

[Year]

Add your logo here
or pictures relating to your organization

[PW Organization Name] Employee Guide

MISSION STATEMENT
DEPARTMENT

[COMPANY NAME] | [Company address]

[PW Organization Name]

Employee Guide

Instructions for using this Employee Guide Template: Please refer to the APWA Onboarding Toolbox example of the Houston Water Employee Guide as a reference. This guide is intended to provide an easy-to-fill template for your organization to personalize for your onboarding process.

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Welcome Message from the PW Organization

[Include relevant photos or logos]

Dear [New Employee's Name],

I would like to formally welcome you to [PW Organization]! We are so excited to have you join our team, and we are thrilled to have you contribute your skills and expertise to our department. [PW Organization] plays a vital role in [City/Town]'s infrastructure and well-being, and we are confident that you will be a valuable asset.

[PW Organization] is dedicated to [mission, like improving public services, maintaining infrastructure, etc.]. We are committed to providing excellent service to our community, and we believe in fostering a positive and collaborative work environment.

Provided in this employee guide are brief descriptions about the organization of [PW Organization] and how it fits within the [City/Town]. [PW Organization] consists of approximately [number] professionals, including [types of employees: like engineers, scientists, surveyors, operators, maintenance personnel, etc]. We strive to keep our employees safe by providing and maintaining a safe and healthy work environment. We serve [number] of residents in the [Town, Location] and maintain our public works infrastructure to improve quality of life for all.

During your first week, you will complete an onboarding process that will welcome you to our organization and set you on a course to success. You'll have the opportunity to learn more about our initiatives and projects relevant to your role and meet your team members.

We are truly excited to have you on the team, and we look forward to a productive and successful partnership. [Add any mission/vision or values here that are relevant to your organization]

[Your Name]

[Your Title]

[Public Works Department]

[PW Org – Vision and Mission]

Our Vision: [vision]

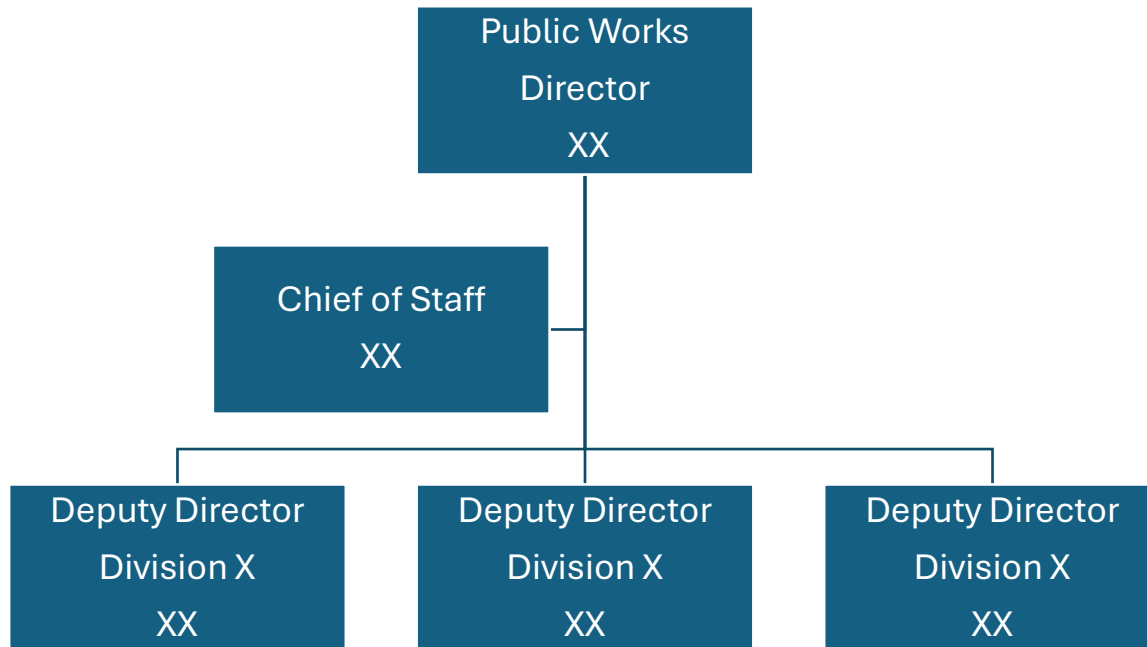
Our Mission: [mission]

[Include any other culture/values statements that your organization uses, which could be safety oriented, or key attributes employees should have.]

