- Customer's primary LXP Administrator is required to complete the following self-paced training: LXP Introduction (LXP0001), LXP Primary Site Administrator Overview (LXP0002), and LXP Group Administrator Overview (LXP0003).
- Advise users on the availability of training through LXP.
- Ensure users complete LXP training in accordance with the Project Schedule.
- Build groups as needed.

INSTRUCTOR-LED TRAINING (ON-SITE AND REMOTE, IF APPLICABLE)

Instructor-led courses are based on products purchased and the Customer's Education Plan.

Motorola Responsibilities

- Deliver User Guides and training materials in an electronic format.
- Perform training in accordance with the Education Plan.





- Provide the Customer with training attendance rosters and summarize any pertinent information that may impact end user training.

Customer Responsibilities

- Supply classroom(s) based on the requirements listed in the Education Plan.
- Designate training representatives who will work with the Motorola trainer(s) to deliver the training content.
- Facilitate training of all Customer end users in accordance with the Customer's Education Plan.

Motorola Deliverables

- Electronic versions of User Guides and training materials.
- Attendance rosters.



PROJECT GO-LIVE, CLOSURE, AND HANDOVER TO SUPPORT

Motorola will utilize the Deployment Checklist throughout the deployment process to verify features and functionality are in line with installation and configuration requirements. The Customer will witness the ST demonstrating the Deployment Checklist and provide feedback as features and functionality are demonstrated. The Customer is considered Live on the system after the equipment has been installed, configured, and made available for use, and training has been delivered or made available to the Customer.

Upon the conclusion of Go-Live, the project is prepared for closure. Project closure is defined as the completion of tasks and the Customer's receipt of contracted components. The Deployment Checklist serves as the artifact that memorializes a project closure. A System Acceptance Certificate will be provided to the Customer for signature to formally close out the project. The Customer has ten (10) business days to provide Motorola with a signed System Acceptance Certificate. If the Customer does not sign off on this document or provide Motorola written notification rejecting project closure, the project will be deemed closed. Upon project closure, the Customer will engage with Technical Support for on-going needs in accordance with the Customer's specific terms and conditions of support.

Motorola Responsibilities

- Provide the Customer with Motorola Technical Support engagement process and contact information.
- Provide Technical Support with the contact information of Customer users who are authorized to engage Technical Support.
- Ensure Deployment Checklist is complete.
- Obtain Customer signature on the System Acceptance Certificate.
- Provide Customer survey upon closure of the project.

Customer Responsibilities

- Within ten (10) business days of receiving the System Acceptance Certificate, provide signatory approval signifying project closure.
- Provide Motorola with the contact information of users who are authorized to engage Motorola's Technical Support.
- Engage Technical Support as needed.

Motorola Completion Criteria

Provide Customer with survey upon closure of the project.



ASSUMPTIONS

This SOW is based on the following list of assumptions (if applicable):

- Videomanager EL Cloud (VMELC) must be connected to the Microsoft Entra ID (formally known as Microsoft Azure Active Directory) for user authentication to the VMELC application. Microsoft Entra ID can be synchronized with the Customer's on-premises Active Directory using Azure AD Connect. If the Customer is using Microsoft Office 365, Motorola will be able to integrate with this Microsoft Entra ID.
- Must be 2003 or later for Microsoft Entra ID integration.
- Upload Speed Requirements for Hardware Devices
 - 5 Mbps + 3 Mbps per additional device.
 - This assumes it will take 8 hours to upload 5 GB of video on a device.
 - 40-50 Mbps per concurrent uploading device.
 - This assumes video is required to upload within 30-40 minutes with approximately 5 GB to upload.
- If the Customer is supplying an upload server to temporarily store video, please verify the server complies with the specifications provided in the Solutions Description.
- By default, M500 ICVs and V300/V700 BWCs do not need an upload server for cloud deployments. An upload server may be required depending on how many devices are uploading concurrently and the need for the Customer to upload video evidence at a given speed.
- Upload appliance required if using 4REs or VISTA body worn cameras connected to VideoManager EL Cloud
- Cellular upload of ICVs and BWCs (if applicable) requires an Ethernet connection to an LTE modem in the vehicle.
- If the Customer is supplying a server for VideoManager EL (On-premises) solution, the Customer must verify the server is not a Domain Controller.
- VideoManager EL for on-premises cannot be installed on a server running Active Directory or Exchange applications on the Customer's network.
- The ICVs are configured with a hidden SSID and WPA2-AES Security with a 128-bit Pre-shared Key. If another type of security is desired, the Customer will be responsible for configuring these security requirements into the ICVs. This information must be supplied through the IT Questionnaire in order for the factory to configure the correct security requirements.
- If the Customer is supplying their own Access Point, it must be 5 GHz 802.11n compatible.



09/30/2026

CREST HILL POLICE DEPARTMENT
20590 CITY CENTER BLVD
CREST HILL, IL 60403

RE: Motorola Quote for 1 M500

Dear Ryan Dobczyk,

Motorola Solutions is pleased to present CREST HILL POLICE DEPARTMENT with this quote for quality communications equipment and services. The development of this quote provided us the opportunity to evaluate your requirements and propose a solution to best fulfill your communications needs.

This information is provided to assist you in your evaluation process. Our goal is to provide CREST HILL POLICE DEPARTMENT with the best products and services available in the communications industry. Please direct any questions to Anna DuVall at Anna.DuVall@motorolasolutions.com.

We thank you for the opportunity to provide you with premier communications and look forward to your review and feedback regarding this quote.

Sincerely,

Anna DuVall

Billing Address:
CREST HILL POLICE
DEPARTMENT
20590 CITY CENTER BLVD
CREST HILL, IL 60403
US

Quote Date:09/30/2026
Expiration Date:12/01/2026
Quote Created By:
Anna DuVall
Anna.DuVall@
motorolasolutions.com

End Customer:
CREST HILL POLICE DEPARTMENT
Ryan Dobczyk
RDobczyk@cityofcresthill.com
815-741-5115

Contract: 36874 - SOURCEWELL MOBILE
VIDEO-101223-MOT
AGREEMENT: WG AGREEMENT

Line #	Item Number	Description	Qty	Term	List Price	Sale Price	Ext. Sale Price
	M500						
1	WGB-0189A	MTIK CONF KIT,802.11AC,M500POE,5G HZANT	1		\$410.00	\$328.00	\$328.00
2	WGP02225-650-KIT2	BRACKET DISP/VISTA/ CAMVR POST 2025+EXPL	1		Included	Included	Included
3	WGB-0700A	M500 IN-CAR SYSTEM FRONT/PASSENGER CAM	1		Included	Included	Included
4	SSV00S06205A	M500 AS A SUBSCRIPTION - FRONT/PASSENGER CAM	1	5 YEARS	\$9,300.00	\$7,440.00	\$7,440.00
5	LSV07S05297A	5Y ESSENTIAL WITH ADVANCED REPLACEMENT M500	1	5 YEARS	Included	Included	Included

Subtotal \$9,710.00

Total Discount Amount \$1,942.00

Grand Total **\$7,768.00(USD)**



Pricing Summary

	Sale Price
Upfront Costs for Hardware, Accessories and Implementation (if applicable)	\$1,816.00
Year 2 Subscription Fee	\$1,488.00
Year 3 Subscription Fee	\$1,488.00
Year 4 Subscription Fee	\$1,488.00
Year 5 Subscription Fee	\$1,488.00
Grand Total System Price (Inclusive of Upfront and Annual Costs)	\$7,768.00

**Upfront costs include the cost of Hardware, Accessories and Implementation, where applicable.*

Notes:

- The Pricing Summary is a breakdown of costs and does not reflect the frequency at which you will be invoiced.
- Unless otherwise noted, this quote excludes sales tax or other applicable taxes (such as Goods and Services Tax, sales tax, Value Added Tax and other taxes of a similar nature). Any tax the customer is subject to will be added to invoices.
- Unless otherwise noted in this quote / order, installation of equipment is not included.



M500 IN-CAR VIDEO SYSTEM SOLUTION DESCRIPTION

The M500 In-Car Video System is the first AI-enabled in-car video solution for law enforcement. It combines Motorola's powerful camera technology with our industry-leading digital evidence management software, VideoManager, to deliver high-quality digital evidence and real-time analytics.

