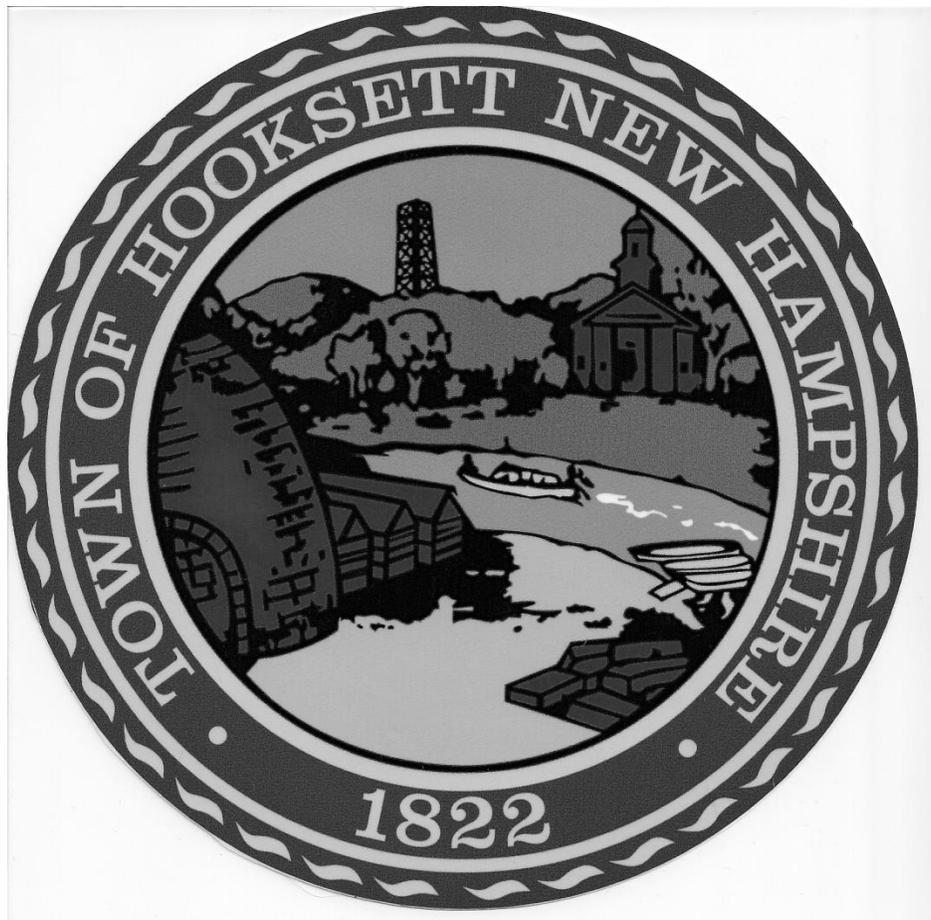


TOWN OF HOOKSETT

ADMINISTRATIVE CODE

Adopted: January 29, 1992



**Amended
August 24, 2016**

ADMINISTRATIVE CODE (Adopted January 29, 1992)

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1. PURPOSE.

This Administrative Code is hereby established for the Town of Hooksett for the purpose of dividing the administrative service of the Town into departments, divisions and bureaus, and for the purpose of defining the functions and duties of each such department, division and bureau.

1.1 Severability.

The sections of this Administrative Code and the parts hereof are separable. If any portion or section of the Code of the application thereof to any person or circumstance shall be held invalid by a court of competent jurisdiction, the remainder of the Code shall not be affected thereby. If a clause, portion of or section of this Code is so held invalid, then the applicable provisions of State law, if any, shall govern.

1.2 Review.

This document will be reviewed at the beginning of each fiscal year by all included Town organizations. Recommended changes will be submitted to the Town Administrator within 30 days.

2. DEPARTMENTAL ORGANIZATION.

Department

Administration
Assessing
Family Services
Finance
Fire-Rescue
Public Works
Library
Police
Tax Collector
Wastewater

Official Head

Town Administrator
Town Administrator or Assessor
Family Services Director
Finance Director
Fire Chief
Public Works Director
Library Director
Chief of Police
Tax Collector
Superintendent

3. DEPARTMENTAL FUNCTIONS.

3.1 Administration Department:

The Town Administrator shall supervise and be responsible for the administrative and financial affairs of the Town and shall carry out the policies enacted by the Council. His/her office shall be charged with the preservation of the health, safety and welfare of persons and property and shall see to the enforcement of the ordinances of the Town, the Town Charter and the laws of the State of NH. The Town Administrator shall supervise and direct the administration of all Town departments included under Section 3 of this ordinance and the personnel therein.

The Administration Department shall consist of the Town Administrator and other support staff as required; recommended by the Town Administrator and approved by the Council.

3.2 Assessing Department:

The Assessing Department is responsible for establishing and maintaining the value of all real property in the Town of Hooksett, for the purpose of taxation. The department is responsible for working with the Town Council, Board of Assessors and Department of Revenue Administration. This department shall prepare all tax warrants and bills, and provide assessing information to the general public.

The Department shall be under the supervision of the Town Administrator, if the Assessor position is contracted. If the Assessor position is filled by a hired employee, the department shall be under the supervision of the Assessor and shall consist of other support staff as required.

3.3 Family Services:

The Family Services Department administers General Assistance to families in need under RSA 165. It shall assess, investigate and authorize requests for assistance and refer applicants to other social services as needed.

Family Services shall be under the direction of the Family Services Director and shall consist of support staff as required.

3.4 Finance Department:

The Finance Department's major areas of responsibility include budget management, accounts payable, cash management and financial reporting.

The Department shall be under the supervision of the Finance Director and shall consist of other support staff as required.

3.5 Fire-Rescue Department:

The Fire-Rescue Department shall protect the lives and property of the inhabitants of the Town of Hooksett from the adverse effects of fire, sudden medical emergencies or exposure to dangerous conditions created by either man or nature.

The Fire-Rescue Department shall implement fire suppression, emergency response, rescue, prevention, inspection, haz-mat, Emergency Management, and investigation throughout the Town of Hooksett and as needed through Mutual Aid.

The Department shall be under the supervision of the Fire Chief with additional support staff as required.

3.6 Public Works Department:

The Public Works Department shall be responsible for the Divisions of Highway, Recycling & Transfer, Parks, Recreation, & Cemeteries, and Community Development and shall provide support services to other Town departments as necessary.

The Highway Division shall be responsible for road maintenance, fleet maintenance, building maintenance and support services to other town departments as necessary.

The Recycling & Transfer Division shall be responsible for solid waste collection, recycling and transportation to solid waste disposal sites. The division shall also maintain and operate the transfer station, recycling center and post-closure of the Town's landfill site.

The Parks & Recreation & Cemeteries Division is responsible for the maintenance of all public playgrounds, athletic fields, parks, equipment, and related facilities as well as the grounds of all Town owned property. This Division is ~~also~~ responsible for the planning and coordination of recreational activities, and providing supervision of Town sponsored recreational activities. This Division also coordinates activities with the Cemetery Commission and funeral directors, mows, trims the grass and excavates graves in town cemeteries.

The Community Development Division shall be responsible for planning, engineering, and code enforcement. Planning and engineering shall be responsible for all business relating to land use and will be instrumental in the development and implementation of a comprehensive plan for the orderly growth and development of the Town. Code Enforcement shall be responsible for addressing the enforcement of all building codes, ordinances, regulations and laws, where such enforcement is not specifically granted to other parties. Code Enforcement shall also be responsible for the review of applications and plans for all construction projects in the Town and subsequent inspections in accordance with all local and State rules and regulations.

The Highway, Recycling & Transfer, and Parks, Recreation, & Cemeteries_Divisions shall be under the supervision of the Public Works Director and shall consist of other support staff as required. The Community Development Division shall be under the supervision of the Assistant Public Works Director/Engineer and shall consist of other support staff as required. The Assistant Public Works Director/Engineer shall be under the supervision of the Public Works Director.

3.7 Library:

The Library shall provide services in accordance with RSA 202A.

The Department shall be under the supervision of the Library Director and shall consist of other support staff as required.

3.8 Police Department:

The Police Department is responsible for the enforcement of the laws, maintaining order in the community, protecting life and property, and assisting the public-at-large in a manner consistent with the rights and dignity of all persons as provided for by the law and under the Constitution of the United States and the State of New Hampshire.

The Department shall be under the supervision of the Police Chief with additional support staff as required.

3.9 Tax Collector:

The Tax Collector shall be responsible for issuing all tax notices, maintaining documents of reported payment, depositing monies in a timely fashion, assessing tax liens on delinquent accounts and issuing all licenses and permits, including motor vehicle permits, while collecting all fees and all other duties as required.

The Department shall be under the supervision of the Tax Collector and shall consist of other support staff as required.

3.10 Wastewater Department:

The Wastewater Department shall manage the treatment of wastewater within the Town of Hooksett and all collection and treatment systems.