Add some logos and photos of key public works infrastructure relevant to your organization.

[PW Organization Leadership Team]

[Use sample org chart “smart art” or use existing org chart as an inserted graphic.]



Division 1

Division Leadership, Title and Name

[Provide description of Division, the division does, how do they do it, and why do they do it. What impact does this work have on the community? See example provided in italics below for a Wastewater Operations Division. Include relevant photos or graphics.]

Wastewater Operations Division (WWO) is responsible for conveying, collecting, and treating wastewater (sewage).

With a staff of about 700 employees, WWO is responsible for the operation and maintenance of 40 wastewater treatment plants (WWTPs), three (3) wet weather facilities, a collection system with over 380 lift stations and over 6,100 miles of pipelines ranging in size from 2 to 144 inches in diameter located throughout the region.

Domestic Sewage Treatment Process 101

Domestic sewage is collected and transported via pipes and lift stations to WWTPs.

Once raw sewage arrives at the WWTP:

- *It is pumped through bar screens to remove large particles and then goes through the grit removal system to remove sand and silt. Screened sand and silt are disposed at the municipal landfill.*
- *Sewage proceeds to be treated in a reactor to separate impurities using air/oxygen, which is an activated sludge process, a biological process by which microorganisms are used to remove impurities from sewage.*
- *It then flows to a clarifier, where solids are separated from the liquid stream.*
 - *Solids settle at the bottom of the clarifier and are withdrawn and returned to the reactor to treat incoming sewage.*
- *Clear water then overflows into the chlorine contact chamber, where it is disinfected by using sodium hypochlorite as a source of chlorine to destroy the pathogens.*
- *Prior to discharging into the receiving streams (bayous):*
 - *Chlorine is removed by adding sodium bisulfate.*

Division 2

Division Leadership, Title and Name

[Repeat Division information as many times as necessary for your individual public works organization.]

Division 3

Division Leadership, Title and Name

[Repeat Division information as many times as necessary for your individual public works organization.]

Division 4

Division Leadership, Title and Name

[Repeat Division information as many times as necessary for your individual public works organization.]

New Employee First Month Plan

Day One Activities	Date Complete
<input type="checkbox"/> Meet manager and settle into your workspace	
<input type="checkbox"/> Request hardware/software/phone if not yet done	
<input type="checkbox"/> Review New Employee Guide and complete required forms	
<input type="checkbox"/> Review policies	
<input type="checkbox"/> Motor Vehicle Use	
<input type="checkbox"/> Time Keeping	
<input type="checkbox"/> Absence & Leave	
<input type="checkbox"/> FMLA/WC Policy	
<input type="checkbox"/> Safety or Anti-Harassment Policies	
<input type="checkbox"/> Code of Conduct	
<input type="checkbox"/> Required HR Forms — Driver Policy, Sign and Return	
<input type="checkbox"/> Required HR Forms — Technology Usage, Sign and Return	
<input type="checkbox"/> Parking Permit, Bus Permit — Automatic Deduction, Sign and Return	
<input type="checkbox"/> Outside Employment, or other employment related policies needing signature	
<input type="checkbox"/> Meet team members	
<input type="checkbox"/> Review safety protocols	
<input type="checkbox"/> Review org chart	
<input type="checkbox"/> Complete Badge Request and Business Card forms, or other access related	
<input type="checkbox"/> Meet with HR if required	
<input type="checkbox"/> Conduct end-of-day debrief	

