



# Statement of Work

Employee Handbook

Prepared for The Town of Monterey | 2/11/2022



*Monterey*  
Massachusetts



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We are a Hilb Group company.



This Statement of Work ("SOW") is issued pursuant to the attached Client Services Agreement (Appendix A "Client Services Agreement") between The Town of Monterey ("Client") and The Hilb Group of New England, LLC dba HR Knowledge ("HR Knowledge"), effective February 11, 2022. HR Knowledge will provide The Town of Monterey with HR Consulting Services as mutually agreed upon and outlined in this SOW. All services to be provided hereunder will be referred to as "Services." This SOW is subject to the terms and conditions contained in the Agreement between the parties and is made a part thereof. Any term not otherwise defined herein shall have the meaning specified in the Agreement. In the event of any conflict or inconsistency between the terms of this SOW and the terms of the Agreement, the terms of this SOW shall govern and prevail.

### **Scope of Work**

An employee handbook is an essential communication tool between you and your employees. A well-written handbook presents your company policies and procedures and outlines mutual expectations. Your handbook can provide important protection for your company by preventing misunderstandings, reinforcing employer expectations, and helping keep your workplace free of potential lawsuits arising from discrimination, harassment, and wrongful termination claims. By partnering with HR Knowledge, The Town of Monterey will ensure your Employee Handbook is comprehensive, known, and respected.

#### ***Phase 1: Review Current Handbook and Stand-Alone Policies, If Applicable***

We begin our handbook process with a comprehensive review of the current version of your Employee Handbook and Stand-Alone Policies. We will perform a complete analysis of the contents related to appropriateness, clarity, reflection of actual practices, completeness, and regulatory compliance.

#### ***Phase 2: Develop Comprehensive Employee Handbook utilizing our Proprietary Template***

We will work with you to expertly craft your Employee Handbook, so that it aligns with federal, state, and local employment laws. Our Handbook has a clear and approachable tone, so that employees can easily understand the policies and procedures of your organization. We will customize your Employee Handbook to reflect your organization's personality and culture by incorporating your company's mission, goals, and values along with your branding standards.

#### ***Phase 3: Handbook Distribution***

The final product will be delivered electronically, which will be ready to print or posted electronically. The Town of Monterey must establish a method for distribution, some employers use their intranet or internal e-mail to post the handbook electronically; however, physical copies need to be made available to employees without access to the Internet.



## ***Phase 4 for Virtual HR Clients: Living Employee Handbook***

For those clients currently in our Virtual HR platform, your Virtual HR team will keep your newly developed handbook up-to-date throughout the year as laws and your internal policies may change. A living handbook will ensure your policies remain compliant as federal, state, and local regulations change.

## **Client Responsibilities**

Your feedback is an indispensable part of creating an employee handbook that is tailored to your organization's specific needs. The Town of Monterey agrees to provide HR Knowledge with a dedicated point of contact at your company, as well as, a commitment and participation from management in providing all necessary documentation, including but not limited to:

- Designating a dedicated point of contact at your company
- Copy of current handbook in electronic format, preferably Microsoft Word
- Timely feedback during employee handbook review process
- Commitment and participation from management to review final draft in a timely manner
- Commitment to a 4-6-week turnaround time (any handbooks not completed within 8 weeks subject to a \$2,500 restart fee)
- Respond to HRK's e-Alerts to confirm if you would like us to update your handbook based on regulation updates, HRK will not make updates unless client responds and confirms.

## **Services Performed For**

Melissa Noe  
The Town of Monterey  
435 Main Road  
Monterey, MA 01245



## Fee & Payment Schedule

HR CONSULTING SERVICE	FEES
New England / One-State Employee Handbook	\$5,500
<p><i>Payments are due prior to commencement of project. Client is responsible for all expenses related to travel, subject to approval prior to making travel arrangement. Travel Hourly Rate \$50 per hour. This proposal is effective for 30 days from date above.</i></p>	

## Acknowledgment & Signature

Thank you for the opportunity to present this SOW to you. We believe that HR Knowledge is uniquely qualified to assist your company by providing the HR consulting services outlined in this document. On behalf of us all at HR Knowledge, we welcome this opportunity and look forward to working with you now and into the future.

Sincerely,

**Melissa M. Gillespie**

Vice President, HR Services

### HR Knowledge Authorization:

The Hilb Group of New England, LLC  
 dba HR Knowledge  
 603 West Street  
 Mansfield, MA 02048

### Client Authorization:

The Town of Monterey  
 435 Main Road  
 Monterey, MA 01245

Name: Melissa M. Gillespie

Title: Vice President, HR Services

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_



Thank you. We look forward to simplifying HR for you and your team. Want more of the moment news? We thought so, please follow us.



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