The M500 offers the following benefits:

- Delivers exceptionally clear, evidence-grade video, from inside and outside the vehicle
- The M500 has three high-definition cameras, mounted on the front and rear windshield and in the cabin. The front camera has a 4K sensor, with an ultra high-definition recording resolution that captures both wide-angle and focused video streams. The cabin camera's infrared illumination allows backseat recording in total darkness, and a built-in microphone captures audio in the vehicle during recording.
- Works reliably, even in challenging situations
- The cameras and processor are small, rugged devices, easily and securely installed where they do not hinder any line of sight. They are tamper proof and built to withstand significant impact and severe weather conditions. Even if a vehicle is in a serious collision, the Uninterruptible Power Supply automatically kicks in to continue capturing evidence for those critical extra seconds.
- Protects video data, whether in transit or at rest
- The powerful core processor, with a 1 terabyte drive, securely stores all video footage, encrypting the data to prevent cyber threats.
- Provides users a reliable, easy-to-learn system
- Ease of use is at the heart of the M500. The interface is highly intuitive, and any feature can be accessed with no more than three touches of the control panel. Users can start a recording manually or program sensors to activate a recording when triggered – such as a siren, blue lights, vehicle speed, crash detection, wireless microphones, and more. After the recording starts and is categorized, everything is automated, including the uploading of footage to the system's evidence management software, VideoManager. There, recordings are easily managed, redacted, organized, and shared with all authorized parties, including first responders, fleet managers, investigative officers, supervisors, prosecutors, and legal teams.
- Increases efficiency
- The system's software makes it easy to search and analyze video footage, which can save countless hours for users and minimize human error.
- Promotes trust
- By providing a clear record of incidents that occur while officers are on duty, the M500 promotes trust between public safety agents and the communities they serve.
- Integrates seamlessly with other Motorola technologies
- The M500 offers additional benefits when working in conjunction with Motorola's V700 Body-Worn Camera or L5M License Plate Recognition camera and VehicleManager.
 - When used with the V700, the M500 in-car video system triggers the V700 to record at the same time. Officers can focus on the situation at hand, while the cameras – working together as a seamless system – capture synchronized recording from multiple vantage points. The footage is uploaded to and can be reviewed on the same system.





QUOTE-3840937
1 M500

- When used with the L5M, both the LPR camera and the M500 feed their collected license plate data into Vigilant VehicleManager and display the information on a single interface. Working together, the systems increase coverage while maintaining ease of use through a shared user interface and database.

The M500 is a reliable and comprehensive mobile video solution that will enhance safety, promote accountability, and improve efficiency. It ensures that you always have the critical information needed for smarter, faster decisions to help keep officers and the communities they serve safe.



Any sales transaction following Motorola's quote is based on and subject to the terms and conditions of the valid and executed written contract between Customer and Motorola (the "Underlying Agreement") that authorizes Customer to purchase equipment and/or services or license software (collectively "Products"). If no Underlying Agreement exists between Motorola and Customer, then Motorola's Standard Terms of Use and Motorola's Standard Terms and Conditions of Sales and Supply shall govern the purchase of the Products.

STATEMENT OF WORK - MOBILE VIDEO PRODUCTS NEW SYSTEM

OVERVIEW

This Statement of Work (SOW) outlines the responsibilities of Motorola Solutions, Inc. (Motorola) and the Customer for the implementation of body-worn camera(s), in-car video system(s), interview recording system(s) and/or your digital evidence management solution. For the purpose of this SOW, the term "Motorola" may refer to our affiliates, subcontractors, or certified third-party partners. A third party has been identified as our Motorola-certified installer and will work on Motorola's behalf to install your in-car video system(s).

This SOW addresses the responsibilities of Motorola and the Customer that are relevant to the implementation of the hardware and software components listed in the Solutions Description. Any changes or deviations from this SOW must be mutually agreed upon by Motorola and the Customer and will be addressed in accordance with the change provisions of the Contract. The Customer acknowledges any changes or deviations from this SOW may incur additional cost.

Motorola and the Customer will work to complete their respective responsibilities in accordance with the Project Schedule. Any changes to the Project Schedule must be mutually agreed upon by both parties in accordance with the change provisions of the Contract.

Unless specifically stated, Motorola will perform the work remotely. The Customer will provide Motorola personnel with access to their network and facilities so Motorola is able to fulfill its obligations. All work will be performed during normal business hours based on the Customer's time zone (Monday through Friday from 8:00 a.m. to 5:00 p.m.).

The number and type of software subscription licenses, products, or services provided by Motorola are specifically listed in the Contract and referenced in the SOW. Services & Products provided under this SOW are governed by the mutually executed Contract between the parties, or Motorola's Master Customer Agreement and applicable addenda ("Contract").

AWARD, ADMINISTRATION, AND PROJECT INITIATION

Project Initiation and Planning will begin following the execution of the Contract between Motorola and the Customer. At the conclusion of Project Planning, Motorola's Project Manager (PM) will begin status meetings and provide status reports on a regular cadence with the Customer's PM. The status report will provide a summary of activities completed, activities planned, progress against the project schedule, items of concern requiring attention, as well as, potential project risks and agreed upon mitigation actions.

Motorola utilizes Google Meet as its teleconference tool. If the Customer desires to use an alternative teleconferencing tool, any costs incurred from the use of this alternate teleconferencing tool will be the responsibility of the Customer.

FBI-CJIS SECURITY POLICY – CRIMINAL JUSTICE INFORMATION

CJIS Security Policy Compliance

Motorola believes our solution is not in scope of the FBI-CJIS Security Policy (CJISSECPOL) based on the definition in Section 4 of CJISSECPOL and how the FBI-CJIS defines Criminal Justice Information. However, Motorola does design its products with the CJISSECPOL security controls as a guide. Motorola's design and



features support best practice security controls and policy compliance. In the event of a CJIS technical audit request, Motorola will support the Customer throughout this process.

Personnel Security – Background Screening

Motorola will assist the Customer with completing the CJIS Security Policy Section Personnel Security related to authorized personnel background screening when requested to do so by the Customer. Based on the Personnel Security section of the CJISSECPOL, a Motorola employee is defined as someone who is required to be on the Customer's property with unescorted access to unencrypted CJI. Motorola employees will also have access to the Customer's network(s) and stored information and Motorola has remote access tools to support virtual escorted access to on-premises customer assets.

Additionally, Motorola performs independent criminal background investigations including name based background checks, credential and educational vetting, credit checks, U.S. citizen and authorized worker identity verification on its employees.

Motorola will support the Customer in the event of a CJIS audit request to validate employees assigned to the project requiring CJISSECPOL Personnel Security screening and determine whether this list is up to date and accurate. Motorola will notify the Customer within 24 hours or next business day of a personnel status change.

Security Awareness Training

Motorola requires all employees who will support the Customer to undergo Level 3 Security Awareness Training provided by Peak Performance and their CJIS online training platform. If the Customer does not have access to these records, Motorola can facilitate proof of completion. If the Customer requires additional and/or separate training, Motorola will work with the Customer to accommodate this request at an additional cost.

CJIS Security Addendum

Motorola requires all employees directly supporting the Customer to sign the CJIS Security Addendum if required to do so by the Customer.

Third Party Installer

The Motorola-certified third-party installer (if applicable) will work independently with the Customer to complete the CJISSECPOL Personnel Security checks, complete Security Awareness Training and execute the CJIS Security Addendum.

COMPLETION CRITERIA

The project is considered complete once Motorola has completed all responsibilities listed in this SOW. The Customer's task completion will occur based on the Project Schedule to ensure Motorola is able to complete all tasks without delays. Motorola will not be held liable for project delays due to incomplete Customer tasks.

The Customer must provide Motorola with written notification if they do not accept the completion of Motorola responsibilities. Written notification must be provided to Motorola within ten (10) business days of task completion. The project will be deemed accepted if no written notification is received within ten (10) business days.

In the absence of written notification for non-acceptance, beneficial use will occur thirty (30) days after functional demonstration of the system.



SUBSCRIPTION SERVICE PERIOD

If the contracted system includes a subscription, the subscription service period will begin upon the Customer's receipt of credentials for access or for hardware, upon shipment of the hardware. The provision and use of the subscription service is governed by the Contract.