Week One Activities	Date Complete
<input type="checkbox"/> Receive your first work assignment	
<input type="checkbox"/> Meet with manager to review Work Performance Plan	
<input type="checkbox"/> Order any needed office supplies	
<input type="checkbox"/> Discuss work schedule, managers management style, and how work is routed and assigned	
<input type="checkbox"/> Meet with manager to discuss first week and expectations	
<input type="checkbox"/> Log onto your computer, check emails, setup voicemail, and ensure that your workspace is properly setup	
<input type="checkbox"/> Assign Vehicle/Fleet Share	
<input type="checkbox"/> Uniform, PPE, and safety shoes	
<input type="checkbox"/> Schedule job-specific training	
<input type="checkbox"/> Attend team meeting	
<input type="checkbox"/> Schedule HR New Employee Orientation	

Within the First 30 Days Activities		Date Complete
<input type="checkbox"/>	Discuss long-term performance goals	
<input type="checkbox"/>	Discuss and receive performance standards	
<input type="checkbox"/>	Have a 30-day feedback session with manager	
<input type="checkbox"/>	Review training needs with manager and develop individual training plan	
<input type="checkbox"/>	Provide feedback of your first 30 days	
<input type="checkbox"/>	Review information about training opportunities and schedule any necessary training	
<input type="checkbox"/>	Initial required training for all employees	
	<input type="checkbox"/> Safety	
	<input type="checkbox"/> Harassment	
	<input type="checkbox"/> Defensive Driving	
	<input type="checkbox"/> Other Certification	
<input type="checkbox"/>	Required training for supervisors and managers	
	<input type="checkbox"/> Supervisory Course	
	<input type="checkbox"/> Timekeeping/Financial Software	

Employee Rights FAQ

The following information provides answers to frequently asked questions (FAQs) regarding employee rights. Most of these refer to policy, procedure, or personnel who can provide additional detailed information on each topic. Not all policies are addressed here.

[These are example questions, but individual FAQs or links/information should be added or addressed based on your individual organization.]

Rights and Resources

- *What are my rights as an employee?*
- *What is the employee assistance program?*
- *What is the employee concern resolution program?*
- *What is the office of inspector general? (how to report fraud, misconduct, or violence)*
- *Where do I find information on employee benefits?*
- *Where do I find policies and procedures?*

Evaluations and Promotions

- *What is the purpose of employee evaluations?*
- *How can I be considered for another position?*

Safety and Work Conditions

- *What do I do with an unsafe vehicle?*
- *Who is responsible for a safe work environment?*

Grievances and Terminations

- *Can my supervisor terminate my employment?*
- *What are grievable issues?*
- *What do I do if I feel retaliation for a complaint?*
- *Who do I contact for discrimination or harassment at work?*
- *Who should I contact with additional questions or concerns?*

Relevant Information

[Provide key contact information including the following outline. This is for quick reference by employees who are new to the organization.]

[The following list of suggested quick reference should be adjusted and completed by PW Org.]

Public Works Contacts

- *Public Works Director Office*
- *Deputy Director Office / Division 1*
- *Deputy Director Office / Division 2*

Internal Communications and Compliance

- *(any internal communications offices)*
- *Training Department*
- *IT Help Desk*
- *Badge Office*

Human Resources

- *Benefits*
- *Payroll*
- *HR Website*
- *HR System Help Desk*
- *Employee Assistance Program*
- *FMLA/Leave*
- *Workers' Compensation*

Department or Division Relevant Links

- *Department Policies/Standard Procedures*
- *Safety Plan*
- *PPE/Uniform Policy and Links*
- *Software or Application Links*
- *Shared Department Mailbox or Calendar Files*
- *Training System Links*
- *Folder Tree Structure/Shared Documents*
- *Any Key Service Department Contacts/Forms/Links*