

# PEOPLES MANAGER/SUPERVISOR DAILY PLAYBOOK



In addition to participating in “New Manager/Supervisor Training”, the following information has been created to provide supervisors a high-level overview of basic information and personnel processes. It is not meant to replace or supersede any department policies that your department has in place.

If you are supervising union represented employees, terms and conditions of employment for them are contained in their bargaining unit contract. At Peoples, we have 3 unions – Local 29 IBEW (Field & Customer Service Center), Local 612 (UWUA), and USW (Customer Service Center). Not all of the contract provisions are the same. When a subject matter is covered in the contract, it is imperative to refer to the appropriate bargaining unit contract to ensure you do not violate any of the contract provisions that have been negotiated between Peoples and the respective unions. *Please reach out to HR to obtain a copy of the appropriate union contract.*

*The documents contained within are intended to be used by management to aid in the direction of the workforce. Unless explicitly agreed to by management, management reserves the right to modify the documents, guidelines and procedures.*

# MANAGER/SUPERVISOR DAILY PLAYBOOK



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<i>Below is a sample of the many forms that can be located on PeoplesPlace</i>		
	Address Change	
	Residency Form (based on work location - see PeoplesPlace for appropriate form)	
	Coaching/Disciplinary Action/Verbal Warning Template	
	Direct Deposit	
	Drug & Alcohol Awareness and Management	
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	W-4	
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# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	Absence Management
Managed By	Shari Mailman (Human Resources Department)

➤ FMLA

- Is available for an employee’s illness, to provide care for a sick family member, the birth of a child, or for military purposes; this time can be taken in a block or intermittently.
- 612 union employees can elect to use FMLA concurrent with sick time or after all sick time has been exhausted for their own illness.
- FMLA is unpaid, however, in some circumstances FMLA may run concurrent with paid time.
- Requests are submitted through TimeTrack.

➤ Sick Leave (short and long term disability) / Attendance Coaching

- **Supervisors should NOT keep any medical documentation in their employee files – ALL MEDICAL documentation should be sent to Shari Mailman (HR/Health Services) for inclusion in the confidential medical file.**
- For Non-Union Employees
  - [Click here to view Peoples Sickness and Disability Policy](#)
  - [Click here for Attendance Policy](#)
- For Union employees
  - See contract for specifics.
- Additional Information Specific to 612 Employees
  - Employees are allotted a maximum of three (3) sick occurrences or a combined total of ten (10) working days per calendar year under which a doctor’s excuse will not be required, which may be taken in the event of illness. Contract language also indicates that employees must provide appropriate medical documentation (this means the dates of absence, doctor’s signature, and reason for absence). A generic note such as “was seen in the office”, or “had an appointment” does not justify a paid sick day. When requested, employees may be required to provide a signed medical release to enable the company’s nurse case manager to follow-up with the employee and/or physician as appropriate. If appropriate documentation is received by HR/Health Services, the time off will not count as an occurrence.
  - Employees who are out on extended leaves for absences longer than 5 days should be directed to Shari Mailman, who will ensure appropriate documentation is on file and timecards are completed during employee’s absence.

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# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	Absence Management ( <i>continued</i> )
Managed By	Shari Mailman (Human Resources Department)

- Additional Information Specific to 612 Employees
  - Supervisors should monitor sick leave usage of their employees on an on-going basis and remind their employees when documentation is required. The 612 Medical Certificate, Release of Information, and Return to Work Forms are available on PeoplesPlace; these should be made available to employees.
  - Doctor appointments should be scheduled at the beginning or end of the work day; unless prior approval is received to charge sick time, scheduled appointments should be charged as vacation.
  - 612 employees do not have dependent care; any time off to provide care or attend an appointment for a spouse, child or parent should be charged as VACATION; for on-going family health conditions, employee should be directed to Shari Mailman for information on applying for FMLA (which is unpaid time off) for a block or intermittent time.
  - In the event a 612 employee exhausts their vacation, vacation bought, personal holiday, etc., banks and takes additional time off, or who use paid sick time for reasons other than their own illness, will be subject to discipline, up to and including termination.
- Workers' Compensation [Click here for Workers' Compensation Providers and all Forms](#)
  - All work related injuries should be reported immediately to the Safety Department and HR.
  - Employees are required to complete a Basic Injury Report and Supervisors are required to complete the Supervisor Accident Investigation Report.
  - Both forms can be found on PeoplesPlace.
  - Employees are required to use a physician from the Panel Physician List for first 90 days.
  - For extended WC absence, employees are paid by PNG for no more than five days; additional time off is paid via the WC insurance carrier. Please contact HR for appropriate TimeTrack information on coding time.
  - Our current WC Insurance Carrier information is as follows:

ESIS Wilmington WC Claims Office  
PO Box 6566  
Scranton, PA 18505-6566  
Phone: 800-462-6345  
Fax: 215-640-5075
- Modified Work Program – Occupational/Non-Occupational Injury/Illness
  - If an employee is able to work with restrictions, all requests/documentation should be sent to HR. The company makes every effort to accommodate if at all possible to minimize time away from work.
  - HR will work with manager and supervisor to determine if approved/denied.
  - [Click here to view Workers' Compensation Policy](#)

# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	Benefits
Managed By	Kathy Swan (Human Resources Department)

Peoples provides full-time employees with a competitive compensation and benefits package. Coverage for all benefits begins on employment date.