PROJECT ROLES AND RESPONSIBILITIES OVERVIEW

Motorola Project Roles and Responsibilities

The Motorola Project Team will be assigned to the project under the direction of the Motorola Project Manager. Each team member will be engaged in different phases of the project as necessary. Some team members will be multi-disciplinary and may fulfill more than one role.

In order to maximize effectiveness, the Motorola Project Team will provide various services remotely by teleconference, web-conference, or other remote method in order to fulfill our commitments as outlined in this SOW.

Our experience has shown customers who take an active role in the operational and educational process of their system realize user adoption sooner and achieve higher levels of success with system operation. The subsections below provide an overview of each Motorola Project Team Member.

Project Manager (PM)

The PM will be the principal business representative and point of contact for Motorola. The PM's responsibilities may include but are not limited to:

- Manage Motorola responsibilities related to the delivery of the project.
- Maintain the Project Schedule, and manage assigned Motorola personnel, subcontractors, and suppliers as applicable.
- Coordinate schedules of assigned Motorola personnel, subcontractors, and suppliers as applicable.
- Conduct equipment inventory.
- Discovery validation
- Maintain project communications with the Customer.
- Identify and manage project risks.
- Coordinate collaboration of Customer resources to minimize project delays.
- Evaluate project status against Project Schedule.
- Conduct status meetings on mutually agreed upon dates to discuss project status.
- Provide timely responses to Customer inquiries and issues related to project progress.
- Conduct daily status calls with the Customer during Go-Live.

Post Sales Engineer

The Post Sales Engineer will work with the Customer's Project Team on:

- System provisioning.
- Data Migration
- Contracted data migration between two disparate digital evidence management systems (if applicable, additional fees may apply).



Field Engineer (FE)

The FE will work with the Customer's Project Team on:

- Inspect installation and configure hardware devices.
- Provide instructions to the Customer on how to configure the hardware.
- Review Deployment Checklist with the Customer.
- Develop and submit a Trip Report.
- Update Customer IP Map.

Professional Services Engineer (if applicable)

The Professional Services Engineer is engaged on projects that include integration between Motorola's digital evidence management system and the Customer's third-party software application. Their responsibilities include:

- Delivery of the interface between Motorola's digital evidence management system and the Customer's third-party software (e.g. CAD).

Technical Trainer / Instructor

The Technical Trainer / Instructor provides training on-site or remote depending on the training topic and deployment services purchased.

- Deliver provisioning education and guidance to the Customer for operating and maintaining their system.
- Provide product education as defined by this SOW and described in the Education Plan.

Motorola-Certified Installer (if applicable)

The Motorola-certified installer is primarily responsible for installing in-car video systems (ICVs) into Customer vehicles. There are specific requirements the 3rd party partner must meet in order to be considered a Motorola-certified installer, and they include the following:

- Required Training
- WGT0501 - M500 Vehicle Installation Certification (Remote) or WGT0503 - M500 Vehicle Installation Certification (Live)
- Needs to be renewed yearly.
- Needs to be submitted to the PM by the technician completing the installation no less than thirty (30) days prior to the installation.
- Review of any previous Motorola Solutions Technical Notifications (MTNs).
- Optional Training
- WGD00186 - M500 Installation Overview and Quick Start (NA)
- Not required for installation. Available for the installing technician.
- WGD00177 - M500 In-Car Video System Installation Guide
- Not required for installation. Available for the installing technician.
- MN010272A01 - M500 In-Car Video System Basic Service Manual
- Not required for installation. Available for the installing technician.

Other responsibilities the Motorola-certified installer may be involved in include the installation of cellular routers or Access Points. These activities will only be completed by Motorola if Motorola quotes these services; otherwise, the completion of these services are solely the responsibility of the Customer.



Customer Support Services Team

The Customer Support Services Team will provide on-going support to the Customer following Go-Live and final acceptance of the project.

Customer Project Roles and Responsibilities

Motorola has defined key resources that are critical to this project and must participate in all the activities defined in this SOW. During the Project Planning phase, the Customer will be required to provide names and contact information for the roles listed below. It is critical that these resources are empowered to make decisions based on the Customer's operational and administration needs. The Customer Project Team will be engaged from Project Initiation through Beneficial Use of the system. In the event the Customer is unable to provide the resources identified in this section, Motorola may be able to supplement these resources at an additional cost.

Project Manager

- The PM will act as the primary point of contact for the duration of the project. In the event the project involves multiple locations, Motorola will work exclusively with the Customer's primary PM. The PM's responsibilities will include, but are not limited to:
- Communicate and coordinate with other project participants.
- Manage the Customer Project Team including subcontractors and third-party vendors. This includes timely facilitation of tasks and activities.
- Maintain project communications with the Motorola PM.
- Identify tasks required of Customer staff that are outlined in this SOW and the Project Schedule.
- Consolidate all project inquiries from Customer staff to present to Motorola PM.
- Approve a deployment date offered by Motorola.
- Review Project Schedule with the Motorola PM and finalize tasks, dates, and responsibilities.
- Measure and evaluate progress against the Project Schedule.
- Monitor Project to ensure resources are available as required.
- Attend status meetings.
- Provide timely responses to issues related to project progress.
- Liaise and coordinate with other agencies, Customer vendors, contractors, and common carriers.
- Review and administer change control procedures, hardware and software certification, and all related project tasks required to meet the deployment date.
- Ensure Customer vendors' readiness ahead of the deployment date.
- Assign one or more personnel to work with Motorola staff as needed for the duration of the project, including one or more representatives from the IT department.
- Identify a resource with authority to formally acknowledge and approve milestone recognition certificates, as well as, approve and release payments in a timely manner.
- Provide Motorola personnel with access to all Customer facilities where system equipment is to be installed. Temporary identification cards are to be issued to Motorola personnel, if required for access.
- Ensure remote network connectivity and access for Motorola resources.
- Assume responsibility for all fees pertaining to licenses, inspections and any delays associated with inspections due to required permits as applicable to this project.
- Provide reasonable care to prevent equipment exposure from contaminants that may cause damage to the equipment or interruption of service.
- Ensure a safe working environment for Motorola personnel.
- Identify and manage project risks.



- Provide signature(s) of Motorola-provided milestone recognition certificate(s) within ten (10) business days of receipt.

IT Support

IT Support manages the technical efforts and ongoing activities of the Customer's system. IT Support will be responsible for managing Customer provisioning and providing Motorola with the required information for LAN, WAN and client infrastructure.

The IT Support Team responsibilities include but are not limited to:

- Participate in delivery and training activities to understand the software and functionality of the system.
- Participate with Customer Subject Matter Experts (SMEs) during the provisioning process and associated training.
- Authorize global provisioning decisions and be the Point of Contact (POC) for reporting and verifying problems.
- Maintain provisioning.
- Implement changes to Customer infrastructure in support of the proposed system.

Video Management Point of Contact (POC)

If CommandCentral DEMS Standard, CommandCentral DEMS Plus, or VideoManager EL Cloud device license(s) are included in the contract, the Video Manager POC will educate users on digital media policy, participate in Discovery tasks, and complete the Video Management Administration training. The Customer is responsible for its own creation and enforcement of media protection policies and procedures for any digital media created, extracted, or downloaded from the digital evidence management system.

Subject Matter Experts (SMEs)

SMEs are a core group of users involved with the analysis, training and provisioning process, including making decisions on global provisioning. The SMEs should be experienced users in their own respective field (evidence, dispatch, patrol, etc.) and should be empowered by the Customer to make decisions based on provisioning, workflows, and department policies related to the proposed system.

Training POC

The Training POC will act as the course facilitator and is considered the Customer's educational monitor. The Training POC will work with Motorola when policy and procedural questions arise. They will be responsible for developing any agency specific training material(s) and configuring new users on the Motorola Learning eXperience Portal (LXP) system. This role will serve as the first line of support during Go-Live for the Customer's end users.

General Customer Responsibilities

In addition to the Customer responsibilities listed above, the Customer is responsible for the following:

- All Customer-provided equipment, including third-party hardware and software needed for the proposed system but not listed as a Motorola deliverable. Examples include end user workstations, network equipment, connectivity etc.
- Configure, test, and maintain third-party system(s) that will interface with the proposed system.