The Department shall be under the supervision of a Superintendent, under the general supervision of the Sewer Commission, and shall consist of other support staff as required.

4. Boards, Commissions, Committees and other Officials
(to include elected or appointed officials.)

The appropriate State laws, The Town Charter, and Town Ordinances, direct the listed Boards, Commissions, Committees and other Officials. The following descriptions are for guidance only in the daily conduct of business.

- 4.1 **Budget Committee** (9 Elected and 4 Appointed) - Review annual budgets submitted by the Town Council, School Board, all Precincts and the Sewer Department. Submit recommended budgets to the Town Voters and periodically review all expenditures.
- 4.2 **Cemetery Trustees** (Elected) - Arrange for cemetery lot visits and sales, maintain vital records relative to burials, manage day-to-day care of cemeteries, and manage expenditures of allocated funds.
- 4.3 **Conservation Commission** (Appointed) - Research and catalog all open space, natural, ecological, wetland or aesthetic areas within the Town; develop a program to protect listed areas; and obtain land in the name of the Town through gift, purchase, grant, bequest or other legitimate means for continued preservation.
- 4.4 **Economic Development Committee** (Appointed) – Enhance the vitality of the local economy by retaining existing businesses and attracting new ones.
- 4.5 **Health Officer** (Appointed) – Enforce the state public health rules and laws as well as local ordinances and regulations. Serve as a liaison between state officials and the local community on issues concerning local public health.
- 4.6 **Heritage Commission** (Appointed) – Handle transactions relating to all cultural resources including hiring consultants and contractors as needed and receiving gifts of money and property, both real and personal, in the name of the Town, subject to the approval of the Town Council. Such gifts shall be managed and controlled by the commission for their proper use.
- 4.7 **Library Trustees** (Elected) - Manage the Town Library and all property of the Town Library; control expenditures of funds received from Town appropriations, fines, gifts, and copying charges; and appoint and remove with due process the Librarian and other Library staff.
- 4.8 **Moderator** (Elected) - Preside over town meetings, regulate the business thereof, decide questions of order, and make a public declaration of every vote passed. May prescribe rules of procedure, but such rules may be altered by the town.

- 4.9 **Parks and Recreation Advisory Board** (Appointed) - Under the jurisdiction of the Town Council, assist the Public Works Department in an advisory capacity on recreational projects, recreational budgetary items, recreational capital improvements, and with the submittal of applications for federal, state, and other grant monies relating to parks and/or recreation. Develop plans and work with the Conservation Commission in obtaining and receiving land for recreational purposes.
- 4.10 **Planning Board** (Appointed) - Prepare and amend the Master Plan, review and recommend Zoning Ordinance amendments to the local legislative body and review and act on all subdivision and site plan applications.
- 4.11 **Record Retention Committee** (Appointed) - In accordance with RSA 33-A:3, The Town will establish and maintain a Municipal Records Committee charged with governing the retention and disposition of municipal records.
- 4.12 **Recycling and Transfer Advisory Committee** (Appointed) - Advise the Council on matters related to the management of municipal solid waste and recycling.
- 4.13 **Sewer Commission** (Elected) - Make regulations and decisions as may be necessary for the proper functioning of the sewer system and overall operation of the Sewer Department, levy special assessments upon land benefited by the sewer, establish sewer charge procedures for defraying the cost of plant and system operations and manage the maintenance and repair of sewer systems.
- 4.14 **Supervisor of the Checklist** (Elected) - Care for the checklist in compliance with Federal HAVA (Help America Vote Act); determine whether or not each individual is qualified to vote; and amending the districts within two (2) years of the census.
- 4.15 **Town Clerk** (Elected) - Record and maintain all permanent documents and perform all other related functions per state statute.
- 4.16 **Town Council** (Elected) - Consists of nine elected members, one from each District and three At-Large members. Is the governing body of the Town and directed by the specifications of the Town Charter. Prepares and passes ordinances, submits a proposed budget to the Budget Committee and gives direction to the Town through the Town Administrator and appointed Boards and Committees.
- 4.17 **Town Hall Preservation Committee** (Appointed) – Work toward the preservation of the old Town Hall.

- 4.18 **Town Treasurer** (Appointed) – The Treasurer shall have custody of all monies belonging to the Town, and shall pay out the same only on orders of the body designated by the Town to expend such funds. The Treasurer shall deposit such funds in institutions and in such a manner as designated by law, and according to the Town’s investment policy, keep suitable records, reconcile the General Fund, and subsidiary account bank statements monthly, and perform all other related functions per state statute.
- 4.19 **Trustees of the Trust Fund** (Elected) - Maintain custody of all trust funds held by the Town. Invest the monies as limited by RSA 31 and other state statutes as they apply.
- 4.20 **Zoning Board of Adjustment** (Appointed) - Hear appeals; and administer special provisions of the Zoning Ordinance dealing with variances, special exceptions and administrative decisions. Act as the Building Code Board of Appeals per RSA 673:I-V.

5. Administrative Financial Policies and Procedures.

5.1 Cooperation between Departments. If possible, it is the duty of every department, subject to approval of the Administrator, to furnish to any other department such service, equipment, labor and materials as may be needed to perform necessary operations. Expenses will be assigned to the appropriate budget when such considerations are germane.

5.2 Payment of Monies. All monies withdrawn from the Town General Fund shall be authorized by the Town Administrator and/or his/her designee. Withdrawals may be in the form of a check, wire transfer, ACH transfer or other type of electronic banking format used by the Town Treasurer.

5.3 Purchasing Procedures. The purchase of all equipment and supplies not taken out of petty cash fund may require the use of standardized purchase orders and varying levels of control dependent upon the dollar amounts.

5.3.1 Purchase Orders. Purchase orders shall be used for all purchases of goods and services, including contractual, that in aggregate or individually are \$3,001 or more as required by the Town Administrator or recommended by the Finance Director. It is the responsibility of the department head to complete an electronic purchase order and submit it to the Town Administrator or his/her designee for approval, along with a description of, and reason for, the purchase. This applies to all items whether being purchased by grant, operating budget, warrant article, capital reserve or other funds.

5.3.2 Approval of Purchases. The level of approval required on a specific purchase shall vary depending upon its dollar amount. Total contract or job amounts should be used when determining thresholds. The thresholds do not include costs for shipping/freight.

Artificial Division Prohibited – Purchases shall not be artificially divided so as to create lower purchase amounts and therefore avoid some requirement of this policy. Whether or not a proposed purchase constitutes artificial division shall be determined by the Town Administrator.

Amount

\$0 - \$3,000

Approval Level

Department Head

Purchase up to \$3,000 – The Department Head shall have full authority to make department purchases of goods or services up to \$3,000, which are

identified within the department's annual budget. Electronic purchase orders are not required for purchases up to \$3,000.

<u>Amount</u>	<u>Approval Level</u>
\$3,001 - \$15,000	Town Administrator after three competitive quotes or bids required.

Purchases between \$3,001 and \$15,000 – The Department Head shall contact as many vendors as necessary in order to obtain at least three (3) written or verbal quotations or shall issue a request for proposals if required by the Town Administrator. All verbal quotes shall be documented by date, vendor contact information and dollar amounts. The Department Head shall prepare a purchase order for authorization by the Town Administrator, thereby requesting approval of their recommended vendor. In the event less than three (3) quotations are available; evidence of the attempt to obtain them should be attached.

<u>Amount</u>	<u>Approval Level</u>
\$15,001 and over	Town Council after three competitive bids

Purchases Above \$15,001 – Purchases having an estimated cost in excess of \$15,001 shall be bid pursuant to the Competitive Bid Process established in this regulation under Section 5.3.5.

The results of the three competitive quotes or bids required for purchases and contracts over \$15,000 shall be attached to the purchase order request to the Town Administrator. If Council's approval is required, the Town Administrator in conjunction with the requesting Department Heads shall present the bids for Council review and disposition.

If the Council has voted to make a purchase or enter into a contract, the Administrator shall carry out the vote of the Council and enter into such transaction on behalf of the Town.

5.3.3 Special Exceptions. No purchase orders are required for the following items:

- Utilities (telephone, propane, heating fuel, cable, electricity, etc.)
- Welfare payments
- Vehicle repairs
- Human service agencies and associations that have their own line item within the approved budget.

No competitive bids shall be required when only one known sources of purchase, and there is no comparable substitute product or services; written documentation supporting the sole source may be required by the Town Administrator.

No competitive bids shall be required when purchasing through the State of New Hampshire or at State of New Hampshire bid prices per Section 5.12 of the Town Charter

No competitive bids shall be required when purchasing through a Town Council approved Cooperative Purchasing Program. Cooperative purchasing programs are arrangements to agree to aggregate demand to get lower prices from selected suppliers. Co-ops are doing competitive bidding for the government. The co-op's fees are paid by the contractors. It is often used by government agencies to reduce costs of procurement and makes the procurement process more efficient.