**Health and Welfare Benefits** [Click here for Benefits Information](#)

➤ Non-Union

- Medical Plan Carrier – Highmark/Blue Cross Blue Shield
  - A Qualified High Deductible Health Plan and HSA
- Dental and Vision Plan options
- Employee contributions required HSA
- Sick Time/Short Term Disability
  - 100% and 70% salary continuation depending on length of disability and years of service
- Long-Term Disability Insurance
  - 60% of annual base pay; company paid; after-tax or pre-tax option
- Life Insurance
  - Basic life and AD&D insurance coverage equal to one times annual base pay
  - Option to purchase additional life insurance coverage up to 4 times annual base pay
  - Option to purchase dependent and spouse life insurance

➤ USW

- Medical Plan Carrier – Highmark/Blue Cross Blue Shield
  - A Qualified High Deductible Health Plan and HSA
- Dental and Vision Plan options
- Employee contributions required for HSA
- Sick Time/Short Term Disability
  - 100% and 70% salary continuation depending on length of disability and years of service
  - Waiting period
- Long-Term Disability Insurance
  - 60% of annual base pay; company paid; after-tax or pre-tax option
- Life Insurance
  - Basic life and AD&D insurance coverage equal to one times annual base pay
  - Option to purchase additional life insurance coverage up to 4 times annual base pay
  - Option to purchase dependent and spouse life insurance

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# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	Benefits <i>(continued)</i>
Managed By	Kathy Swan (Human Resources Department)

## *Health and Welfare Benefits continued*

### ➤ UWUA

- Medical Plan Carrier – Highmark/Blue Cross Blue Shield
  - A Qualified High Deductible Health Plan and HSA
  - A Preferred Provider Organization Plan (PPO)
- Health and Dependent Care Flexible Spending Account (FSA)
- Dental and Vision Plan options
- Sick Time/Short Term Disability
  - 100% and 50% salary continuation depending on length of disability and years of service
- Long-Term Disability Insurance
  - 60% of annual base pay; company paid; after-tax or pre-tax option
- Life Insurance
  - Basic life and AD&D insurance coverage equal to one times annual base pay
  - Option to purchase additional life insurance coverage up to 4 times annual base pay
  - Option to purchase dependent and spouse life insurance

### ➤ IBEW

- Medical Plan Carrier – Highmark/Blue Cross Blue Shield
  - A Qualified High Deductible Health Plan and HSA
- Dental and Vision Plan options
- Employee contributions required
- Sick Time/Short Term Disability
  - Use of PTO for 5 day waiting period
  - 100%, 70% and 60% salary continuation depending on length of disability and years of service
- Long-Term Disability Insurance
  - 60% of annual base pay; company paid; after-tax or pre-tax option
- Life Insurance
  - Basic - \$35,000
  - Option to purchase additional life insurance
  - Option to purchase dependent and spouse life insurance

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# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	Benefits ( <i>continued</i> )
Managed By	Kathy Swan (Human Resources Department)

## Life Event Change Form [Click here for Life Event Change Form](#)

- Employees have 31 days from event to make benefit changes
  - \*If the life event request is not received within **31** days of the actual event, **no** changes will be made.\*
  - Qualifying life events are:
    - Legal Adoption
    - Birth of a child
    - Death of a spouse or dependent
    - Divorce
    - Loss of spouse's/domestic partner's or dependent's employment
    - Marriage
    - Adding coverage for a domestic partner
  - \*Please review the Life Event Change form for required documentation\*

## Voluntary Benefits

- Non-Union
- USW
- IBEW

# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	Calling Off Sick
Managed By	Department Supervisor

From time to time, employees will need to take a sick day or an unplanned vacation day/personal holiday. **Supervisors and employees are encouraged to work together with regard to time off when employees will be off sick. Should an employee need to take unplanned sick time he/she is required to use the following procedures for calling off sick from work:**

- 1) If the time off is pre-arranged with the supervisor then there is no need to call off.
- 2) The employee, or a representative if the employee is not available, must call or text his/her supervisor or designated alternative supervisor, at least ½ hour before the start of his or her shift. If reporting off by phone and the supervisor is not available a voicemail must be left stating the employee’s name, that the employee is calling of off sick and a telephone number where the employee can be reached. The text message must contain the employees name, that the employee is calling off sick and include a phone number where the employee can be reached.
- 3) If the period of time the employee will be off is uncertain then the employee is required to update the supervisor on a daily basis, either in the afternoon on the day before or in accordance with number 2 above. This will aid the supervisors in planning their work.
- 4) If an employee is off for an approved extended sick leave or other leave of absence, and the appropriate documentation has been provided to HR, periodic updates should be provided to HR and supervisor, as well as the day prior to the employee’s intended return to work. A daily call is not required in this situation.