- Establish an Application Programming Interface (API) for applicable third-party system(s) and provide documentation that describes the integration to the Motorola system (if applicable).
- Coordinate and facilitate communication between Motorola and Customer third-party vendor(s) as required.
- Mitigate the impact of upgrading Customer third-party system(s) that will integrate with the proposed system. Motorola strongly recommends working with the Motorola Project Team to understand the impact of such upgrades prior to taking action.
- Upgrades to Customer's existing system(s) in order to support the proposed system.
- Providing a facility with the required computer and audio-visual equipment for training and work sessions.
- Ability to participate in remote project meetings using Google Meet or a mutually agreed upon Customer-provided remote conferencing tool.

Motorola is not responsible for any delays that arise from Customer's failure to perform the responsibilities outlined in this SOW or delays caused by Customer's third-party vendor(s) or subcontractor(s).

NETWORK AND HARDWARE REQUIREMENTS

The following requirements must be met by the Customer prior to Motorola installing the proposed system:

- Provide network connectivity for the transfer and exchange of data for the proposed system.
- Provide devices such as workstations, tablets, and smartphones with Internet access for system usage. Chrome is the recommended browser for optimal performance.
- Provide and install antivirus software for workstation(s).
- Provide Motorola with administrative rights to Active Directory for the purpose of installation, configuration, and support.
- Provide all environmental conditions such as power, uninterruptible power sources (UPS), HVAC, firewall and network requirements.
- Ensure required traffic is routed through Customer's firewall.

Motorola is not responsible for any costs or delays that arise from Customer's failure to meet network and hardware requirements.



PROJECT PLANNING

A clear understanding of the needs and expectations of Motorola and the Customer is critical to fostering a collaborative environment of trust and mutual respect. Project Planning requires the gathering of specific information to set clear project expectations and guidelines, as well as lay the foundation for a successful implementation.

PROJECT PLANNING SESSION

A Project Planning Session will occur after the Contract has been executed. The Project Planning Session is an opportunity for the Motorola and Customer PM to meet before the Project Kickoff Meeting and review key elements of the project and expectations. Depending on the items purchased, the agenda will typically include:

- A high-level review of the following project elements:
- Quoting/ordering documents
- A summary of contracted applications and hardware as purchased.
- Customer's involvement in project activities to confirm understanding of scope and required time commitments.
- Data Migration questionnaire if migration is included in the Solution
- The Business Process Review (BPR), used to document system configuration, agency recording, and retention policies
- A high-level Project Schedule with milestones and dates.
- Confirm CJIS background investigations and fingerprint requirements for Motorola employees and/or subcontractors.
- Determine Customer location for Motorola to ship their equipment for installation.

Motorola Responsibilities

- Contact the customer to complete the Project Planning Session.
- Request the assignment of Customer Project Team and any additional Customer resources that are instrumental to the project's success.
- Baseline the Project Schedule, if applicable.
- Document mutually agreed upon Project Kickoff Meeting Agenda.

Customer Responsibilities

- Identify Customer Project Team and any additional Customer resources that are instrumental to the project's success.
- Acknowledge the mutually agreed upon Project Kickoff Meeting Agenda.
- Provide approval to proceed with the Project Kickoff Meeting.

Motorola Deliverables

- Project Kickoff Meeting Agenda.
- Data Migration Questionnaire (if applicable)
- BPR Workbook



PROJECT KICKOFF

Motorola will work with the Customer to understand the impact of introducing a new solution and the preparedness needed for a successful implementation.

Note – The IT Questionnaire is completed during the pre-sales process and prior to Contract award. The IT Questionnaire is given to Motorola at the time of offer acceptance. A delay in completing the IT Questionnaire may delay the shipment of equipment. Motorola will not be responsible for any delays associated with or related to the completion of the IT Questionnaire.

Motorola Responsibilities

- Review Contract documents including project delivery requirements as described in this SOW.
- Discuss the deployment start date and deliver the Deployment Checklist.
- Discuss the equipment inventory process
- Discuss project team participants and their role(s) in the project with fulfilling the obligations of this SOW.
- Review resource requirements.
- Provide the initial Project Schedule
- Discuss Motorola remote system access requirements.
- Review the BPR.
- Complete all necessary documentation (i.e. fingerprints, background checks, card keys, etc.) required for Motorola resources to gain access to Customer facilities.
- Review the LXP training portal.
- Request user information required to establish the Customer in LXP.
- Review and agree on completion criteria and the process for transitioning to support.

Customer Responsibilities

- Provide feedback and approval on project delivery requirements and schedule.
- Review the Deployment Checklist.
- Review the roles of project participants to identify decision-making authority.
- Validate non-disclosure agreements, approvals, and other related items are complete (if applicable).
- Complete the BPR Workbook within 5 business days after the conclusion of the Project Kickoff for review during the Discovery Teleconference
- Provide all documentation (i.e. fingerprints, background checks, card keys, etc.) required for Motorola resources to gain access to Customer facilities.
- Provide Motorola with names and contact information of the designated LXP Administrator(s).

Motorola Deliverables

- Project Kickoff Meeting Minutes.
- Deployment Checklist.

DISCOVERY TELECONFERENCE

During the Discovery Teleconference, Motorola will meet with the Customer to review information documented in the BPR Workbook. The Data Migration Questionnaire will also be reviewed if migration is part of the Solution.

Motorola Responsibilities





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- Facilitate Discovery Teleconference.
- Confirm Customer-provided configuration inputs.

Customer Responsibilities

- Gather and review the information required to complete the BPR Workbook.
- Schedule Customer Project Team and SMEs to attend the Discovery Teleconference. SMEs should be present to weigh in on hardware, software, and network components. Customer attendees should be empowered to convey policies and make modifications to policies as necessary.

Motorola Deliverables

- Completed BPR Workbook.



Any sales transaction following Motorola's quote is based on and subject to the terms and conditions of the valid and executed written contract between Customer and Motorola (the "Underlying Agreement"⁽¹⁾) that authorizes Customer to purchase equipment and/or services or license software (collectively "Products"⁽¹⁾). If no Underlying Agreement exists between Motorola and Customer, then Motorola's Standard Terms of Use and Motorola's Standard Terms and Conditions of Sales and Supply shall govern the purchase of the Products.

PROJECT EXECUTION

HARDWARE PROCUREMENT AND INSTALLATION

Motorola will procure contracted hardware as part of the ordering process. The hardware will be configured with a basic profile in line with the information provided by the IT Questionnaire or Discovery Teleconference for installation and configuration of the system. The Customer is responsible for providing an installation environment that meets manufacturer's specifications for the hardware, which includes but is not limited to:

- Power
- Heating and Cooling
- Network Connectivity
- Access and Security
- Conduit and Cabling

Motorola Responsibilities

- Procure contracted equipment and ship to the Customer's designated location.
- Inventory equipment after arrival at Customer location
- Conduct a power-on test to validate that the installed hardware is ready for configuration.
- Verify remote connection to hardware.
- Complete Deployment Checklist which outlines the activities completed during configuration and testing of system hardware.

Customer Responsibilities

- Procure Customer-provided equipment and make it available at the installation location.
- Confirm the installation room complies with environmental requirements (i.e. power, uninterruptible power, surge protection, heating/cooling, etc.).
- Provide, install, and maintain antivirus software workstation(s).
- Enable outgoing network connection (external firewall) to Motorola's Cloud Evidence Management System by utilizing the Customer's Internet connection.
- Confirm access to Motorola's Cloud Evidence Management System cloud on Customer-provided workstation(s).

Motorola Deliverables

- Contracted Equipment.
- Equipment Inventory

SVX Configuration as a Remote Speaker Microphone (if applicable)

The Smart Dock(s) will be utilized to manage firmware updates on each SVX. In order for this process to be successfully completed, each Smart Dock must be connected to Motorola's Cloud Evidence Management Solution through the Customer's internet connection.

Motorola Responsibilities

- Configure Smart Dock(s) for connectivity to Motorola's Cloud Evidence Management System.





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- Verifying the SVX Smart Dock(s) are connected to Motorola's Cloud Evidence Management System through the Customer's network. The Customer is responsible for ensuring Motorola has the correct IP address(es) for configuring the Smart Dock(s), and the Customer's network is operational.
- Verify all slots in each Smart Dock are functional.
- Provide documentation on how to pair the SVX(s) to Motorola APX NEXT and/or APX N70 radio(s) using Secure Near-Field Communications (NFC).