Requirements for three competitive bids may be waived in specific instances by a 2/3 vote of the Council per Section 5.12 of the Town Charter.

5.3.4 Emergency Procurements Emergency procurements may be made when a threat to public health, welfare or safety exists, provided that such emergency procurement shall be made with such competition as is practical under the circumstances.

In case of an emergency requiring immediate purchase of materials, supplies, equipment or services, the Town Administrator hereby authorizes the Department Heads to approve such emergency purchase if the situation permits. The Town Administrator shall be notified as soon as possible as to the emergency and the associated purchases. A written determination for the basis of the emergency and for the selection of the particular contractor or vendor shall accompany the purchase order and voucher. As soon as is practicable, standard purchasing procedures will be reinstated.

5.3.5 Competitive Bid Process. A competitive bid process must be followed if the procurement of goods or services involves expenditures of more than \$15,000.

- A. The Administration Department is responsible for the release of all bids. The Town Administrator shall ensure that the requesting department provides all relevant information for the time preparation and release of bids to be forwarded to the Finance Department.
- B. The Request for Proposal (RFP) must include:
 - a. Listing of required specifications.

- b. Adequate public notice, of a minimum of seven (7) calendar days prior to the date set for the opening of the bids; notice shall include the town website and newspaper advertisement.
 - c. Dates for release of bid, return of bid and public bid opening.
 - d. A statement reserving the right to cancel or reject a bid.
- C. The bid shall be awarded to the lowest bidder that meets the specifications and submits proper bond requirements if applicable. The low bidders will receive the award unless supporting information presented recommends another bid. The Town Administrator shall make the final decision if supporting information justifies other than the low bid be awarded. Local advantage will be considered, but not mandated.
- D. The RFP, invitation to bid, as well as the bid award notices shall be sent from the Department to the Bid Winner, Finance Department and the Town Administrator.
- E. The Town of Hooksett may accept guaranteed rates for goods or services; however it is not obligated to purchase from the guaranteed rate vendor if a lower price is available.

5.4 Payment for Goods or Services. Request for payment for any product or service shall be sent to the Finance Department.

Payment for any purchase over \$3,001 will NOT be processed without a Purchase Order that must accompany the invoice.

Departments are responsible for obtaining new vendor information through form W-9.

If any item or service purchased is not acceptable, arrangements must be made for a return for credit or an exchange. A cash refund is prohibited unless the vendor insists that a refund must be by cash, and then the funds must be returned immediately to the Finance Department for deposit to the Town of Hooksett.

5.5 Budget Development. The Town Administrator will set a budget schedule for the year, to include department submittal dates, Town Administrator and Town Council review dates. Each individual department or committee shall submit their budgetary requests to the Finance Office. These requests will include the account number, account description and a written justification for each line item. This information shall be consolidated into a report to be submitted to the Town Administrator for his/her recommendations. The Council shall receive copies of each departmental budget one week before their scheduled review. All

information will be tracked and updated by the Finance Department who will ultimately produce a report for the entire Town including the following information:

Prior Year Appropriation
Prior Year Expenditures
Current Year Appropriation
Current Year Expenditures
Department Request
Town Administrator Recommended
Town Council Recommended
Budget Committee Recommended
Variance in Dollars
Variance as a percentage
Default

Town Council's submittal date to the Budget Committee is set by the Budget Committee. The Budget Committee should conclude its meetings as prescribed by the Town Charter.

- 5.6 Investment Policy.** In accordance with RSA 41:9 VII, the Council shall annually review and adopt an investment policy for the investment of public funds in conformance with applicable statutes and shall advise the treasurer of such policies. ***See exhibit B for policy details.***
- 5.7 Fund Balance Policy.** In accordance with Governmental Accounting Standards Board (GASB) the Council shall review and adopt the Fund Balance Policy annually. The general purpose of this policy is to maintain an adequate level of Unassigned Fund Balance to mitigate financial risks that can occur from unforeseen revenue fluctuation and unanticipated expenditures. ***See exhibit C for policy details.***
- 5.8 Stipends paid to Boards, Commissions and Committees -** Stipends paid to Boards, Commissions, and Committees shall be made bi-annually in the second pay date of December and June for those members currently sitting on the Board, Commission, or Committee on that date. The amounts of the stipends are set by the Town Charter for the Town Council and by the current budget for all other Boards, Commissions and Committees.

- 6. Administrative Operational Policies and Procedures.**
- 6.1 Departmental Records and Reports.** Reports of the major activities of each Department shall be made to the Town Administrator each month, and an annual written report shall be filed with the Administrator within ten days of the end of the fiscal year. Such reports shall be in proper form and of sufficient detail for proper control of departmental activities and for publication in the Annual Town Report.
- 6.2 Preservation of Public Records.** Each Department Head shall be responsible for the preservation of all public records under the department's jurisdiction and shall provide a system of filing and indexing of same. No public records, reports, correspondence or other data shall be removed permanently, unless authorized by law or ordinance, or without the knowledge and approval of the Administrator.
- 6.3 New Ordinances.** The Town Council approves new ordinances. The Town Clerk, or designee, codifies each new ordinance and distributes copies of the new ordinance to appropriate departments, boards and commissions.
- 6.4 Record Retention Policy.** In accordance with RSA 33-A:3, the Town will establish and maintain a Municipal Records Committee charged with governing the retention and disposition of municipal records. **See exhibit A for policy details.**
- 6.5 Cellular Phones in the Workplace.** The purpose of this policy is to establish guidelines and administrative procedures for employees who have been identified as needing cellular phones (both Town provided and reimbursed (via allowances) personal phones) during working hours and for other times as needed for the health, safety, welfare, or operational efficiency of the Town. **See exhibit D for policy details.**

AMENDMENTS

<u>Date</u>	<u>Section(s) Amended</u>
January 1, 1995	Section(s) 2 & 3 – Departments/Positions changes.
June 26, 2002	Section 2 – minor changes to correspond with department reorganization. Section 3 – entire section replaced. Section 4 – minor changes Section 5 – minor changes to correspond with department reorganization.
January 12, 2005	Section 3 – minor changes to correspond with Department reorganization.
April 13, 2005	Section 5.4
September 9, 2009	Section 5.5.2 – Increased Town Administrator’s approval level to \$15,000. Minor housekeeping changes.
September 8, 2010	Section 4.12 – Deleted “ <i>Appoint or remove police personnel as necessary, while make and enforce all necessary rules for the orderly running of the department.</i> ” Section 4.15 – Added “ <i>...amending the district within 2 years of the census</i> ”. Minor housekeeping items.
January 1, 2012	Changes to eliminate the Building Department and create the Code Enforcement Division under Public Works Department. Minor housekeeping items.
February 13, 2013	Section 3.6 Fire Department – addition of “Emergency Management” to first paragraph. Section 4.5 Emergency Management Director – deletion of entire section.

AMENDMENTS, Continued

<u>Date</u>	<u>Section(s) Amended</u>
June 26, 2013	Section 3.1 removed Human Resource Coordinator, Section 3.3 added Code Enforcement, and section 3.7 removed Code Enforcement to correspond with Department reorganization. Section 3.9 and section 4.10 removed Police Commission to correspond with the legislative abolishment of the commission. Section 5.5.2 added contracts to correspond with Town Charter. Minor housekeeping items.
August 13, 2014	Section 5.5 to 5.6 reworded entire sections and increased department head approval level for purchases up to \$3,000. Section 5.9 added new section Record Retention Policy with new exhibit A
September 24, 2014	Section 5.10 added new section Investment Policy with new exhibit B Section 5.11 added new section Fund Balance Policy with new exhibit C
May 27, 2015	Section 2 removed departments Community Development AND Recycling & Transfer Section 3.3 removed Community Development Department Section 3.7 added division Recycling & Transfer AND Community Development Section 3.10 removed Recycling and Transfer Department
August 12, 2015	Section 4 – add: Record Retention Committee and renumber section for alphabetical listing. Section 5 – add: Stipends paid to Boards, Commissions and Committees

AMENDMENTS, Continued

Date

August 24, 2016

Section(s) Amended

Section 5.3.3 – updated to add policy on Cooperative Purchasing Program

Section 5.5 – clarified Budget Development

Section 5.6 – updated Investment Policy exhibit B policy details to clarify IV Delegation of Authority

Section 5.13 – new section to add policy on Cellular Phones in the Workplace

Exhibit A

Record Retention Policy Town of Hooksett New Hampshire 2014

SECTION I: PURPOSE:

The purpose of this Records Retention Policy is to ensure compliance with all applicable State and Federal laws and regulations regarding record retention including, but not limited to those listed in RSA 33-A; while simultaneously recognizing the Town of Hooksett's (hereby referred to as The Town) administrative need to manage its' records and provide for their systematic destruction after all legal requirements have been satisfied and the record no longer has value to The Town or its' constituents.

