

Personnel Policies Updated

August 18, 2026

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The City of Kingsport



The City's personnel policy manual required a comprehensive overhaul to ensure policies are **current, legally compliant, consistent with City operations, and easier for employees and supervisors to understand and use.**

The manual consists of forty (40) policies, the majority of which had not been updated in more than 10 years, with some dating back to 2007. As a result, many policies no longer reflect current laws and regulations, technology, organizational practices, or City processes.

The previous **sequential numbering structure** also made policies difficult to locate and navigate, particularly for new hires.

In collaboration with the appropriate policy owners and in consultation with MTAS, the personnel policies were updated to:

- Incorporate best practices and address operational or organizational changes that have occurred since the policies were last adopted,
- Reflect current federal and state law and regulatory requirements,
- Establish consistent practices across City departments,
- Provide clear expectations for employee and supervisor, regarding employee workplace expectations, benefits, and administrative processes,
- Ensure the City's policies remain current, effective, and sustainable,
- Remove outdated or duplicative provisions, and update terminology and procedures to reflect current City operations, and
- Establish a consistent template for all policies.

The updated policy manual replaces the previous single-number policy structure with a more organized, category-based system. Policies are now grouped by subject matter, with section and policy numbers that make it easier to locate, reference, and maintain, and potentially add policies as the manual evolves.

To help employees transition to the new framework structure, the **former policy number will be included as a reference to make locating policies easier.**

New Framework Sections



Section: 1	former	Employment Policies
1.01	31	Employment and General Provisions Policy
1.02	2	Code of Ethics Policy
1.03	25	Employment Verifications Policy
1.04	28	Personal Appearance Policy
1.05	29	Nepotism Policy
1.06	36	Language Assistance Policy
1.07	37	Remote Work Policy
1.08	22	Violence In Workplace Policy
1.09	23	Weapons Policy
1.10	21	Search Policy
1.11	27	Employees Travel Policy

Employment Policies: Policies related to how the City manages its workforce and provides employees and supervisors with clear, consistent expectations.

New Framework Sections



Section: 1		former	Employment Policies	
1.01	Section: 2	former	Workplace Conduct and Compliance Policies	
1.02			2.01	1 City Owned Vehicle & Equipment Use Policy
1.03			2.02	3 Discrimination and Harassment
1.04			2.03	4 Title VI
1.05			2.04	5 Corrective Action Policy
1.06			2.05	6 Employee Arrests, Criminal Charges, and Convictions
1.07			2.06	9 General Substance Abuse Policy
1.08			2.07	7 FMCSA Drug and Alcohol Policy
1.09			2.08	8 FTA Substance Abuse Policy
1.1			2.09	24 Administrative Relief From Duty
1.11			2.10	34 Employee Occupational Safety and Health
			2.11	38 Website and Social Media Policy
			2.12	39 Acceptable Use of Information Technology Assets Policy
			2.13	10 Employee Workplace Concerns and Complaint Policy
			2.14	26 Separation From Employment
			2.15	33 Employee Training and Development
			2.16	New Americans with Disabilities Act requiring Reasonable Accommodations

Workplace Conduct and Compliance Policies: Outline standards of behavior, behavior expectations, and legal requirements that apply to all City employees.

New Framework Sections



Section: 1		former	Employment Policies		
1.01	Section: 2	former	Workplace Conduct and Compliance Policies		
1.02					
1.03	2.01	Section: 3	former	Compensation & Classification Policies	
1.04	2.02				
1.05	2.03	3.01	30	Pay Plan	
1.06	2.04	3.02	32	Wage and Salary	
1.07	2.05				
1.08	2.06				
1.09	2.07				
1.1	2.08				
1.11	2.09				
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	2.16				

Compensation & Classification Policies: Addresses how the City structures jobs, determines compensation, administers pay practices, and ensures employees are compensated fairly and consistently.

New Framework Sections



Section: 1		former	Employment Policies		
1.01	Section: 2	former	Workplace Conduct and Compliance Policies		
1.02					
1.03	2.01	Section: 3	former	Compensation & Classification Policies	
1.04	2.02				
1.05	2.03	3.01	Section: 4	former	Benefits and Leave Policies
1.06	2.04				
1.07	2.05	3.02	4.01	11	Bereavement Leave Policy
1.08	2.06		4.02	12	Leave for Adoption, Pregnancy, Childbirth, and Infant Nursing
1.09	2.07	3.02	4.03	13	Sick Leave Policy
1.10	2.08		4.04	14	Vacation Leave Policy
1.11	2.09	3.02	4.05	15	Civil Leave for Voting, Jury Duty or Court Appearance
1.12	2.10		4.06	16	FMLA Policy
1.13	2.11	3.02	4.07	17	Holiday Leave Policy
1.14	2.12		4.08	18	Leave for on-the-job Injuries
1.15	2.13	3.02	4.09	19	Military Leave
1.16	2.14		4.10	20	Personal Leave Without Pay
1.17	2.15	3.02			
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Benefits and Leave Policies: Outlines for employees and supervisors the various paid and unpaid leave types. These policies communicate available benefits, eligibility requirements, employee responsibilities, and applicable processes.