Customer Responsibilities

- Select physical location(s) for Smart Dock(s).
- Provide network information (IP address, gateway, DNS, and subnet mask) to Motorola for each Smart Dock(s).
- Enable Bluetooth, Bluetooth Tones, and Secure NFC Touch Pairing on Motorola APX NEXT and/or APX N70 radio(s).
- Motorola recommends "Power Down Standby Mode (hrs) = 1" to allow the SVX Bluetooth connection to quickly reconnect after power up within the 1-hour timeframe.
- Pair the SVX(s) to Motorola APX NEXT and/or APX N70 radio(s) using Secure NFC.
- Validate functionality of components and solution utilizing the Deployment Checklist.
- Provide Motorola remote connection information and necessary credentials.

SVX Configuration as a Body Camera (if applicable)

If CommandCentral DEMS Standard, CommandCentral DEMS Plus, or VideoManager EL Cloud device license(s) are included in the contract, the Smart Dock(s) will be utilized to configure each SVX as a body camera.

Motorola Responsibilities

- Configure SVX(s) within Motorola's Cloud Evidence Management System.
- Check out SVX(s) and create a test recording.
- Verify video and audio upload to Motorola's Cloud Evidence Management System for up to 25% of purchased SVX(s).
- Provide a demonstration of client software.

Customer Responsibilities

- Validate functionality of components and solution utilizing the Deployment Checklist.
- Provide Motorola remote connection information and necessary credentials.
- The Customer will verify whether the Smart Docks(s) are connected to their network.
- Verify video and audio upload to Motorola's Cloud Evidence Management System for the remainder of purchased SVX(s).

V700 Body Camera Configuration (if applicable)

The Transfer Station(s) will be utilized to configure each V700 body camera according to the Business Process Review. In order for this process to be successfully completed, each Transfer Station must be connected to Motorola's Cloud Evidence Management Solution through the Customer's internet connection.

Motorola Responsibilities

- Configure Transfer Station(s) for connectivity to the digital evidence management system.
- Verify the Transfer Station(s) is configured properly and connected to the network.



Any sales transaction following Motorola's quote is based on and subject to the terms and conditions of the valid and executed written contract between Customer and Motorola (the "Underlying Agreement") that authorizes Customer to purchase equipment and/or services or license software (collectively "Products"). If no Underlying Agreement exists between Motorola and Customer, then Motorola's Standard Terms of Use and Motorola's Standard Terms and Conditions of Sales and Supply shall govern the purchase of the Products.



- Configure body camera(s) within the digital evidence management system.
- Check out body camera(s) and create a test recording.
- Verify video and audio upload to Motorola's Cloud Evidence Management System for up to 25% of purchased V700(s).
- Verify completion of upload from body-worn camera(s) after it is docked in a Transfer Station or USB dock.
- Install and provide a demonstration of client software as part of the same on-site engagement as Go-Live, unless otherwise outlined in this SOW.

Customer Responsibilities

- Select physical location(s) for Transfer Station(s).
- Provide and install workstation hardware.
- Complete installation of client software on remaining workstations and mobile devices.
- Validate functionality of components and solution utilizing the Deployment Checklist.
- Provide Motorola remote connection information and necessary credentials.

In-Car Video System Configuration (if applicable)

The Motorola-certified installer will complete the installation of the in-car video (ICV) system(s) within the Customer-provided vehicle(s). The installer may also be responsible for installing cellular routers or WiFi radios inside the vehicle(s) for wireless upload of video to the Customer's digital evidence management system. These activities will only be completed by Motorola if Motorola quotes these services; otherwise, the completion of these services are solely the responsibility of the Customer.

The Customer vehicles must be available for the FE to complete the configuration and testing of the contractual number of ICVs. If the Customer does not have all vehicles available during the agreed upon date and time, the Customer may opt to sign-off on the number of ICV configurations completed.

If the Customer requires the FE to complete the full contractual number of ICVs at a later date and time, additional cost may be incurred. The following table shows the number of ICVs an FE is contractually obligated to configure and test based on the number of ICVs purchased.

Table 1: Number of Contractual ICV Configurations

Number of ICV Purchased	Number of ICV to Test
1	1
2	2
3	3
4	4
5 - 25	5
26 - 50	10
51 - 75	15



Number of ICV Purchased	Number of ICV to Test
76 - 100	20
101 - 150	30
151 - 200	40
201+	20%

Note – The Pricing Page will reflect in-car video installation services by Motorola if Motorola is responsible for the vehicle installations.

Motorola Responsibilities

- Setup ICV digital video recorder (DVR) configuration.
- Create configuration USB used to complete ICV hardware configuration and validation.
- Travel to the Customer site to conduct configuration and testing of ICVs.
- The FE will verify whether the AP(s) are properly installed and connected to the network for in-car video system WiFi upload (if applicable).
- Complete ICV configuration on a single vehicle, and validate the configuration with the Customer.
- Receive Customer approval to proceed with remaining ICV configurations.
- Complete remaining contracted vehicle configurations.
- Test a subset of completed ICV hardware configurations.

Motorola-Certified Installer Responsibilities (if applicable)

These activities will only be completed by Motorola if Motorola quotes these services; otherwise, the completion of these services are solely the responsibility of the Customer.

- Complete the installation of ICV hardware in Customer provided vehicles.
- Complete the installation of cellular router and confirm placement of antenna mounting with Customer (if applicable).
- Install Customer-provided SIM card into cellular router and connect cellular router to ICV (if applicable).
- Installation of Access Point(s) (APs) if provided by Motorola for in-car video system WiFi upload (if applicable).

Customer Responsibilities

- Provide Motorola with remote connection and access credentials to complete ICV hardware configuration.
- Notify Motorola of the vehicle installation location.
- Coordinate and schedule date and time for ICV hardware configuration(s).
- Make ICV hardware available to Motorola for configuration and testing in accordance with the Project Schedule.
- Provide cellular SIM Card for Internet connectivity to the installer at time of vehicle installation (if applicable).
- Install Customer-supplied APs (if applicable).
- Verify APs are properly installed and connected to the network (if applicable).



Motorola Deliverables

- Complete Functional Validation Plan as it applies to the proposed solution.

NOTE - The Customer is responsible for having all vehicles and devices available for installation per the Project Schedule. All cellular data fees and Internet connectivity charges are the responsibility of the Customer. If a Motorola-certified installer is not used to install the ICV(s), Motorola is not responsible for any errors in hardware installation, performance or delays in the Project Schedule. In the event the Customer takes on the responsibility of installing the ICV(s) through a Motorola-certified installer, Motorola is also not responsible for any errors in hardware installation, performance or delays in the Project Schedule. For ALPR installations, an MDT is required for all vehicles.

M500 Automatic License Plate Recognition (ALPR) Configuration (if applicable)

This section highlights the responsibilities of Motorola and the Customer when an M500 in-car video system interfaces with the VehicleManager database.

Motorola Responsibilities

- Create a Customer account in the VehicleManager system with user emails.
- Verify the Customer has installed and launched the Vigilant Car Detector Mobile Software per the VehicleManager Quickstart Guide.
- Provide Mobile ALPR - Officer Safety Basic and Advanced Pre-Installation Checklist.
- Provide Agency Manager with Training Materials and Car Detector Mobile MDC software installation guide.
- Advise Agency Manager of different options available to add new users.
- Confirm Agency Manager is aware of registration required for Hotlists.
- Confirm Agency Manager understands how to set up data-sharing.

Customer Responsibilities

- Identify the Agency Manager.
- Register to receive access to Hotlists.

Interview Recording System Configuration (if applicable)

When installation services are included as part of the contract, the Motorola-certified installer will complete the installation of the Interview Recording System(s) within the Customer-provided location(s).

The Customer location(s) must be available for the Motorola Resource and/or contracted third party to complete the configuration and testing of the contractual number of systems. If the Customer does not have all locations available during the agreed upon date and time, the Customer may opt to sign-off on the number of configurations completed. If the Customer requires the Motorola Resource and/or contracted third party to complete the full contractual number of systems at a later date and time, additional cost may be incurred.

Motorola Responsibilities

- Create configuration USB used to complete hardware configuration and validation.
- Conduct configuration and testing of system(s).
- Complete configuration on a single system, and validate the configuration with the Customer.
- Receive Customer approval to proceed with remaining configurations.
- Complete remaining contracted system configurations.