## Customer Service Center

Customer Service Center employees calling off sick are required to call the Peoples Natural Gas Customer Service Center Employee Communication Line (Call Off Line) at 412-208-6890 and leave the required information. They are also instructed to call their immediate supervisor 1 hour before the start of their shift. Text is not acceptable.

### **NOTE:**

Any time an employee is off sick for 3 days or more, please contact Shari Mailman. [Click here for all Absence Management Forms](#)

- Employees holding field customer service positions are required to report off using the “Field Customer Service Hotline”.
- [Click here to view Peoples Sickness and Disability Policy](#)



# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	CDL Process
Managed By	Tracy Sprowls (Safety Department)/Colleen Collins (Human Resources Department)

All new employees AND employees who obtain their CDL Class A license while employed will **not** begin receiving the additional \$0.25 upgrade **until** their Department of Transportation (DOT) file is complete. Below is the information required for a complete DOT file.

DRIVER FILE INFO

1. Copy of Driver's License (Front and Back)
2. Copy of Medical Card/Examiner's Certificate (obtained following physical examination)
3. Driver's Receipt of FMCSR Safety Regulation Handbook (found inside handbook)
4. Driver's Receipt of J.J. Keller's Alcohol & Drug Testing: What Driver's Need to Know (found inside handbook)
5. Employment Application Supplement – Commercial Motor Vehicle Driver
6. Alcohol & Controlled Substance Testing Information Request – Federal Motor Carrier Safety Regulations 49 CFR Part 391.23 and 40.25)
7. Acknowledgement of Peoples' Anti-Drug / Alcohol MisUse Plans (available on Intranet and Crew Rooms)
8. Driving Record Annual Review/Violations Certification
9. Asking Form (verifying prior D&A test results)
10. Justifacts Credential Verification (signed release)
11. Supervisor "Ride Along" Verification

**Process:**

Employees sign an acknowledgement form at New Employee Orientation and C&M Training which informs them of what information is required in order to begin receiving the \$0.25 upgrade.

Once an employee has obtained their CDL Class A license, they should submit a copy to their supervisor. Their supervisor must then send the information to Colleen Collins (HR) and Tracy Sprowls (Safety) who will verify that the employee's Driver's file is complete. Tracy will notify the supervisor if additional information is required before the employee can begin to receive the additional \$0.25 upgrade.

Once Tracy (Safety) notifies HR that the employee's Driver's file is complete, HR will notify the supervisor and update the employee's job classification and rate of pay effective the beginning of the pay following notification.

**Please note: The employee should NOT be directed to enter an upgrade in Time Track for the CDL rate. The new rate will be handled by HR.**

Tracy is responsible for tracking all documents. Should you have any questions regarding the contents of an employee's driver's file, please contact Tracy directly.

**CDL Physicals**

**The Company reimburses employees who are required to get a physical to maintain their Class A CDL license.**

# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	Coaching/Disciplinary Actions
Managed By	Department Supervisor

Supervisors have the ability to effectively manage employees; therefore, if there is a need for any form of coaching or disciplinary action, you should work with your manager and HR.

[Click here for Attendance Policy](#)

[Click here for Attendance Coaching Form](#)

[Click here for Coaching Form](#)

[Click here for Verbal Warning Template](#)

[Click here for Disciplinary Action Form](#)

[Click here to view HR Policies](#)

[Click here to view Local 612 Work Rules](#)

**Reminder:** Union employees have a right to request their union representative to participate in any coaching session or investigation that could potentially lead to discipline.

# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	Drug & Alcohol Awareness and Management
Managed By	Shari Mailman (Human Resources Department)

All drug/alcohol issues should be directed to Shari Mailman, (Designated Employer Representative) for assistance. Testing includes the following:

- Random (applies to employees in PHMSA (safety sensitive) and FMCSA (CDL holders) only.
  - Employees in safety sensitive positions are subject to random drug testing. Shari Mailman/HR will notify supervisors when employees are selected for testing.
  
- Post Accident (please contact Shari Mailman or Spectrum Medical/724-776-6630 for assistance):
  - **PHMSA (Pipeline & Hazardous Mat'ls Safety Admin.) Criteria:**  
  
An event that involves a release of gas from a pipeline,  
**AND**  
death or personal injury necessitating in-patient hospitalization, **OR** estimated property damage exceeding \$50,000, including cost of gas lost, **OR** emergency shutdown of an LNG facility, **OR** significant event in the judgment of the operator
  
  - **FMCSA (Federal Motor Carriers Safety Administration) Criteria:**  
  
A CDL driver of a CDL vehicle on a public road when the vehicle accident results in: The death of a human being, **OR** the driver receives a citation under state or local law for a moving violation arising from the accident,  
**AND**  
There is bodily injury to a person requiring medical treatment away from the scene, **OR** a vehicle must be towed from the scene.
  