SECTION II: AUTHORITY:

This policy is adopted in accordance with the Town Charter and the governing laws of the State of New Hampshire: RSA 33-A (Appendix A).

SECTION III: APPLICABILITY:

This policy applies to all physical records generated in the course of The Towns' operation, including original, traceable reproductions as recorded with the Town Clerk, and electronic records.

SECTION IV: DEFINITIONS:

MUNICIPAL RECORD – As used herein, shall refer to all municipal records, whether in paper, electronic or any other form, prepared or received by The Town in connection with the conduct of its' official governmental function. A department that creates a record shall be considered the primary owner of that particular record as defined in RSA 33-A.

SECTION V: MUNICIPAL RECORDS COMMITTEE:

- A. In accordance with RSA 33-A:3, The Town will establish and maintain a Municipal Records Committee charged with governing the retention and disposition of municipal records. Said Committee shall be comprised of the following: A member of Town Council or designee; Town Clerk; Tax Collector; Treasurer; Town Assessor, and representatives from each of the following departments:
 1. Administration
 2. Community Development
 3. Police Department
 4. Public Works
 5. Recycling & Transfer
 6. Wastewater

- B. The Town has adopted a Town-wide Record Retention Schedule (Appendix B) detailing the initial maintenance, retention and disposal schedule for municipal records of The Town in accordance with RSA 33-A. To ensure that this Schedule is followed, the Committee shall:
 1. Monitor local, State and Federal laws affecting record retention, and;

2. Modify the Record Retention Schedule as necessary to ensure that it complies with Local, State and Federal laws and/or addresses the appropriate document and record categories for the Town.
- C. The Municipal Records Committee shall monitor compliance with (Section VI - Storage, Retention, and Disposal of Municipal Records) of this policy and, if necessary, develop additional operational procedures to ensure that records are properly stored and accessible.
1. Any such additional procedures will be developed in a manner which takes into account the organizations' operational capabilities. The Municipal Records Committee may elect to use electronic methods of document storage, where appropriate.
 2. Any such additional procedures and/or storage processes will be incorporated as an Appendix to this Policy and be periodically reviewed by the Committee in order to ensure their level of efficiency and adequacy.
- D. The Committee shall monitor compliance with (Section VI, C – Destruction of Municipal Records) of this policy and, if necessary, develop additional operational procedures to ensure that records are consistently disposed of in a proper manner.
1. Any such procedures shall take into account:
 - i. Statutory requirements.
 - ii. The Towns' operational capabilities.
 - iii. That certain records contain sensitive and/or confidential information, and, as a result, must be destroyed, unless Section VII (Suspension of Record Disposal) applies, and eliminated with particular care.
 2. These destruction processes will be periodically reviewed in order to ensure their adequacy and level of efficiency.
- E. The Committee shall review, in February/March of each year, the Record Retention Policy as a whole, including the Town-wide Record Retention Schedule (Appendix B) and recommend amendments as appropriate to comply with regulatory requirements and/or procedural changes.

SECTION VI: STORAGE, RETENTION, AND DISPOSAL OF MUNICIPAL RECORDS:

- A. Minimum Storage Procedures: Each department shall store their archived records in a box or cabinet and provide the following information on the exterior of the storage device: the department name, box number, retention period, scheduled disposition date, authority granting or allowing the disposition, and a general description of the contents. It is recommended a master list of each location and box contents be maintained by each department head.
- B. Retention of Municipal Records: The Town-wide Records Retention Schedule (Appendix B) details the retention period for specific types and categories of records in order to ensure legal compliance. In addition, this schedule is designed to accomplish other objectives such as the preservation of confidential and valuable administrative information, cost effectiveness, and space management. Scheduled records are those that, by Town, State and Federal Regulations, need only be retained for a stated period.

The Municipal Records Committee may determine that such records (i.e., grants from State, Federal or private agencies) are to be maintained by The Town for a period longer than the minimum required period. If so, such determination shall be made a matter of record by incorporation into the Town-Wide Records Retention Schedule.

C. Destruction of Municipal Records:

1. Documents to be destroyed shall first be reviewed by the applicable Department Head. If no reason exists to maintain the record beyond the retention schedule, the documents shall then be destroyed as follows:
 - i. Non-Confidential Documents – shall be disposed of with other paper recycled products or shredded.
 - ii. Confidential Documents – shall be shredded or burned.
 - iii. Electronic Files – shall be deleted from the individuals' computer as well as any backup or permanent media storage.
2. Each Department Head is responsible for maintaining a Document Destruction Log which shall contain the following minimum information:
 - i. Department destroying the record
 - ii. What record was destroyed
 - iii. The date the record was destroyed
 - iv. Who destroyed the record
 - v. RSA or authority giving the right to destroy the record

- D. Unauthorized Activities: All Municipal Records belong to The Public in perpetuity and shall not be destroyed, maliciously damaged, or retained by any person not entitled to do so by local, State and/or Federal regulations.

SECTION VII: SUSPENSION OF RECORD DISPOSAL:

In the event any official or employee of The Town is served with any subpoena or Right-to-Know request; or becomes aware of an investigation or audit concerning The Town or commencement of any litigation against or concerning The Town; such individual shall ensure that all records are preserved, regardless of Retention Schedule, until The Town's legal counsel determines that the records are no longer needed.

SECTION VIII: ADOPTION:

The Town of Hooksett has adopted this Record Retention Policy effective ____August 13__ 2014.

Town of HOUSSETT MUNICIPAL RECORDS LISTING
 Please refer to RSA 33-A for clarification

Number	Record Description	Official Records Owner	Administration	Budget Committee	Community Development	Conservation Commission	Family Services	Fire-Rescue	Police	Public Works	Recycling & Transfer	Town Clerk	Trustees of Trust Funds	Notes/Outstanding Medium?	Location	Last Review	RSA 33-A Retention Timeline
I	Accounts Receivable	Finance	X												Finance	Electronic	5 years
II	Accounts Receivables	Finance													Finance	Paper	permanently
III	Aerial Photographs	Finance													Finance		6 months
IV	Annual Inspections - annual	Finance													Finance		10 years
V	Annual Inspections - quarterly including fuel storage and vehicles	Town Clerk													Finance		permanently
VI	Annual Audit Report	Town Clerk													Finance		permanently
VII	Annual Reports, town warrants, deliberative session minutes	Finance													Finance		permanently
VIII	Archives	Finance													Finance		permanently
IX	Articles of Agreements for Incorporation	Finance													Finance		life of building
X	Blue Prints - Architectural Plans	Finance													Finance		permanently
XI	Bonds and Continuation Certificates	Finance													Finance		permanently
XII	Budgets	Finance													Finance		permanently
XIII	Budgets committee - data	Finance													Finance		permanently
XIV	Building Permits - applications and approvals	Community Development													Finance		permanently
XV	Building Permits - applications and approvals	Community Development													Finance		permanently
XVI	Building Permits - withdrawn or denied	Community Development													Finance		permanently
XVII	Building Permits - withdrawn or denied	Community Development													Finance		permanently
XVIII	Chain receipts and disbursement book	Finance													Finance		permanently
XIX	Checks	Finance													Finance		permanently
XX	Code Enforcement Specifications	Community Development													Finance		permanently
XXI	Complaint Log	Community Development													Finance		permanently
XXII	Contracts Unsuccessful Bids	Community Development													Finance		permanently
XXIII	Contracts Unsuccessful Bids	Community Development													Finance		permanently
XXIV	Correspondence by to Municipality - Admin. Records	Community Development													Finance		permanently
XXV	Correspondence by to Municipality - Admin. Records	Community Development													Finance		permanently
XXVI	Current Use applications and maps	Assessing													Finance		permanently
XXVII	Current Use release	Assessing													Finance		permanently
XXVIII	Current Use release	Assessing													Finance		permanently
XXIX	Deeds granted/grantor listing from registry or copies of deeds	Assessing													Finance		permanently
XXX	Deeds granted/grantor listing from registry or copies of deeds	Assessing													Finance		permanently
XXXI	Dredge and Fill Permits	Transfer Station													Finance		permanently
XXXII	Driveway and driveway permits	Finance													Finance		permanently
XXXIII	Driveway and driveway permits	Finance													Finance		permanently
XXXIV	Driveway and driveway permits	Finance													Finance		permanently
XXXV	Driveway and driveway permits	Finance													Finance		permanently
XXXVI	Elections - Federal ballot/absent approval/effort/envelopes/past	Community Development													Finance		permanently
XXXVII	Elections - Not Federal ballot/absent approval/effort/envelopes/past	Town Clerk													Finance		permanently
XXXVIII	Elections - Not Federal ballot/absent approval/effort/envelopes/past	Town Clerk													Finance		permanently
XXXIX	Elections - ward maps	Supervisors of the Checklist													Finance		permanently
XL	Emergency Medical Services run reports	Assessing													Finance		permanently
XLII	Emergency Medical Services run reports	Assessing													Finance		permanently
XLIII	Emergency Medical Services run reports	Assessing													Finance		permanently
XLIV	Emergency Medical Services run reports	Assessing													Finance		permanently
XLV	Emergency Medical Services run reports	Assessing													Finance		permanently
XLVI	Emergency Medical Services run reports	Assessing													Finance		permanently
XLVII	Emergency Medical Services run reports	Assessing													Finance		permanently
XLVIII	Emergency Medical Services run reports	Assessing													Finance		permanently
XLIX	Emergency Medical Services run reports	Assessing													Finance		permanently
L	Health - Complaints	Community Development													Finance		permanently
LI	Health - Service Agreements with state agencies	Community Development													Finance		permanently
LII	Health & Human Services Case Records and welfare applications	Community Development													Finance		permanently
LIII	Inspections - Bludges & Damns	Finance													Finance		permanently
LIV	Inspections - Bludges & Damns	Finance													Finance		permanently
LIV	Inspections - Bludges & Damns	Finance													Finance		permanently
LVI	Intergovernmental Agreements	Administration													Finance		permanently
LVII	Investigations - Fire	Assessing													Finance		permanently
LVIII	Invoice - Assessors	Finance													Finance		permanently
LIX	Job Applications - Successful	Human Resource													Finance		permanently