New Framework Sections



Section: 1	former	Employment Policies					
1.01	Section: 2	former	Workplace Conduct and Compliance Policies				
1.02							
1.03	2.01	Section: 3	former	Compensation & Classification Policies			
1.04	2.02						
1.05	2.03	3.01	Section: 4	former	Benefits and Leave Policies		
1.06	2.04	3.02					
1.07	2.05		4.01	Section: 5	former	Financial Management Policies	
1.08	2.06		4.02				
1.09	2.07		4.03	5.01	40	Cash Handling Policy	
1.1	2.08		4.04				
1.11	2.09		4.05				
	2.10		4.06				
	2.11		4.07				
	2.12		4.08				
	2.13		4.09				
	2.14		4.10				
	2.15						
	2.16						

Financial Management Policies

policies that relate to the re
transparent, and consistent
management of City funds a
financial resources.

Financial Management Policies are policies that relate to the responsible, transparent, and consistent management of City funds and financial resources.

[illegible]

Under the guidance of MTAS, we have added a **new policy for Reasonable Accommodation – Americans with Disabilities Act (Policy 2.16)** , under Section 2 – Workplace Conduct and Compliance

Key Components:

- Comply with all applicable provisions of the Americans with Disabilities Act (ADA) prohibiting discrimination against individuals with disabilities.
- Identified that each request will be reviewed on a case-by-case basis.
- Outlines the interactive process, required documentation and periodic reviews of accommodation(s).

Employment and General Provisions (Policy 1.01)

Key Components:

- Combined former Employment Policy and General Provisions Policy.
- Clarification on definitions for clarity and incorporate pipeline categories.
- Elaborated on outside employment reporting requirement.

Code of Ethics (Policy 1.02)

Key Components:

- Added section related to Ethics Standards for all employees: Honesty, Respectful Workplace, Political Activity, and Compliance of Laws and Policies.

Employment Verifications (Policy 1.03)

Key components:

- Elaborated to enforce supervisor, managers, and employees are not authorized to provide employment verification information.

Personal Appearance of Employees (Policy 1.04)*

Key Components:

- Complete rewrite addressing general standards, prohibited clothing, attire for public meetings, footwear, and tattoos/body art/body piercings.

Nepotism (Policy 1.05)*

Key components:

- Retitle from Supervising Employees.
- Complete rewrite expanding on restrictions, disclosure requirement, personal relationships between employees, when exceptions may apply, and administration.

** Significant change or rewrite*

Remote Work (Policy 1.07)

Key Components:

- Changed title from Telework.
- Added paragraph on request for remote work on a permanent or routine basis (exceeding 1 week) must be approved by City Manager.
- Outlined criteria on availability during normal working hours.

Violence In The Workplace(Policy 1.08)*

Key components:

- Complete rewrite to align with industry best practices.
- Address Prohibited Conduct, Reporting Responsibilities, Management Responsibilities, Investigation, Non-Retaliation, Confidentiality, and Employee Assistance for those who experience personal circumstances.

** Significant change or rewrite*

Weapons (Policy 1.09)

Key components:

- Minor wording changes for clarity.
- Correct TCA references.
- Added City Manager may authorize exceptions due to business needs.

Search (Policy 1.10)

Key components:

- Updated with language related to technology.
- Added section on authorized searches.
- Outlined consequences of policy violation.

City-Owned Vehicle and Equipment Use (Policy 2.01)*

Key Components:

- Added statement related to shall not be used for personal use.
- Added statement regarding prohibiting smoking or vaping in vehicle or equipment.
- Added statement regarding prohibiting cell phone use while driving or operating vehicle or equipment.
- Added statement regarding wearing of seatbelts.

Discrimination and Harassment (Policy 2.02)

Key components:

- Added language specific to sexual harassment.

Title VI (Policy 2.03)

No changes, just new format.

** Significant change or rewrite*

Corrective Action (Policy 2.04)

Key Components:

- Minor wording changes for clarity
- Statement related to progressive discipline; however, it is not required
- Added Safety Violation category
- Added clarity related to documentation

Employee Arrests, Criminal Charges, and Convictions (Policy 2.05)

Key Components:

- Retitled from Criminal Investigation / Arrest / Incident / Prosecution / Conviction / Incarceration
- Defined timeframe for self reporting to 24 hours
- Minor wording changes for clarity
- Elaborated on consequences of Policy Violation

General Substance Abuse Policy (Policy 2.06)

Key Components:

- Expanded section on Safety-Sensitive Employees

FMCSA Drug and Alcohol (Policy 2.07)

Key Components:

- Retitled from FWHA Substance Abuse to FMCSA Drug and Alcohol
- Complete rewrite to align with 49 CFR Part 655, as amended, 49 CFR Part 382