- Test a subset of completed hardware configurations.
- When installation services for Motorola-certified installer are in the contract, complete the installation of the Interview Recording System (if applicable).

Customer Responsibilities

- When installation services are being provided by the Customer, complete the installation of the Interview Recording System (if applicable).
- Provide Motorola with remote connection and access credentials to complete hardware configuration.
- Notify Motorola of the installation location.
- Coordinate and schedule date and time for hardware configuration(s).
- Make hardware available to Motorola for configuration and testing in accordance with the Project Schedule.

Motorola Deliverables

- Complete the Deployment Checklist and testing as it applies to the proposed solution.

SOFTWARE AND CONFIGURATION**CommandCentral DEMS (if applicable)**

CommandCentral DEMS software is a cloud solution that does not require an onsite server. Section 3.2 does not apply to existing Motorola customers using VideoManager EL Cloud.

Motorola Responsibilities

- Use information provided in BPR Workbook to configure CommandCentral DEMS software.
- Based on Customer feedback, perform the following activities:
- Create users, groups, and setup permissions.
- Create event categories.
- Set retention policies.
- Test software using applicable portions of the Functional Validation Plan.
- Use the CommandCentral Admin Portal to provision users, groups, and rules based on Customer Active Directory data.
- Guide the Customer in the configuration of CommandCentral DEMS.
- Ensure training POC can access the system.

Customer Responsibilities

- Supply access and credentials to Customer's Active Directory for the purpose of Motorola conducting CommandCentral DEMS provisioning.
- Respond to Motorola's inquiries regarding users, groups, and agency mapping to CommandCentral DEMS.
- Provision policies, procedures, and user permissions.
- Configure evidence as directed by Motorola.
- Verify traffic can be routed through Customer's firewall and reaches end-user workstations.

DATA MIGRATION SERVICES (IF APPLICABLE*)

The Customer is responsible for partitioning data to be converted from Motorola on-premises digital evidence management system, or Customer's Non-Motorola Digital Evidence Management System to Motorola's cloud solution as part of this offer. The Customer will have ten (10) business days to provide feedback after Motorola



validates the migrated data. If feedback is not received on or before ten (10) business days, Motorola will assume the migration is complete. *Data Migration Services may be subject to additional fees.

Motorola Responsibilities

- Receive access to Customer video data.
- Perform contracted data migration and validation.

Customer Responsibilities

- Provide 24/7 remote access to partitioned data to be migrated.
- Customer hardware or virtualization environment will be the sole responsibility of the Customer to troubleshoot and resolve issues.
- Validate migrated dataset and provide Motorola with feedback within ten (10) business days.

Completion Criteria

- A migrated dataset as defined in the Contract.

Motorola On-Premises Evidence Management System (if applicable)

Motorola supports data migration of digital assets and associated metadata from our on-premises evidence management systems, Evidence Library 4 and VideoManager EL On-Prem (formally known as Evidence Library 5), to Motorola's cloud solution.

Motorola Responsibilities

- Verify compatible platform(s) and upgrade if applicable

Customer Responsibilities

- Provide internet connectivity from on-premises server to destination resources

Non-Motorola Evidence Management System (if applicable)

Motorola will perform data migration of digital assets and associated metadata from the Customer's Non-Motorola Evidence Management system to the new Motorola Cloud Evidence Management System.

Motorola Responsibilities

- Facilitate the method of obtaining and consuming the data
- Review data in the Motorola systems with the customer

Customer Responsibilities

- Act as liaison between Motorola and third-party vendor(s) as required to establish connectivity to the Non-Motorola digital evidence management system.
- Provide internet connectivity from on-premises server to destination resources, if applicable.
- Provide API connection to the source, if applicable
- Provide data and metadata information in a readable and consumable format
- Assist with mapping metadata information into Motorola system



INTEGRATIONS AND THIRD-PARTY INTERFACES (IF APPLICABLE)

The integration between Motorola's Cloud Evidence Management System and the Customer's third-party system may consist of an iterative series of activities depending on the complexity of accessing the third-party system. Interfaces will be installed and configured in accordance with the Project Schedule. The Customer is responsible for engaging third-party vendors as required to facilitate connectivity and testing of the interface(s).

Motorola Responsibilities

- Develop and configure interface(s) to support the functionality described in the Solution Description.
- Establish and validate connectivity between Motorola and third-party systems.
- Perform functional demonstration to confirm the interface(s) can transmit and receive data to the Customer's digital evidence management system.

Customer Responsibilities

- Act as liaison between Motorola and third-party vendor(s) as required to establish connectivity to the third-party system.
- Provide personnel authorized to make changes to the network and third-party systems to support Motorola's integration efforts.
- Provide network connectivity between digital evidence management system and the third-party system(s).
- Provide hardware to run any required interface components for on-prem interfaces when required.
- Provide sample data and information on API, SDKs, data scheme, and any documentation necessary to establish interfaces with all local and remote systems. This information should be provided to the Motorola PM within ten (10) business days of the Interface Engagement Meeting.

NOTE - At the time of initial design, unknown circumstances, requirements or anomalies may present difficulties with interfacing Motorola products to a third-party application. These difficulties could result in a poorly performing or non-functional interface. Providing Motorola with this information early in the deployment process, will potentially allow us to mitigate these issues. If the resolution requires additional third-party integration, application upgrades, APIs, and/or additional software licenses, the Customer is responsible for addressing these issues at their cost. Motorola is not responsible for any delays or costs associated with third-party applications or Customer-provided third-party hardware or software.



SYSTEM TRAINING

The objective of this section is to prepare for and deliver training. Motorola training consists of computer-based (online) and instructor-led (on-site or remote) depending on what is purchased. Our training delivery methods will vary depending on course content. Training will be delivered in accordance with the Education Plan. As part of our training delivery, Motorola will provide user guides and training materials in an electronic format.

ONLINE TRAINING

Online training is made available to the Customer through LXP. This subscription service provides customers with unlimited access to our online training content and provides users with the flexibility of learning the content at their own pace. Training content is added and updated on a regular basis to keep information current.

Through LXP, a list of available online training courses, Motorola User Guides, and Training Material are accessible in electronic format.

Motorola Responsibilities

- Designate a LXP Administrator to work with the Customer.
- Establish an accessible instance of LXP for the Customer.
- Configure a Customer-specific portal view.
- Organize content to align with Customer's selected technologies.
- Create initial Customer user accounts and a single Primary Administrator account.
- During onboarding, assist the Customer with LXP usage.
- Provide technical support for user account and access issues, LXP functionality, and Motorola managed content.
- Provide instruction to Customer LXP Administrator on building groups.

Customer Responsibilities

- Provide user information for the initial creation of accounts.
- Complete LXP Administrator training.
- Ensure network and Internet connectivity for Customer access to LXP.
- Customer's primary LXP Administrator is required to complete the following self-paced training: LXP Introduction (LXP0001), LXP Primary Site Administrator Overview (LXP0002), and LXP Group Administrator Overview (LXP0003).
- Advise users on the availability of training through LXP.
- Ensure users complete LXP training in accordance with the Project Schedule.
- Build groups as needed.

ON-SITE TRAINING

Instructor-led courses are based on products purchased and the Customer's Education Plan. On-site instructor-led classes will utilize the Customer's hardware and software in order to provide the best training environment. This will allow the Customer to engage in an environment that has been configured and deployed in alignment with this SOW.





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Motorola Responsibilities

- Deliver User Guides and training materials in an electronic format.
- Perform training in accordance with the Education Plan.
- Provide the Customer with training attendance rosters and summarize any pertinent information that may impact end user training.

Customer Responsibilities

- Supply classroom(s) based on the requirements listed in the Education Plan.
- Designate training representatives who will work with the Motorola trainer(s) to deliver the training content.
- Facilitate training of all Customer end users in accordance with the Customer's Education Plan.

Motorola Deliverables

- Electronic versions of User Guides and training materials.
- Attendance rosters.