Town of HOOKSETT MUNICIPAL
 Municipal RECORDS LISTING
 Please refer to RSA 33-A for clarification

Number	Record	Official Record Owner	Administration	Budget Committee	Community Development	Conservation Commission	Family Services	Finance	Fire-Rescue	Police	Public Works	Recycling & Transfer	Tax Office	Town Clerk	Trustees of Trust Funds	Notes/Outdated Medium?	Location	Paper	Electronic	Last Review	RSA 33-A Retention Timeline
LXI	Agreements - Unsuccessful	Human Resource																			current year plus 3 years
LXII	Labor - Public employees labor relations board actions/decisions	Human Resource																			permanently until one contact until audited plus 1 year
LXIII	Ledger and journal entry records	Finance	X																		permanently
LXIV	Legal actions against municipality	Administration																			current year plus 1 year
LXV	Library - registration cards	Library																			permanently
LXVI	Library - user records not retained	Library																			current year plus 1 year
LXVII	Licenses - all other except log, marriage, health & vital records	Tax Office	X1																		conditional pursuant RSA 201-D:11
LXVIII	License - dog	Tax Office																			current year plus 1 year
LXIX	License - Health	Community Development																			disposal once recorded
LXX	License - dog Rabies Cert	Community Development																			current year plus 6 years
LXXI	Licenses - IRS	Finance																			permanently
LXXII	Licenses - Retail	Finance																			one year after discharge until court order after 1 year
LXXIII	Licenses - State	Finance																			permanently
LXXIV	Licenses - state liens for support of children	Finance																			permanently
LXXV	Licenses - state meals and rooms tax	Finance																			permanently
LXXVI	Licenses - state record of items	Tax Office																			purge on July 1, 2017
LXXVII	Licenses - state record of items	Tax Office																			permanently
LXXVIII	Licenses - Uniform Commercial Code leases lease term - 4 years	Tax Office																			reuse tape or dispose of tape
LXXIX	Meeting Minutes, tape recordings keep until written record appr	Administration																			permanently
LXXX	Minutes of Town meeting/Council	Administration																			permanently
LXXXI	Minutes, selectmen/council	Administration																			permanently
LXXXII	MV Title Applications	Tax Office																			until audited plus 1 year
LXXXIII	MV Title Applications	Tax Office																			sent to State DMV
LXXXIV	MV Title Applications	Tax Office																			until audited plus 1 year
LXXXV	MV permits - used and unused	Tax Office																			until audited plus 1 year
LXXXVI	Municipal agent daily log	Finance																			until audited plus 1 year
LXXXVII	Municipal agent daily log	Finance																			until audited plus 1 year
LXXXVIII	Municipal agent daily log	Finance																			permanently
LXXXIX	Municipal agent daily log	Finance																			permanently
LXXXX	Municipal agent daily log	Finance																			permanently
LXXXXI	Municipal agent daily log	Finance																			permanently
LXXXXII	Municipal agent daily log	Finance																			permanently
LXXXXIII	Municipal agent daily log	Finance																			permanently
LXXXXIV	Municipal agent daily log	Finance																			permanently
LXXXXV	Municipal agent daily log	Finance																			permanently
LXXXXVI	Municipal agent daily log	Finance																			permanently
LXXXXVII	Municipal agent daily log	Finance																			permanently
LXXXXVIII	Municipal agent daily log	Finance																			permanently
LXXXXIX	Municipal agent daily log	Finance																			permanently
LXXXXX	Municipal agent daily log	Finance																			permanently
LXXXXXI	Municipal agent daily log	Finance																			permanently
LXXXXXII	Municipal agent daily log	Finance																			permanently
LXXXXXIII	Municipal agent daily log	Finance																			permanently
LXXXXXIV	Municipal agent daily log	Finance																			permanently
LXXXXXV	Municipal agent daily log	Finance																			permanently
LXXXXXVI	Municipal agent daily log	Finance																			permanently
LXXXXXVII	Municipal agent daily log	Finance																			permanently
LXXXXXVIII	Municipal agent daily log	Finance																			permanently
LXXXXXIX	Municipal agent daily log	Finance																			permanently
LXXXXXX	Municipal agent daily log	Finance																			permanently
LXXXXXXI	Municipal agent daily log	Finance																			permanently
LXXXXXXII	Municipal agent daily log	Finance																			permanently
LXXXXXXIII	Municipal agent daily log	Finance																			permanently
LXXXXXXIV	Municipal agent daily log	Finance																			permanently
LXXXXXXV	Municipal agent daily log	Finance																			permanently
LXXXXXXVI	Municipal agent daily log	Finance																			permanently
LXXXXXXVII	Municipal agent daily log	Finance																			permanently
LXXXXXXVIII	Municipal agent daily log	Finance																			permanently
LXXXXXXIX	Municipal agent daily log	Finance																			permanently
LXXXXXXX	Municipal agent daily log	Finance																			permanently
LXXXXXXI	Municipal agent daily log	Finance																			permanently
LXXXXXXII	Municipal agent daily log	Finance																			permanently
LXXXXXXIII	Municipal agent daily log	Finance																			permanently
LXXXXXXIV	Municipal agent daily log	Finance																			permanently
LXXXXXXV	Municipal agent daily log	Finance																			permanently
LXXXXXXVI	Municipal agent daily log	Finance																			permanently
LXXXXXXVII	Municipal agent daily log	Finance																			permanently
LXXXXXXVIII	Municipal agent daily log	Finance																			permanently
LXXXXXXIX	Municipal agent daily log	Finance																			permanently
LXXXXXXX	Municipal agent daily log	Finance																			permanently
LXXXXXXI	Municipal agent daily log	Finance																			permanently
LXXXXXXII	Municipal agent daily log	Finance																			permanently
LXXXXXXIII	Municipal agent daily log	Finance																			permanently
LXXXXXXIV	Municipal agent daily log	Finance																			permanently
LXXXXXXV	Municipal agent daily log	Finance																			permanently
LXXXXXXVI	Municipal agent daily log	Finance																			permanently
LXXXXXXVII	Municipal agent daily log	Finance																			permanently
LXXXXXXVIII	Municipal agent daily log	Finance																			permanently
LXXXXXXIX	Municipal agent daily log	Finance																			permanently
LXXXXXXX	Municipal agent daily log	Finance																			permanently
LXXXXXXI	Municipal agent daily log	Finance																			permanently
LXXXXXXII	Municipal agent daily log	Finance																			permanently
LXXXXXXIII	Municipal agent daily log	Finance																			permanently
LXXXXXXIV	Municipal agent daily log	Finance																			permanently
LXXXXXXV	Municipal agent daily log	Finance																			permanently
LXXXXXXVI	Municipal agent daily log	Finance																			permanently
LXXXXXXVII	Municipal agent daily log	Finance																			permanently
LXXXXXXVIII	Municipal agent daily log	Finance																			permanently
LXXXXXXIX	Municipal agent daily log	Finance																			permanently
LXXXXXXX	Municipal agent daily log	Finance																			permanently
LXXXXXXI	Municipal agent daily log																				

Town of HOOKSETT MUNICIPAL
Municipal Records Retention Schedule
Please refer to RSA 33-A for clarification