- Reasonable Suspicion/Cause [Click here for Reasonable Cause Checklist](#)
  - Supervisors should contact HR if there are any concerns or signs of possible substance abuse.
  - Refer to Reasonable Cause Checklist for possible indicators.
  
- Positive Test Process/Discipline
  - Immediate removal from duties
  - Placed on **unpaid** suspension (or termination), a **minimum** of:
    - 1<sup>st</sup> offense – 2 weeks unpaid suspension
    - 2<sup>nd</sup> offense – 30 days unpaid suspension
    - 3<sup>rd</sup> offense – termination
    - In addition to unpaid suspension, employee remains out of work until all prescribed rehabilitation has been completed
  - Mandatory referral to LifeSolutions and a Substance Abuse Professional
  - Timely compliance with prescribed rehabilitation (**at employee's expense**)
  - Successful completion of return to duty test
  - Compliance with prescribed follow-up testing up to 5 years, plus random testing

## MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	Employee Assistance Program (EAP)/Life Solutions
Managed By	Shari Mailman (Human Resources Department)

- LifeSolutions Employee Assistance Program (E.A.P.) can help employees balance life, work, and wellness, including things such as substance abuse, emotional and performance issues. All services are private and confidential, and membership is included as a Peoples employee. Please *visit the LifeSolutions website* to learn more about how LifeSolutions can give you the extra help you need. **Click "Login" at the top of the LifeSolutions page and enter company code: png.**
- Please encourage your employees to utilize this service if you believe they need assistance in their work and/or personal life.
- Mandatory Supervisor Referrals can be made – please see HR for additional information.
- EAP Phone #800-647-3327 / [www.lifesolutionsforyou.com](http://www.lifesolutionsforyou.com) (Code: PNG)

# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	Internal Job Transfers
Managed By	Department Supervisor

When an employee transfers to another supervisor via union job bidding or new career opportunity, the new supervisor should have knowledge of their new employee's work history. The following information should be passed on to the employee's new supervisor:

- Attendance/Absences/Occurrences
- Performance Reviews/Ratings
- Recent Disciplines

As the new supervisor, be sure to provide your new employee with:

- Contact Information
- Expectations
- Team Information
- Policies/processes specific to your department/business area

# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	Job Postings
Managed By	Human Resources Department

➤ **External Job Postings**

- Jobs are posted on Peoples Career page.
- Applicants must meet minimum qualifications to be considered.

➤ **Internal Job Postings**

- Employees must be in their current position for 12 months.
- Employees must meet minimum qualifications to be considered.
- Employees are required to complete the form “Internal Candidates Applying for Positions within the Company” if selected for an interview.
- Employee must be in good standing with the company and not have active disciplines or be on a PIP.

➤ **UWUA Union Job Posting/Selections**

*Managed by Dave Hershberger, Colleen Collins, and James McCallion  
(Human Resources Department)*

- All union jobs are awarded based on a seniority basis within the location where the job is posted. If there are no successful/qualified bidders within the shop the job is posted, bidders from outside that location are then considered.
- For example, consider a Damage Prevention Tech opening in Greensburg
  - Bidders from the Greensburg location would be considered on a seniority basis first.
  - Bidders from other locations would be considered on a seniority basis but only after all of the bidders from the Greensburg location are considered.
  - Therefore a Greensburg bidder with a seniority date of 01/01/2017 would be considered before a bidder from any other location with a seniority date of 01/01/2010.
- HR works with the union to post all vacant positions. Once the jobs are posted, employees have an opportunity to complete/submit a bid form. Forms are submitted to the supervisor who signs and sends to HR.
- HR then processes and sorts all job posting applications based on seniority and qualifications (if necessary) and sends the job awards to the supervisors.
- Supervisors notify Field Operations Leaders/HR Group of the Employee’s decision (decline or accept) via e-mail.
- Once Effective Date is determined, the Supervisor will send an e-mail to HR – Colleen Collins, as well as the 24 Operations Center to update callout roster.
- Job change is processed in SAP.
- The Effective Date of Job change is Day one of the Trial Period.
- If Employee decides to withdraw within trial period, Supervisor notifies Field Operations Leaders/HR Group of withdraw, and opportunity goes to the next successful bidder.
- Supervisor will notify HR (Colleen Collins) and the 24 Operations Center the Effective Date that the Employee is returning to previous position.
- The Trial withdraw is processed in SAP.