FTA Drug and Alcohol (Policy 2.08)

No changes, BMA approved on July 21, 2026

Administrative Relief From Duty (Policy 2.09)

Key Components:

- Minor wording changes for clarity
- Added expectations for employees while on Administrative Relief from Duty

Occupational Safety and Health (Policy 2.10)*

Key Components:

- Complete rewrite to outline Standards, Responsibilities, Record Keeping, Hazard Identification and Correction, Safety Training, PPE, Emergency Preparedness, Vehicle and Equipment Safety

** Significant change or rewrite*

Website and Social Media (Policy 2.11)

Key Components:

- Added criteria on number of users allowed access to approved pages and prohibited “dummy” accounts.
- Added clarification language related to personal social media accounts where they are identified as a city employee.

Acceptable Use of Information Technology Assets (Policy 2.12)

Key Components:

- Minor wording changes for clarity
- Updated with new criteria related to security

Employee Workplace Concerns and Complaints (Policy 2.13)*

Key Components:

- Added Concerns to the title
- Policy rewritten to elaborate on employee and supervisor responsibilities, confidentiality, non retaliation, and false or malicious complaints.

Separation from Employment (Policy 2.14)

Key Components:

- Minor wording changes for clarity
- Added section related to termination during probation period aligned with practice
- Added section related to final payout to align with practice

** Significant change or rewrite*

Employee Training and Development (Policy 2.15)

Key Components:

- Minor wording changes for clarity
- Added employees participating in the Tuition Reimbursement program will also be subject to training agreement. *

** Significant change or rewrite*

Pay Plan (Policy 3.01)

Key Components:

- Minor wording changes for clarity
- Changed timeframe for reclassification review from annual to quarterly

Wage and Salary (Policy 3.02)

Key Components:

- Minor wording changes for clarity
- Updated promotional pay section giving City Manager approval to award a promotional increase above 6%

Bereavement Leave (Policy 4.01)

Key Components:

- Clarification on immediate family including adding domestic partner.
- Added extended family (grandparents, aunt/uncles, nieces/nephews, spouse's siblings).
- Up to 5 days for immediate family with supervisor approval, and up to 3 days for extended family.
- Allowance for part-time employees, who were previously not eligible.*

Leave for Adoption, Pregnancy, Childbirth, and Infant Nursing (Policy 4.02)

Key Components:

- Minor wording change - pump to express

** Significant change or rewrite*

Sick Leave (Policy 4.03)

Key Components:

- Added domestic partner, and clarity of definition under children.
- Expanded section on sick leave must be approved, if not approved will be recorded as leave without pay.
- Added if on unpaid leave status for more than 50% of a month, the employee shall not accrue sick leave, vacation leave, holiday for that month.*
- Added call in procedures to be defined by department.

** Significant change or rewrite*

Vacation Leave Policy (Policy 4.04)

Key Components:

- Minor wording changes for clarity.
- Added if on unpaid leave status for more than 50% of a month, the employee shall not accrue sick leave, vacation leave, holiday for that month.*
- Updated language from previous hours/current hours to total hours. A total of 280 hours, or 440 hours for 24-hour employees, can carry over. *
- Removed forfeiture, and all remaining above carry over limit will move to sick.*

Civil Leave for Voting, Jury Duty or Court Appearance (Policy 4.05)

Key Components:

- Corrected TCA reference for jury duty.
- Added clarity for employees related to Payment for Services.
- Added section on verification.

** Significant change or rewrite*

Family and Medical Leave Policy (Policy 4.06)

Key Components:

- Minor wording changes for clarity.
- Added sections related to eligibility, spouses who work for same employer, required notices, and medical certification to address frequent questions
- Expanded on Military Leave Provision.

Holiday Leave (Policy 4.07)

Key Components:

- Minor wording changes for clarity.
- New: Holiday time will not roll over from year to year.* *Allowance will be made so no current or previous year banked holiday hours will be lost.*
- Added if on unpaid leave status for more than 50% of a month, the employee shall not accrue sick leave, vacation leave, holiday for that month. *

** Significant change or rewrite*

Leave for On the Job Injuries and Workers' Compensation (Policy 4.08)

Key Components:

- Minor changes for clarity.

Military Leave (Policy 4.09)

Key Components:

- Updated eligibility to mirror USERRA.
- Defined working day for clarity.
- Added the use of 5 additional sick leave days per TCA code
- Added if on unpaid leave status for more than 50% of a month, the employee shall not accrue sick leave, vacation leave, holiday for that month.*

** Significant change or rewrite*

Personal Leave Without Pay (Policy 4.10)

Key Components:

- Minor wording changes for clarity.
- Addition: if an employee is out on an unpaid leave status for more than 50% of a month, the employee shall not accrue sick leave or vacation leave for that month.*

** Significant change or rewrite*

Coming for Review at Future Meetings



- Language Assistance Policy – via ordinance
- Travel Policy – via ordinance
- Cash Handling Policy – via resolution