Number	Record	Official Records Owner	Administration	Assessing	Budget Committee	Seniority Commission	Community Development	Conservation Commission	Family Services	Finance	Fire-Rescue	Police	Public Works	Recycling & Transfer	Town Clerk	Town Office	Trustees of Trust Funds	Notes/Updated Medium?	Location	Paper	Last Review	Electronic
CXX	School records	Community Development																				
CXXI	Site plans and plans	Community Development																				
CXXII	Sanitary sewer system filtration study	Community Development																				
CXXIII	Sign Inventory	Community Development																				
CXXIV	Site plan review	Community Development																				
CXXV	Site plan review withdrawn or not approved	Community Development																				
CXXVI	Special assessment/benefitment of property	Community Development																				
CXXVII	Street acceptances	Community Development																				
CXXVIII	Subdivision applications signed	Community Development																				
CXXIX	Subdivision applications successful and final plan	Community Development																				
CXXX	Subdivision applications withdrawn or not approved	Community Development																				
CXXXI	Subdivision applications withdrawn or not approved	Community Development																				
CXXXII	Subdivision applications withdrawn or not approved	Community Development																				
CXXXIII	Summary inventory of valuation of property	Assessing																				
CXXXIV	Tax maps	Assessing																				
CXXXV	Tax Receipts paid, including taxes on land use change prop...	Tax Office																				
CXXXVI	Tax Receipts paid, including taxes on land use change prop...	Tax Office																				
CXXXVII	Trust fund minutes, quarterly reports or certified receipts	Finance																				
CXXXVIII	Trust fund minutes, quarterly reports & blank statements	Finance																				
CXXXIX	Vehicle Maintenance Records	Public Works																				
CXL	Voter check-in materials	Public Works																				
CXLI	Voter check-in materials	Public Works																				
CXLII	Vouchers and treasurers receipts	Town Clerk																				
CXLIII	Warrants-land use change and book or list	Finance																				
CXLIV	Warrants-land use change and book or list	Finance																				
CXLV	Warrants-land use change and book or list	Finance																				
CXLVI	Warrants-land use change and book or list	Finance																				
CXLVII	Warrants-land use change and book or list	Finance																				
CXLVIII	Warrants-Liability and Betterment tax	Finance																				
CXLIX	Warrants-land use change and book or list	Finance																				
CXLX	Warrants-land use change and book or list	Finance																				
CL	Work program files	Assessing																				
CLII	Work program files	Assessing																				
CLIII	Work program files	Assessing																				
CLIV	ZBA applications, decisions & permits-unsuccessful	Assessing																				
CLV	Election Return forms, all elections	Assessing																				
CLVI	Attorneys of religious exemption	Assessing																				
CLVII	Excavation Permits/License	Community Development																				
CLVIII	Gas permits	Fire																				
CLIX	Oil permits	Fire																				
CLX	Fire-Alarm	Fire																				
CLXI	Blasting Permits	Fire																				
CLXII	Fireworks Permits	Fire																				
CLXIII	Underground Tanks	Fire																				
CLXIV	Fire Hazard	Fire																				
CLXV	Fire & Life Safety	Fire																				
CLXVI	Fire Alarm Status Notice	Fire																				
CLXVII	Fire Hazard Notice	Fire																				
CLXVIII	Advanced Life Forms	Fire																				
CLXIX	Basic Life Forms	Fire																				

Exhibit B
Town of Hooksett

35 Main Street
Hooksett, NH 03106

INVESTMENT POLICY

I. PREFACE

The investment policy establishes a framework for the safe and prudent investment of public funds. While attempting to achieve the best possible results, an investment program must consider the safety and liquidity necessary to effectively meet the operational needs of the Town.

It also provides guidance and direction for the Town Treasurer in the daily conduct of investing activity in addition to improving consistency, creating and defining accountability and in ensuring that laws are followed.

II. SCOPE

The investment policy applies to all financial assets in the custody of the Town Treasurer of the Town of Hooksett, New Hampshire. These funds are accounted for in the Town's annual audited financial reports and include the following:

- General Fund
- Special Revenue Funds
- Capital Project Funds
- Proprietary Funds
- Fiduciary Funds
- Any new funds created by the Town, unless specifically exempted by the governing body, in accordance with law, or by-law.

Furthermore, the investment policy applies to all transactions involving the financial assets and related activity of all the foregoing funds. This investment policy does not apply to the Town of Hooksett Trust Funds or Capital Reserves.

III. OBJECTIVES

The priority of investment objectives shall be safety, liquidity, and yield:

1. **Safety** of principal is the foremost objective of the investment program. Investments shall be undertaken in a manner that seeks to ensure the preservation of capital in the overall portfolio. The objective will be to mitigate credit risk and interest rate risk.

a) **Credit Risk** is the risk of loss due to the financial failure of the security issuer or backer. The Town will minimize credit risk by:

- Limiting exposure to poor credits and concentrating the investments in the safest types of securities.
- Pre-qualifying the financial institutions, broker/dealers, intermediaries, and advisers with which the Town will do business.
- Diversifying the investment portfolio so that potential losses on individual securities will be minimized.
- Actively monitoring the investment portfolio holdings for ratings changes, changing economic/market conditions, etc.

b) **Interest Rate Risk** The Town will minimize the risk that the market value of securities in the portfolio will fall due to changes in general interest rates, by:

- Structuring the investment portfolio so that securities mature to meet cash requirements for ongoing operations, thereby avoiding the need to sell securities on the open market prior to maturity.
- Investing operating funds primarily in shorter-term securities or short-term investment pools.

2. **Liquidity** The investment portfolio shall remain sufficiently liquid to meet all operating requirements that may be reasonably anticipated. This is accomplished by structuring the portfolio so that securities mature concurrent with cash needs to meet anticipated demands. Furthermore, since all possible cash demands cannot be anticipated, the portfolio should consist largely of securities with active secondary or resale markets.

3. **Yield** The investment portfolio shall be designed with the objective of attaining a market rate of return throughout budgetary and economic cycles, taking into account the investment risk constraints and liquidity needs. Return on investment is of secondary importance compared to the safety and liquidity objectives described above. The majority of the portfolio is limited to highly rated/low risk securities in anticipation of earning a fair return relative to the risk being assumed. Securities shall not be sold prior to maturity with the following exceptions:

- A security with declining credit may be sold early to minimize loss of principal.
- A security swap would improve the quality, yield, or target duration in the portfolio.
- Liquidity needs of the portfolio require that the security be sold.

4. **Legality** The investment portfolio shall remain in conformance with Federal, State and other legal requirements.

IV. DELEGATION OF AUTHORITY

The investment policy delegation of authority is stated below:

1. In accordance with RSA 41:29 VI, the responsibility for conducting investment transactions resides with the Town Treasurer. The Town Treasurer may delegate authority, with the approval of Town Council.

RSA 41:29 VI – in addition to this state RSA language, the Town Council adds “and the Town Treasurer shall be for a specific term.”

2. No person may engage in an investment transaction except as provided under the terms of this policy and the internal procedures and controls hereby established.

V. PRUDENCE

The investment policy will be conducted in accordance with the "prudent person" standard which requires that:

Investments shall be made with judgment and care, under circumstances then prevailing, which persons of prudence, discretion and intelligence exercise in the management of their own affairs, not for speculation, but for investment, considering the probable safety of their capital as well as the probable income to be derived.

The Town Treasurer involved in the investment process shall refrain from personal business activity that could conflict (or appear to conflict) with proper execution of the investment program, or which could impair their ability to make impartial investment decisions.

The Town Treasurer shall disclose to the Town Council any material financial interest in financial institutions that conduct business within this jurisdiction, and they shall further disclose any large personal financial/investment positions that could be related to the performance of this jurisdiction's portfolio.

The Town Treasurer shall subordinate their personal investment transactions to those of this jurisdiction, particularly with regard to the timing of purchases and sales.

VI. INVESTMENT INSTRUMENTS

In accordance with RSA 41:29 II and IV funds of the Town of Hooksett may be invested in the following:

1. Deposits, including money market accounts or certificates of deposit, of federally insured banks chartered under the laws of New Hampshire or the federal government with a branch within the state; or funds may be deposited in federally insured banks outside the state if such banks pledge and deliver to a third party custodial bank or the federal reserve bank collateral security for such deposits of the following types:
 - a. United States government obligations;
 - b. United States government agency obligations; or
 - c. Obligations of the state of New Hampshire in value at least equal to the amount of the deposit in each case.

2. New Hampshire Public Deposit Investment Pool (NHPDIP) established pursuant to RSA 383:22.

3. Obligations fully guaranteed as to principle and interest by the United States government. The obligations may be held directly or in the form of securities of or other interests in any open-end or closed-end management-type investment company or investment trust registered under 15 U. S.C. section 80a-1 et seq., if the portfolio of the investment company or investment trust is limited to such obligations.

4. Other instruments as may be specifically authorized by amendments to the State Law.

VII. MATURITY AND DIVERSIFICATION

Investment maturities for operating funds shall be scheduled to coincide with projected cash flow needs, taking into account large routine expenditures (school district remittances, payroll and accounts payable) as well as anticipated revenue inflows. However, the maturity characteristics of the portfolio should comply with the following schedule:

<u>Total Portfolio Investments Maturing</u>	<u>Required Minimum Percentage of Total Portfolio</u>
180 Days or Under	100%

No more than 80% of the total investment portfolio shall be invested with any one financial institution.