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# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	Job Postings <i>(continued)</i>
Managed By	Human Resources Department

➤ **USW Union Job Posting/Selections**

*Managed by Dave Hershberger and Anne Kauffman (Human Resources Department)*

- CSR1 or CSR2 positions are posted and awarded by seniority, with qualified employees and the Union being notified by the Company that they are eligible for the opening.
- CSR3 positions are posted and awarded by management based upon proficiency test results, performance metrics, disciplinary record, and interview results.
- Employees that have a record of disciplinary action within the previous twelve (12) months are not eligible to bid to another section.

➤ **IBEW Union Job Posting/Selections**

*Managed by Dave Hershberger and Anne Kauffman (Human Resources Department)*

- A Notice of Vacancy notice is sent via email to all IBEW employees.
- Employees have 10 days to apply.
- Positions are awarded by seniority.

# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	Labor Relations/Grievances
Managed By	Robin Everett/Dave Hershberger (Human Resources Department)

If an employee has an issue, they should discuss it informally with their immediate supervisor either personally, with, or through his/her elected representative.

## UWUA

- If you receive a grievance - Make sure it is from an employee you supervise. If it's not, advise the employee they should give the form to their direct supervisor. If it is from your employee:
  - Make sure the grievance is timely. Grievances must be filed within 30 days of the alleged violation or they are considered invalid and you should inform the employee they do not have a timely grievance.
  - Gather as much information about the issue as you can. (For callout issues, contact Dispatch for information before conducting the Informational.
  - Send a copy of the grievance to your manager, Robin Everett and Dave Hershberger.
  - Work with your manager to conduct an Informational where you will meet with the grievant and union rep to discuss the grievance, present information that you have gathered and attempt to resolve the issue. [Click here for Grievance Informational Form](#)
  
- During the Informational:
  - Specifically ask how the labor agreement was violated.
  - Ask what they are looking for to resolve the issue.
  - If it is a violation of the agreement or past practice, you should work with your manager and HR to determine a resolution.
  - If the issue is regarding interpretation of the labor agreement, or there is no violation of the agreement, but you could potentially give up some of your right to manage, then you should ask the employee for some time to think about it and discuss with your manager and HR.
  - If it is a clear issue, like a time keeping error, misunderstanding, etc. then you are free to work with your manager to resolve.
  - If it does not violate the contract and it's just a complaint, inform the grievant that the grievance process is not the way to resolve complaints and offer to work with them to resolve the issue. You should then work with your manager and HR to determine a resolution.
  - If you are unable to resolve the grievance at the Informational Step it will heard at the next 1<sup>st</sup> Step grievance meeting.
  - Send a copy of the Informational form to your manager, Robin and Dave.

## USW/IBEW

- If you receive a grievance, immediately forward it to HR



# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	Misc Payments/Reimbursements
Managed By	Safety Department/Department Supervisor

- Safety Gift Cards (UWUA Field Employees Only)
  - *Managed by Safety Department*
    - Locations that have no OSHA recordable accidents or vehicle accidents for the month are eligible for \$25 gift card.
    - When giving gift cards to your employees, regardless of the amount, HR needs to be made aware for tax purposes. The IRS requires that any cash, gift card or gift certificates (cash equivalents) are taxable and must be included in the employee's taxable wages.
    - When a gift card has been given, please send the following information to Colleen Collins (Human Resources):
      - Personnel #
      - Employee's Name
      - Gift Card Amount
      - Month award is for
        - [Click here for Gift Card Documentation Form](#)
  
- FR Clothing Reimbursement (for UWUA Union and IBEW Meter Readers and Field Collection Clerks Only)
  - *Managed by Safety Department*
    - See contract language for specific details.
  
- Mileage Reimbursement
  - Non-Union Employees must enter expenses via SAP
    - Expenses must be approved by the supervisor prior to reimbursement
  - Union Employees – complete paper copies and submit to Accounts Payable [Click here for Union Expense Report Form](#)
  - Reimbursement is included in employees pay

# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	New Employees
Managed By	Recruitment Team/Amy Leonard (Human Resources Department)

As a supervisor, you are involved in the “on-boarding” process for new employees who will report to you. Most employees like to be a part of a team that is doing something worthwhile. Keep your employees informed about how/where they fit in the department’s strategic plan, how you will measure their success or failure, your department’s policies, and just generally make them feel welcome. During the employee’s first week at the job, a supervisor can meet with the employee and review expectations, department policies, training opportunities that are required and/or recommended for new employees and anything else the employee might need or want to know to be successful. You can share the probation form with the employee and discuss when and how their performance will be evaluated. Remember, employees have a lot of information provided to them the first weeks they are at their new jobs; it is important to continue to check in with them to ensure they understand your expectations, office policies, etc. You must pay close attention to your new employee’s performance during the probationary period. Your HR Team can help you if you have questions or need assistance.

## **On the New Hires First Day -- Supervisors are responsible for:**

- New Employee ID Badge
  - North Shore Employees – contact Linda Gitzen (ext. 6828) to schedule time for picture.
  - All Other Locations – supervisor should take the employee’s photo and send to Linda Gitzen via email along with employee’s full name and work location. Note: No hats or sunglasses; photos should be taken waist up.
  