Any sales transaction following Motorola's quote is based on and subject to the terms and conditions of the valid and executed written contract between Customer and Motorola (the "Underlying Agreement"⁽¹⁾) that authorizes Customer to purchase equipment and/or services or license software (collectively "Products"⁽¹⁾). If no Underlying Agreement exists between Motorola and Customer, then Motorola's Standard Terms of Use and Motorola's Standard Terms and Conditions of Sales and Supply shall govern the purchase of the Products.

PROJECT GO-LIVE, CLOSURE, AND HANDOVER TO SUPPORT

Motorola will utilize the Deployment Checklist throughout the deployment process to verify features and functionality are in line with installation and configuration requirements. The Customer will witness the assigned Motorola Resource demonstrating the Deployment Checklist and provide feedback as features and functionality are demonstrated. The Customer is considered Live on the system after the equipment has been installed, configured, and made available for use, and training has been delivered or made available to the Customer.

Upon the conclusion of Go-Live, the project is prepared for closure. Project closure is defined as the completion of tasks and the Customer's receipt of contracted components. The Deployment Checklist serves as the artifact that memorializes a project closure. A System Acceptance Certificate will be provided to the Customer for signature to formally close out the project. The Customer has ten (10) business days to provide Motorola with a signed System Acceptance Certificate. If the Customer does not sign off on this document or provide Motorola written notification rejecting project closure, the project will be deemed closed. Upon project closure, the Customer will engage with Technical Support for on-going needs in accordance with the Customer's specific terms and conditions of support.

Motorola Responsibilities

- Provide the Customer with Motorola Technical Support engagement process and contact information.
- Provide Technical Support with the contact information of Customer users who are authorized to engage Technical Support.
- Ensure Deployment Checklist is complete.
- Obtain Customer signature on the System Acceptance Certificate.

Customer Responsibilities

- Within ten (10) business days of receiving the System Acceptance Certificate, provide signatory approval signifying project closure.
- Provide Motorola with the contact information of users who are authorized to engage Motorola's Technical Support.
- Engage Technical Support as needed.

Motorola Completion Criteria

Provide Customer with survey upon closure of the project.



ASSUMPTIONS

This SOW is based on the following list of assumptions:

- Motorola's Cloud Evidence Management System must be connected to the Microsoft Entra ID (formally known as Microsoft Azure Active Directory) for user authentication to the application. Microsoft Entra ID can be synchronized with the Customer's on-premises Active Directory using Azure AD Connect. If the Customer is using Microsoft Office 365, Motorola will be able to integrate with this Microsoft Entra ID.
- If Microsoft Entra ID is not utilized by the Customer, Motorola will provide a free version of Entra ID for user authentication to the application.
- Must be 2003 or later for Microsoft Entra ID integration.
- Upload Speed Requirements for SVX when used as a body camera:
 - 5 Mbps + 3 Mbps per additional device.
 - This assumes it will take 8 hours to upload 5 GB of video on a device.
 - 40-50 Mbps per concurrent uploading device.
 - This assumes video is required to upload within 30-40 minutes with approximately 5 GB to upload.
- Cellular upload of ICVs and BWCs (if applicable) requires an Ethernet connection to an LTE modem in the vehicle.
- If the Customer is supplying their own Access Point for ICV Wi-Fi upload, it must be 5 GHz 802.11n compatible.



STATEMENT OF WORK - ESSENTIAL SERVICE FOR M500

(NORTH AMERICA DIRECT CUSTOMERS)

This Statement of Work ("SOW") is subject to the terms and conditions of the Motorola Solutions Customer Agreement or other applicable agreement in effect between the parties ("Agreement"). The terms of this SOW are an integral part of an Agreement with the Customer to which this SOW is appended and is made a part thereof by this reference. In the event of a conflict between the terms and conditions of an Agreement and the terms and conditions of this SOW, this SOW will control the inconsistency only. This SOW applies to the Device(s) specifically named in the Agreement.

DESCRIPTION OF SERVICES AND OBLIGATIONS

The term "Customer" refers to any end-user who has a purchase agreement with Motorola Solutions.

Essential Service provides either three (3) or five (5) years of coverage for the M500, as selected and purchased by the Customer, and includes:

- Remote Technical Support
- Software Maintenance
- Hardware Repair for manufacturing defects

Every M500 is covered by one (1) year of standard product warranty. Motorola Solutions offers three (3) and five (5) years of Essential Service options for the M500, with optional service upgrades to extend and/or provide additional coverage for the system described in Section 7 of this SOW.

ESSENTIAL SERVICE

Remote Technical Support

Remote Technical Support is provided for system issues related to software and/or hardware that require troubleshooting expertise. Motorola Solutions' Technical Support Operations (TSO) center is staffed with highly trained technologists who specialize in the diagnosis and resolution of product issues. Motorola Solutions' TSO is regularly monitored against industry recognized incident and problem management processes.

Motorola Solutions will respond to calls, e-mails, and web portal submissions during normal support hours, five (5) business days per week, excluding holidays, and weekends. In addition, Customers may contact the Motorola Service Desk and a Motorola Solutions representative will log a technical request on Motorola Solutions' Case Management System.

Technical Problem Isolation, Analysis and Resolution.

A Motorola Solutions representative or technologists will:

- Work to isolate the problem/issue
- Analyze and determine the cause of the problem/issue
- Work to achieve problem/issue resolution



Software Maintenance

Software maintenance is important for ensuring system performance and operation. Essential Service provides the Customer with access to the latest available M500 operating system (OS) software, system firmware, and application software. System software releases maintain the system software performance such that the System operates in accordance with its specifications and documented functionality, and is aligned with the applicable Motorola Solutions infrastructure platform lifecycle. Each release may include bug fixes, security patches, and/or new feature activation enablements.

Configuration of the M500 is made possible through the use of the CommandCentral DEMS, VideoManager EL or VideoManager EX solution.

Access to software updates will remain available until the expiration of the initial term of the Essential Service Package. Upon expiration of the initial Essential Service term, availability of software updates will terminate, unless the Customer renews Essential Service. Only Customers with three (3) year service term durations are eligible for a two (2) year renewal for a total of (5) years of services.

System Hardware Repair

The Essential Service provides the Customer with repair services at a Motorola Solutions owned and operated, supervised, or certified Repair Center that employs the latest test equipment and original or certified replacement components used in the manufacturing of the M500. System Hardware Repair provides the Customer with repair services for internal and external system components that are damaged as a result of manufacturing defects and operational defects. With this Service, the system is repaired to ensure compliance with its specifications, as published by Motorola Solutions at the time of delivery of the original system via:

- Repairs, adjustments and restorations, if appropriate, of any system that malfunctions while being used within the operational and environmental parameters specified by Motorola Solutions.
- System updates, if applicable, as may be released, from time to time, by Motorola Solutions in accordance with an Engineering Change Notice.

At the discretion of Motorola Solutions, if the system component is considered “un-repairable”, for technical or economic reasons, Motorola will replace the component with a refurbished or new component.

Standard Product Warranty

The Customer is automatically entitled to one (1) year of technical support and one (1) year of hardware repair against manufacturing defects, as covered by the standard product warranty. Exclusions apply, per the Agreement.

Scope of Products or Services Included

Essential Service, and optional Service upgrades, are currently available for all M500 Systems. Check with your Motorola Solutions’ Sales representative if you have a question about the eligibility of your system.

MOTOROLA SOLUTIONS RESPONSIBILITIES

Software Release Availability

Motorola Solutions will provide access to the latest M500 software and firmware releases via the CommandCentral DEMS, VideoManager EL or VideoManager EX solution. For customers using the





CommandCentral DEMS or VideoManager EL / EX Cloud, software and firmware upgrades will occur automatically when the M500 connects to the agency's CommandCentral DEMS or VideoManager EL / EX Cloud instance.

Software Release Notes

Motorola Solutions may, from time to time, provide release notes for the M500 software release. Information regarding training material will be posted on the VideoManager EX Software Downloads site at https://www.motorolasolutions.com/en_us/video-security-access-control/videomanager-ex/downloads.html.

Hardware Repair

Motorola Solutions will provide repair or replacement of a system component, at its option, with a ten (10) business day in-house turnaround time, provided the component is delivered to the repair center by 9:00 a.m. (local repair center time), and replacement parts, components, and/or components are available. Business days do not include holidays or weekends. Repair may include the replacement of parts, or boards with new parts or complete boards or, at Motorola Solutions' option, with functionally equivalent, reconditioned parts, boards, or with a refurbished or new replacement component. All replaced parts, boards or system components will become the property of Motorola Solutions. Turnaround time represents the time a product spends in the repair process; it does not include time in transit, including customs clearance.