VIII. COMPETITIVE SELECTION OF INVESTMENT INSTRUMENTS

Competitive quotes shall be requested from qualified financial institutions for various options with regards to terms and instrument, and provided to the Finance Director. The Town Treasurer will accept the quote(s) which provide(s) the highest rate of return, within the maturity required, and within the parameters of this policy, taking into consideration all associated costs, requirements and capabilities.

IX. PERFORMANCE EVALUATION

The Town shall require, from any institution in which investing activity is conducted, sufficient routine reports/documentation to enable an accurate evaluation to be made as to the results of the Town's investment program as it relates to the Town's stated objectives, guidelines and policies, and to assist in revealing areas for potential improvement.

X. SAFEKEEPING AND COLLATERALIZATION

In accordance with RSA 41:29 V, the Town Treasurer shall ensure that prior to acceptance of any moneys for deposit or investment, including repurchase agreements, the federally insured bank shall have such funds, at the time of deposit or investment, secured by collateral having a market value at least equal to 102% of the amount deposited or invested over the FDIC limits. Such collateral shall be held by a third party custodian and segregated for the exclusive benefit of the Town. Only securities defined by the bank commissioner as provided by rules adopted pursuant to RSA 386:57 shall be eligible to be pledged as collateral.

The banking institution shall provide the Town Treasurer with at least monthly reports of the Town's collateral position. In addition, collateral agreements shall comply with provisions set forth in the Financial Institutions Reform, Recovery and Enforcement Act of 1989 (FIRREA), which require that the collateral agreement be:

1. in writing;
2. approved by the Board of Directors of the depository or its loan committee;
3. has been, continuously, from the time of its execution, an official record of the depository institution.

A Certificate of Insurance is not considered to be adequate collateralization.

XI. INTERNAL CONTROLS

The internal controls for the Town of Hooksett shall be designed to prevent losses of public funds arising from fraud, employee error, misrepresentation by third parties, unanticipated changes in financial markets, imprudent actions by employees and officers of the Town.

1. Indemnification: In accordance with RSA 41:6 (Surety Bond Required).

"Town Treasurers... Shall be bonded by position under a blanket bond from a surety company authorized to do business in this state. The bond shall indemnify against losses through:

- (a) The failure of officers covered to faithfully perform their duties or to account properly for all moneys or property received by virtue of their positions, or
 - (b) Fraudulent or dishonest acts committed by the covered officers."
2. The Town Treasurer conducts investment transactions via written instructions including Internet and reviews the bank statements daily to ensure that the appropriate transactions were made per the instructions. All bank balances will be reconciled monthly by the Town Treasurer and reported to the Finance Director on a monthly basis.
 3. The Finance Director, on a monthly basis, reviews and reconciles all bank account activity and records the investment transactions in the general ledger.

XII. REPORTING

The Town Treasurer shall submit quarterly to the Town Administrator an investment report that summarizes recent market conditions, economic development and anticipated investment

conditions. The report shall summarize the investment strategies employed, and describe the portfolio in terms of investment securities, maturities, risk characteristics and other features. The report shall explain the total investment return and compare the return with budgetary expectations. The report shall include an appendix that discloses all transactions during the past quarter.

XIII. OTHER

This policy shall be reviewed at least annually by Town Council, or its designee, with changes made as warranted, followed by re-adoption by the governing body.

The Town Council reserves the right to implement changes to this policy without prior notice if it is deemed in the Town's best interest.

This policy is available for public review and inspection. A copy may be obtained by contacting the Town Administrator.

XIV. POLICY APPROVAL/AMENDMENTS

The Council approved adoption of the Town of Hooksett Investment Policy at their October 12, 2005 meeting.

Town Council approved amendments of the Town of Hooksett Investment Policy at their September 9, 2009 meeting.

Town Council approved amendments of the Town of Hooksett Investment Policy at their September 8, 2010 meeting.

Town Council approved the Town of Hooksett Investment Policy at their September 14, 2011 meeting.

Town Council approved amendments of the Town of Hooksett Investment Policy at their October 10, 2012 meeting.

Town Council approved the Town of Hooksett Investment Policy at their September 25, 2013 meeting.

Town Council approved amendments of the Town of Hooksett Investment Policy at their September 24, 2014 meeting.

Exhibit C
Town of Hooksett

35 Main Street
Hooksett, NH 03106

FUND BALANCE POLICY

SECTION 1. PURPOSE

The Town hereby establishes and will maintain reservations of Fund Balance, as defined herein, in accordance with Governmental Accounting Standards Board Statement No. 54, *Fund Balance Reporting and Governmental Fund Types Definitions*. This policy shall only apply to the Town's governmental funds. Fund balance shall be composed of nonspendable, restricted, committed, assigned and unassigned amounts.

The general purpose of this policy is to improve the Town of Hooksett's financial stability by protecting itself against emergencies and economic downturns. Unassigned fund balance is an important measure of economic stability. It is essential that the Town maintain adequate levels of unassigned fund balance to mitigate financial risk that can occur from unforeseen revenue fluctuations, unanticipated expenditures, and similar circumstances. The fund balance also provides cash flow liquidity for the Town's general operations.

SECTION 2. DEFINITIONS

2.1) Nonspendable Fund Balance - includes amounts that are not in a spendable form (such as inventory, tax deeded property subject to resale or prepaid expenses) or are required to be maintained intact (such a principal of an endowment fund).

2.2) Restricted Fund Balance – includes amounts that can be spent only for the specific purposes stipulated by external resource providers (such as grantors) or laws or regulations of other governments or imposed by law through constitutional provisions or through enabling legislation (the annual Town meeting). Restrictions may be changed or lifted only with the consent of the resource providers or the enabling legislation. Non-lapsing warrant articles, library, income portion of permanent funds and Capital Project funds would be considered restricted.

2.3) Committed Fund Balance – includes amounts that can be used only for the specific purposes determined by a formal action of the Town's highest level of decision making authority (Town Council). Commitments may be changed or lifted only by the Town Council taking the same formal action that imposed the constraint originally. The Town Council's actions must either be approved or rescinded, as applicable, prior to the last day of the fiscal year for which the commitment is made. The amount subject to the constraint may be determined in the subsequent period. This classification also includes contractual obligations to the extent that existing resources have been specifically committed for use in satisfying those contractual obligations.

Expendable trust funds and legislative body votes relative to the use of unassigned fund balance at year-end are included in this classification.

2.4) Assigned Fund Balance – includes amounts the Town *intends* to be used for specific purposes. For all governmental funds other than the General Fund, any remaining positive amounts are to be classified as “assigned”. The Town Council expressly delegates this authority to the Town Administrator. Items that would fall under this type of fund balance would be Police and Fire Details, Ambulance Fund and Conservation Fund etc. The Town also has assigned funds consisting of encumbrances in the general fund at year-end.

2.5) Unassigned Fund Balance – is the residual classification of the general fund and includes all amounts not contained in other classifications. Unassigned amounts are technically available for any purpose. Any deficit fund balance of another governmental fund is also classified as unassigned.

SECTION 3. SPENDING PRIORITIZATIONS

3.1) When expenditures are incurred for purposes for which both restricted and unrestricted fund balance is available, restricted fund balance is considered to have been spent first.

3.2) When expenditures are incurred for purposes for which amounts in any of the unrestricted fund balance classification can be used, committed amount should be reduced first, followed by assigned amounts and then unassigned amounts.

SECTION 4. DEFICIT FUND BALANCE

At year end, if any of the special revenues funds has a deficit unassigned fund balance, the Town Administrator is authorized to transfer from the General Fund to cover the deficit, providing the General Fund has the resources to do so.

SECTION 5. UNASSIGNED FUND BALANCE – GENERAL FUND

As recommend by the New Hampshire Department of Revenue, the Town shall strive to maintain an unassigned fund balance in its General Fund equal to 8-17% of the total annual appropriations of the community (which includes the Town, County, School District and Precincts).

5.1) Minimum Balance – The Town shall maintain a minimum unassigned fund balance of 5% of the general fund’s annual appropriations of the community.

5.2) Target Balance - The Town shall work toward maintaining an unassigned fund balance of 8% of the general fund’s annual budget, including Town, School and County appropriations.

SECTION 6. ANNUAL REVIEW

Town Council shall review and approve this policy annually.

SECTION 7. POLICY APPROVAL/AMENDMENTS

Town Council approved adoption of the Town of Hooksett's Fund Balance policy at their May 13, 2009 meeting.

Town Council amended the Town of Hooksett's Fund Balance policy at their September 14, 2011 meeting.

Town Council amended the Town of Hooksett's Fund Balance policy at their October 10, 2012 meeting.