- I-9 Paperwork
  - The new hire should provide the I-9 documents (See list of required documents) within first 3 days of employment – copy of documents should be sent to HR.
  
- New Employee Orientation
  - HR will contact the supervisor to schedule the date/time. The date/time/location is also placed on the supervisor and new employee’s Outlook calendar as a reminder.
  
- Training
  - Ensure the new hire is aware of the required New Hire Training. They will receive an email from Skillsoft.com advising them to complete the New Hire Training Courses in Peoples Learning Place. A link for Peoples Learning Place is included in the email they will receive. The training is computer based, will take approximately 4 hours to complete and must be done within 30 days of their hire.

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Subject	New Employees ( <i>continued</i> )
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Managed By	Recruitment Team/Amy Leonard (Human Resources Department)
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## **Supervisor's Responsibilities During New Employee's Probation Period**

- A new employee begins their job as a probationary employee and most are on their best behavior and should begin performing their job duties the best they can.
- The employee's role is to do their best to learn what they need to do in order to succeed at the job.
- Your role is to begin assessing the skills or knowledge they need to develop and the guidance you need to provide for them to succeed.
- HR will send you tasks with calendar reminders including the proper probationary form and instructions on when to complete. All supervisors (except call center) are expected to conduct probationary reviews at two month, four month and six month intervals at which time the decision is made on whether to retain or let the employee go.

# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	Payroll
Managed By	Brandon Dinh (Human Resources Department)

The Company uses ADP to process payroll. Employees can access ADP to view pay statements, manage direct deposits, change W-4, and view W-2 records. [Click here for all Payroll Related Forms](#)

- Non-Union
  - Paid every other Friday
  - Employees are eligible for vacation, sick time, dependent care, personal holiday, volunteer time (company and personal), bereavement, and united way day
  - Employees are eligible for 11 company observed paid holidays
  - Non-exempt
    - Employees are paid the overtime rate of 1.5x their hourly rate after working 40 hours in a work week
    - Operations Center employees – see “Pay Practice Guidelines”
  - Exempt
    - Employees are not eligible for overtime
      - *Exception - Field Supervisors and Operations Center Supervisors receive “On-Duty” pay according to policy.*
- USW
  - Paid every other Friday
  - Employees are eligible for vacation, sick time, dependent care, personal holiday, volunteer time (company and personal), bereavement, perfect attendance and united way day
  - Employees are eligible for 11 company observed paid holidays
  - Employees are paid the overtime rate of 1.5x their hourly rate after working 40 hours in a work week
- IBEW
  - Paid every other Wednesday
  - Employees eligible for PTO, sick time (after waiting period), volunteer time (company), bereavement, and united way day
  - Employees are eligible for 11 company observed paid holidays
  - Employees are paid the overtime rate of 1.5x their hourly rate after working 40 hours in a work week
- UWUA Union
  - Paid every other Wednesday
  - Pay statements are mailed to employees home address
  - Employees eligible for vacation, sick time, personal holiday, perfect attendance, volunteer time (company), bereavement, and united way day.
  - Employees are eligible for 11 company observed paid holidays

*Continued on next page.....*

# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	Payroll ( <i>continued</i> )
Managed By	Brandon Dinh (Human Resources Department)

- Contact HR regarding:
  - 6-hour break language (listed in contract but specific to PA employees)
    - Employees who respond to unscheduled callout overtime are entitled to a 6-hour break if called out after the end of their shift or 3 hours prior to the start of their shift.
    - Employees are paid 1.5x their hourly rate if they only receive a partial 6-hour break.
    - Employees are paid 1.5x their hourly rate if they are called out after the end of their shift, continues working past the start of their regular shift the next day and the supervisor is unable to grant them a full 6-hour break that falls within that regular shift.
      - Note: If the supervisor is unable to grant a full 6-hour break but employee requests a rest period (ie., due to excessive fatigue), the hours the employee is resting is paid at 1x their hourly rate.
    - If employees continues working after the end of their normal shift, employees will be paid at 1.5x their hourly rate until reaching 16 consecutive hours, in which case the employee will either be given a 6-hour break or will continue to be paid 2x their hourly rate until given a 6-hour break.
    - If after working 16 consecutive hours (or more) an employee receives less than a full 6-hour break, the employee will receive 2.5x their hourly rate until a full 6-hour break is given.
    - If an employee receives a full 6-hour break after working 16 consecutive hours (or more), and instructed by management to work for the remainder of their shift, employee will receive 2.5x their hourly rate for working the remainder of their shift.

# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	Performance Management
Managed By	Department Supervisor/Amy Leonard/Anne Kauffman/Robin Everett (Human Resources Department)

The Performance Management program provides Peoples with a means of reinforcing employee performance expectations for the achievement of goals with the demonstration of behavioral competencies needed to achieve the operational outcomes and advance Peoples mission. Each component of the Performance Management Program outlines goals/metrics and competencies that employees must demonstrate with commitment and capability.

The process enables identification and development of employees for advancement, coaching and correction, and supporting employment decisions involving salary administration and continued employment. Performance Management is comprised of four components:

- **Probationary Performance Evaluation** - The Probationary performance plan provides a process for managers to assess job performance and to discuss expectations for transition to regular employment with new employees. Formal checkpoints should occur at bi-monthly intervals throughout the established probationary period (typically 6 months) to assist new employees in a successful transition.
- **Annual Performance Evaluation** - The Annual Performance Plan provides a means for employees to gain a clear understanding of performance expectations, receive appropriate and timely feedback on their performance, and review their career goals.
- **Performance Development Coaching** - Performance Development Coaching provides management with guidance for helping employees who demonstrate commitment to achieve performance standards but have skill/capability needs to meet job requirements.
- **Performance Improvement Action Plan** - A Performance Improvement Action Plan is required for employees who have demonstrated they are routinely unconcerned and/or unable to commit capabilities necessary for successful employment. The Performance Improvement Action Plan is to be considered a Written Warning.

Management is responsible for outlining clear expectations, providing necessary support and objectively evaluating performance.

Please click here to review the [Performance Management Section on Peoples Place](#).

# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	Personnel and Employee Actions/Reporting
Managed By	Colleen Collins (Human Resources Department)

- Employee Change Forms are completed for all employee changes including bids/transfers; CDL classification changes; job, location, supervisor, and cost center changes; as well as terminations.
  - Automatic progressions are handled by HR; however, for all other actions, you are required to work with HR to complete an Employee Change Form.
  - Completed forms should be sent to HR. [Click here for Employee Change Form](#)
  
- Address Changes
  - Employees must complete 2 forms – Address change and Residency Form. Forms can be located on PeoplesPlace or they can contact HR.
  
- Request for Reports
  - Employee reports are available to review employee’s personnel information such as Job, Cost Center, Location, Hire/Seniority Dates.

# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	Recognition and Rewards
Managed By	Kim Hudak/Amy Leonard/James McCallion (Human Resources Department)

- Employees receive service awards/gift cards at 5 year intervals. When an employee reaches their anniversary, supervisors receive their award letter and gift card and should make arrangements to meet with the employee and congratulate them for their service and contribution. [Click here to view the Service Recognition Policy](#)
- The gift card is considered taxable per IRS regulations and will be included as taxable wages.

## Thank You Cards

- HR can provide managers/supervisors with a stack of thank you notes to use to send hand written thank you notes as a way to provide recognition. You can send an email to [Recognition@peoples-gas.com](mailto:Recognition@peoples-gas.com) to receive more thank you notes. In addition, review the [Reward and Recognition Toolkit](#) to find more ideas on recognizing employees.

## FLAME Award

- The purpose of the FLAME Award program is to provide recognitions for an outstanding individual who exemplify Peoples Values and Core Competencies in a way that is above expectations and has discernable impact. Click here to view the [FLAME Award Policy](#).

## Spot Award Program

- The Purpose of the Spot Award program is to provide real-time recognitions for outstanding individual or small team performance through a monetary reward. Click here to view the Spot Award Nomination form.



# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	Retirement
Managed By	Kathy Swan/Robin Everett (Human Resources Department)

If an employee is interested in retiring, they must complete a “Notice of Retirement” form. [Click here to locate the Peoples Retirement Form](#)

The form must be completed, signed by the employee’s supervisor and sent to HR.

- Employees are required to provide a minimum 30 day notice prior to retiring.
- A list of “Frequently Asked Questions” have been created to provide employees with additional information regarding retirement. [Click here to view the Retirement FAQ's](#)

Once an employee has submitted the required paperwork, HR will follow-up with the employee to confirm their effective date and address questions listed on the form. We also encourage employees to contact HR should they have additional questions.

Prior to the employee’s retirement effective day, HR will send the supervisor (via email) an Employee Change Form to sign which will indicate the employee is officially retired. The email will also include actions the supervisor must take to end the employment relationship.

**Note:** If the employee is planning to utilize the remainder of their vacation and not planning to return to the office prior to retiring, please be sure to:

1. Contact the IT helpdesk to cancel employee voicemail account and to change name on phone.
2. Collect company computer, keys, pagers, cell phones, all AC power cords and adapters, car chargers, etc. Obtain any smartphone passcodes. Return all electronics to IT.
3. Gather a list of any external websites the employee was using for business and for which the employee served as administrator.
4. Contact the Fleet Department regarding employee’s company vehicle (if applicable).
5. Collect employee ID badge and return to Facilities Department.
6. Gather all tools and safety equipment.
7. Accumulate all work-related documents.
8. Work with HR to complete an Employee Change Form.
9. Remind employee to update address with Human Resources Department, if applicable.
10. Return employee’s P-card (if applicable) to Accounts Payable Department.

# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	Required Training
Managed By	Human Resources/Safety/IT

Throughout an employee's career, they will be required to take training beginning from day one.

- All employees are assigned new hire training which they must complete within 30 days of hire. The training is tracked through Peoples Learning Place and we will follow-up to make sure employees comply
- All employees are assigned an Ethics and Compliance course which they must complete each year.
- All employees are assigned cybersecurity training which must be completed quarterly.
- Depending on an employee's job responsibilities other training will be assigned as needed.

# MANAGER/SUPERVISOR DAILY PLAYBOOK



Subject	Terminations
Managed By	Department Supervisor/Human Resources

## Voluntary Termination

- Employee submits resignation letter to Supervisor
- Supervisor notifies Human Resources
- It is the Supervisor's responsibility to:
  1. Contact the IT helpdesk to cancel employee voicemail account and to change name on phone.
  2. Collect company computer, keys, pagers, cell phones, all AC power cords and adapters, car chargers, etc. Obtain any smartphone passcodes. Return all electronics to IT.
  3. Gather a list of any external websites the employee was using for business and for which the employee served as administrator.
  4. Contact the Fleet Department regarding employee's company vehicle (if applicable).
  5. Collect employee ID badge and return to Facilities Department.
  6. Gather all tools and safety equipment.
  7. Accumulate all work-related documents.
  8. Work with HR to complete an Employee Change Form.
  9. Remind employee to update address with Human Resources Department, if applicable.
  10. Return employee's P-card (if applicable) to Accounts Payable Department.
- Human Resources will contact the employee to schedule an Exit Interview, if applicable
- Human Resources will process termination on employee's last day worked

## Involuntary Termination

- Supervisor will work with Human Resources on any involuntary terminations (misconduct, performance, etc.)
- Human Resources can contact appropriate IT and Facilities contacts to advise of upcoming sensitive termination, and will work with them to advise once system and building access should be terminated
- It is the Supervisor's responsibility to :
  1. Contact the IT helpdesk to cancel employee voicemail account and to change name on phone.
  2. Collect company computer, keys, pagers, cell phones, all AC power cords and adapters, car chargers, etc. Obtain any smartphone passcodes. Return all electronics to IT.
  3. Gather a list of any external websites the employee was using for business and for which the employee served as administrator.
  4. Contact the Fleet Department regarding employee's company vehicle (if applicable).
  5. Collect employee ID badge and return to Facilities Department.
  6. Gather all tools and safety equipment.
  7. Accumulate all work-related documents.
  8. Work with HR to complete an Employee Change Form.
  9. Remind employee to update address with Human Resources Department, if applicable.
  10. Return employee's P-card (if applicable) to Accounts Payable Department.
- Human Resources will process termination

Subject	TimeTrack
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# MANAGER/SUPERVISOR DAILY PLAYBOOK



Managed By	Brandon Dinh (Human Resources Department)
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The Company uses TimeTrack to record employee's time. As supervisor, in addition to getting payroll related questions from employees, you may be responsible for approving/changing employee's time, changing schedules, managing vacation requests, etc. All of this is done through TimeTrack.

Note:

- Non-Union employees (supervisors do not need to approve time, with the exception of non-exempt employees). Vacation requests may also be managed through TimeTrack.
- USW employees use external calendars, and supervisor approval to manage vacation requests.

Please review the links below to become familiar with your role (which may be specific to the employees you supervise):

- Supervisor of UWUA Employee Training
  - <https://360.articulate.com/review/content/653ed9d1-0ffe-4c05-af22-4e6e0f515a82/review>
- TimeTrack Tips for Supervisors
  - [https://peoplesplace.peoples-gas.com/support-center/files/TimeTrack\\_Tips\\_for\\_Supervisors.pdf](https://peoplesplace.peoples-gas.com/support-center/files/TimeTrack_Tips_for_Supervisors.pdf)
- Entering Time for UWUA Employees (to learn how Union employees enter their time)
  - <https://360.articulate.com/review/content/e6d9cfe2-d9ac-4b91-b1c1-07d3535973e8/review>
- TimeTrack Assigning Schedules FAQ for Supervisors
  - <https://peoplesplace.peoples-gas.com/support-center/files/TimeTrack%20Assigning%20Schedules%20FAQ.docx>
- Approve/Reject Time Off
  - <https://360.articulate.com/review/content/a585af28-425f-4662-8286-55c4b58f4f82/review>
- Supervisor Managing Delegations
  - <https://360.articulate.com/review/content/653ed9d1-0ffe-4c05-af22-4e6e0f515a82/review>
- Amending a Timesheet
  - <https://360.articulate.com/review/content/6b0ff330-920f-46e2-86c6-f971bf5d3681/review>