Shipping

For system components repaired under Essential Service, Motorola Solutions will provide one-way shipping, from an Authorized Motorola Repair Center to the Customer. The Customer is responsible for the shipping method and any shipping costs incurred when returning the faulty component to an Authorized Motorola Solutions repair center. Based on the country of purchase, Motorola Solutions may also cover, or include, two-way shipping for the damaged or defective component. Eligibility for two-way shipping will be confirmed during the repair submission process.

CUSTOMER RESPONSIBILITIES

Serial Numbers

If system orders are submitted via Motorola Solutions' Customer Hub or CPQ ordering systems, the hardware serial number(s) for three (3) and five (5) year Essential Service and three (3) and five (5) year Essential Service with Advanced Replacement, will be automatically captured and included in the Service Agreement.

If five (5) year Essential Service or three (3) and five (5) year Essential Service with Advanced Replacement is purchased within 90 days of system shipment, the Customer must provide a complete list, preferably in electronic format, of all hardware serial numbers to be covered under the Agreement.

Initiating Repair

When initiating a repair, the Customer must contact Motorola Solutions to obtain a Return Material Authorization (RMA) number for each faulty M500 System component. The Customer can submit a repair, and request an RMA, via the Customer Hub Portal, or by contacting the Motorola Solutions' Service Desk. If two-way shipping is included, the customer can generate a shipping label via Customer Hub, or by contacting the Motorola Solutions Service Desk. The Return Material Authorization (RMA) must be included with the component when shipped to the Authorized Motorola Repair Center.



- Only the faulty M500 component should be returned for repair. No other components of the system, which are properly functioning, should be returned.

Motorola Solutions is not responsible for any other components or accessories that are shipped with the component for repair.

The Customer must return the defective or damaged device to a Motorola Solutions Repair Center within 30 days after receiving the replacement device. Failure to return the damaged device to Motorola Solutions will result in an additional Customer charge for the replacement device.

System Software Releases

The Customer will be responsible for updating each eligible M500 System with the latest available software and/or firmware, and of advising users of any operational changes that may have been introduced as a result of the new software or firmware.

WiFi Connectivity

The Customer is responsible for providing all WiFi connectivity to the system.

Removing Customer Data

The Customer is responsible for removing, from the system, any data, video, or other information that the Customer wishes to retain or destroy, prior to sending the system component to a Motorola Solutions Repair Center for repair. Motorola is not responsible for any data loss associated with any System or Equipment sent to a Motorola Solutions Repair Center.

Motorola Solutions may provide a Video Evidence Recovery Service for the M500. Video Evidence Recovery is a best effort service that is dependent on the condition of the system. This service, if applicable, will have a separated Agreement, with Terms and Conditions, outside the scope of this Statement of Work (SOW). Please contact your Motorola Solutions Representative for more information regarding the Video Evidence Recovery Service. Notwithstanding the foregoing, Motorola is not responsible for any data loss associated with any System or Equipment sent to a Motorola Solutions Repair Center.

ESSENTIAL SERVICE LIMITATIONS AND RESTRICTIONS

- Customer will incur additional charges at the prevailing rates for any of the following activities, which are not covered under this Agreement:
 - Repair of problems caused by natural or manmade disasters, including but not limited to fire, theft and floods that would cause internal or external component damage or destruction.
 - Repair of problems caused by third parties' Software, accessories or peripherals not approved in writing by Motorola Solutions for use with the system.
 - Repair of problems caused by using the system outside of the product's operational and environmental specifications, including improper handling, carelessness or reckless use, or repaired by a third party.
 - Repair of problems caused by unauthorized alterations or attempted repair.
 - Deinstallation and reinstallation of any faulty equipment from its operational location. Such services may be quoted by Motorola Solutions at an additional cost.
 - Non-remedial work, including but not limited to administration and operator procedures, reprogramming, and operator or user training.
 - Problem determination and/or work performed to repair or resolve issues with non-covered products; for example, any hardware or software products not specifically listed on the service order form.



- Any file or video backup or restoration.
- Completion and test of incomplete application programming or system integration if not performed by Motorola Solutions and specifically listed as covered.
- Use of Software or Firmware releases, except as provided for under the responsibilities outlined in this document.
- Accidental damage, chemical or liquid damage, or other damage caused outside of normal system operating specifications.
- Cosmetic imperfections that do not affect the functionality of the system.
- Removal of serial numbers.
- Where a M500 System is submitted for repair that is outside the scope of Service, such repair may be quoted by Motorola Solutions for additional cost in accordance with Motorola Solutions' standard Time and Materials (T&M) rates and terms and conditions. Motorola Solutions will notify the Customer of any incremental charges related to the aforementioned exclusions prior to completing the repair and said repair will be subject to acceptance of the quotation by the Customer.
- Software support for unauthorized modifications, or other misuse of the system software, is not covered under this Agreement.
- Access to the software and firmware releases for updating the system under this SOW is available only for the system named in the Agreement. Software updates to any additional systems are expressly excluded and prohibited.
- Any implementation tools not required to support the system software and firmware updates are excluded from coverage.

MOTOROLA SOLUTIONS IS NOT OBLIGATED TO PROVIDE SUPPORT FOR ANY SYSTEM COMPONENT:

- That has been repaired, tampered with, altered or modified (including the unauthorized installation of any software) — except by Motorola Solutions authorized service personnel.
- That has been subjected to unusual physical or electrical stress, abuse, or forces or exposure beyond normal use within the specified operational and environmental parameters set forth in the applicable product specification.
- If Customer fails to comply with the obligations contained in the product purchase agreement and/or the applicable software license agreement and/or Motorola Solutions terms and conditions of service.

OPTIONAL ADD-ONS: ESSENTIAL SERVICE WITH ADVANCED REPLACEMENT

Advanced Replacement

Under Advanced Replacement Service, Motorola Solutions will provide Advanced Replacement for the damaged system component. Motorola Solutions will ship a refurbished or new replacement device to the Customer within two (2) business days of receiving the Customer repair request, subject to availability of replacement devices. Business days do not include weekends or holidays.

The Customer must return the defective or damaged device to a Motorola Solutions Repair Center within 30 days after receiving the replacement device. Failure to return the damaged device to Motorola Solutions will result in an additional Customer charge for the replacement device.

ADVANCED REPLACEMENT LIMITATIONS AND RESTRICTIONS

- Customer will incur additional charges at the prevailing rates for any of the following activities, which are not covered under this Agreement:





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- Repair of problems caused by natural or manmade disasters, including but not limited to fire, theft and floods that would cause internal or external component damage or destruction.
 - Repair of problems caused by third parties' Software, accessories or peripherals not approved in writing by Motorola Solutions for use with the device.
 - Repair of problems caused by using the device outside of the product's operational and environmental specifications, including improper handling, carelessness or reckless use, or repair by a third party.
 - Repair of problems caused by unauthorized alterations or attempted repair.
 - Non-remedial work, including but not limited to administration and operator procedures, reprogramming, and operator or user training.
 - Problem determination and/or work performed to repair or resolve issues with non-covered products; for example, any hardware or software products not specifically listed on the service order form.
 - Any file or video backup or restoration.
 - Completion and test of incomplete application programming or system integration if not performed by Motorola Solutions and specifically listed as covered.
 - Use of Software or Firmware releases except as provided for under the responsibilities outlined in this document.
 - Removal of serial numbers.
- Where ongoing repair is deemed by Motorola Solutions to be excessive, systemic, or the result of device mishandling, the Customer may be subject to an additional charge. Should the damage continue unabated, the Customer will incur repair charges at Motorola Solutions' discretion and prevailing charges for devices deemed by Motorola Solutions to have been damaged through improper handling, carelessness or reckless use.



Any sales transaction following Motorola's quote is based on and subject to the terms and conditions of the valid and executed written contract between Customer and Motorola (the "Underlying Agreement") that authorizes Customer to purchase equipment and/or services or license software (collectively "Products"). If no Underlying Agreement exists between Motorola and Customer, then Motorola's Standard Terms of Use and Motorola's Standard Terms and Conditions of Sales and Supply shall govern the purchase of the Products.