Town Council amended the Town of Hooksett's Fund Balance policy at their September 25, 2013 meeting.

Town Council amended the Town of Hooksett's Fund Balance policy at their September 24, 2014 meeting.

Exhibit D
Town of Hooksett

35 Main Street
Hooksett, NH 03106

POLICY:
CELLULAR PHONES IN THE WORKPLACE

SECTION I: PURPOSE

The purpose of this policy is to establish guidelines and administrative procedures for employees who have been identified as needing cellular phones (both Town provided and reimbursed (via allowances) personal phones) during working hours and for other times as needed for the health, safety, welfare, or operational efficiency of the Town.

SECTION II: POLICY

It is the policy of the Town that if an employee's job duties require them to be readily accessible for frequent contact or critical contact with the Town staff or public, and the accessibility extends to time away from work or involves on-call responsibilities, then the eligible employee may have a choice to either use a Town-issued cellular phone, or provide their own cellular phone for which they will be compensated for business use pursuant to this Policy. The Town shall have the discretion to determine who is eligible as well as the service plan and features that will be provided, required, or otherwise reimbursed via allowances.

SECTION III: ELIGIBILITY

Employees whose job duties include the frequent need for a cellular phone may be provided a town issued cellular phone or, in lieu thereof, use their own personal cellular phone and receive a reimbursement allowance for business-related costs. Department heads may identify employees who hold positions that include the need for a cellular phone. The Town Administrator shall have final approval on all such determinations. Generally, an employee is eligible for a town issued cellular phone or a reimbursement allowance for using a personal cellular phone if at least one (1) of the following criteria are met:

- 1) The job function of the employee requires considerable time outside of his/her assigned office or work area and it is important to the Town that she/he is accessible during those times; or
- 2) The job function of the employee requires him/her to be accessible outside of scheduled or normal working hours where time sensitive decisions/ notifications are required.

If an employee is eligible for a town issued cellular phone or a reimbursement allowance for a personal cellular phone based on satisfaction of at least one of the above criteria, then if the employee also needs data access for health, safety, welfare or operational efficiency concerns, their town issued cellular phone or reimbursement allowance shall provide data access or provide for a data plan.

SECTION IV: LIMITATIONS ON TOWN PROVIDED CELLULAR PHONES

A. Personal Use: Occasional brief personal use is allowable; however, employees should always use their own personal cellular phones for personal use, if possible.

B. Text Messaging: Shall be limited whenever possible, unless the cellular phone has a service plan that provides for unlimited messaging or a messaging allowance and in either case, is approved for such use by the employee's department head.

C. Internet Access: Employees should use discretion when using their cellular phone to not access websites that would be in violation of the Town's Computer Use Policy found in the Personnel Plan. D. Directory Assistance: Employees should avoid using cellular directory assistance so as to avoid additional charges.

E. Reimbursement to the Town for Personal Use: If an employee's personal use of the Town's cellular phone results in an unreasonable charge to the Town, the user will be responsible for reimbursing the Town. This includes charges for text messaging, long distance and/or roaming charges, overage charges, multi-media charges, and charges for directory assistance.

F. Data Downloads: Employees should attempt to download data in wi-fi networks so as to minimize costs.

G. Any cellular phone that has data capabilities must be secured based on current security standards including password protection and encryption. If a cellular phone with data capabilities is stolen or missing, it must be reported to the employee's supervisor, the service provider, and to the Administration or IT Contactor as soon as possible.

H. Misuse: Use of the cellular phone in any manner contrary to local, state, or federal laws will constitute misuse, and may result in disciplinary action up to and including immediate termination.

I. No expectation of privacy: Town issued cellular phones shall remain the sole property of the Town and shall be subject to inspection or monitoring at any time. Employees who are issued town cellular phones must understand that there is no expectation of privacy when using such phones. The Town has the right to review all records related to Town issued cellular phones, including but not limited to phone logs, text messages, and internet usage logs. Users should further be aware that such records may be subject to discovery under RSA Chapter 91-A (aka, the "Right to Know" law).

J. Upon resignation or termination of employment, or at any time upon request, the employee will produce the device for return and inspection. Employees unable to present the device in good working condition will be expected to bear the cost of a replacement.

SECTION V: REIMBURSEMENT ALLOWANCES FOR PERSONAL CELLULAR PHONES

A. Allowance Amount: The amount shall be \$11.53 per week for cellular phones utilizing an unlimited data plan, e-mail, texting and internet access features. No further reimbursement for cellular phones is available to employees who receive an allowance.

B. The allowance is neither permanent nor guaranteed. The Town reserves the right to remove a participant from this plan or cancel the allowance for business reasons.

C. To receive the allowance, a "Personal Action Form" must be completed (see Appendix A).

D. Allowance Payment: The approved cellular phone reimbursement allowance will be paid to the employee each week in the employee's paycheck.

E. The employee is responsible for purchasing the cellular phone and establishing and maintaining a service contract with the cellular phone service provider of his/her choice. The cellular phone contract shall be in the name of the employee, who shall be solely responsible for all payments to the service provider. If the employee terminates the cellular phone contract at any point, s/he must notify his/her supervisor within five (5) business days.

F. Because the cellular phone is owned personally by the employee, the reimbursement allowance is not considered taxable income and the employee may use the cellular phone for both business and personal purposes, as needed. The employee may, at his or her own expense, add extra services or equipment features, as desired. If there are problems with service, the employee is expected to work directly with the service provider for resolution.

SECTION VI: LIMITATIONS ON PERSONAL CELLULAR PHONES

A. For a personal cellular phone approved for a reimbursement allowance under this policy, support from the Town's IT Contactor is limited to connecting the cellular phone to Town-provided services, such as e-mail, calendar, and contacts.

B. The Town does not accept any liability for claims, charges or disputes between the service provider and the employee. Use of the cellular phone in any manner contrary to local, state, or federal laws will constitute misuse, and may result in disciplinary action up to and including immediate termination if misused in furtherance of Town business, and then, depending on the nature of the misuse.

C. Any cellular phone that has data capabilities must be secured based on current security standards including password protection and encryption. If a cellular phone with data capabilities is stolen or missing, it must be reported to the employee's supervisor, the service provider, and to the IT Director as soon as possible.

D. Employees are expected to delete all Town data from the cellular phone when their employment with the Town is severed, except when legally required to maintain that data (e.g., litigation).

E. Note: Unlike Town provided cellular phones, users of personal cellular phones have an expectation of privacy and accordingly, if the Town desires to review the employee's cellular phone records, it will first obtain a search warrant or subpoena the relevant records pursuant to RSA Chapter 91-A (aka, the "Right to Know" law).

SECTION VII: EMPLOYEE RESPONSIBILITIES

A. Excessive use of cellular phones during the work day for personal use can interfere with employee productivity and be distracting to others. During paid work time, employees are expected to exercise the same discretion in using cellular phones as is expected for the use of any town telephone or computer. Cellular phones may not be used at any work site where the operation of the phone would create an unreasonable distraction to the public or other employees.

B. Employees are expected to make personal communications on non-work time, when possible. However, it is understood that occasional personal communications of short duration may be accomplished without disrupting others and without having an adverse effect on one's job performance. Personal calls, incoming and outgoing, must be kept to a minimum and must be incidental to business use. Employees should use good judgment when making personal communications and should recognize that the Town incurs costs for each minute of

air time on Town issued phones. Abuse of personal communications privileges may subject the employee to discipline.

C. In order to ensure a productive work day, the following uses of any cellular phone are prohibited during working hours:

- 1) Accessing the internet for non-work related purposes;
- 2) Playing games;
- 3) Watching movies, television, sports, etc.; and
- 4) Any activity that violates town policy.

D. Employees in possession of Town issued cellular phones are expected to protect them from loss, damage, or theft.

SECTION VIII: SAFETY IN USING CELLULAR PHONES

A. This section applies to all use of Town provided cellular phones, and to all use of personal cellular phones when used for Town business.

B. If use of their cellular phone is unavoidable, employees shall use hands-free options, abiding by applicable state laws. During hands-free operation, employees are expected to keep the usage to a minimum, refrain from discussions of complicated or emotional issues, and keep their eyes on the road. Special care should be taken in situations where there is heavy traffic, inclement weather or where the employee is driving in an unfamiliar area. Under no circumstances are employees allowed to place themselves at risk to fulfill business needs.

C. With the exception of extraordinary circumstances, operators of authorized emergency vehicles are to comply with this Policy while driving.

D. Engaging in text or email communications, or accessing the internet while driving is not allowable under any circumstance. Note: safely pull over to the side of the road before setting a destination and selecting a route for GPS-related applications.

E. Employees who are charged with traffic violations resulting from the use of cellular phones while driving on duty may be subject to disciplinary action.

F. Employees who are charged with traffic violations resulting from the use of their cellular phone while driving will be solely responsible for all liabilities that result from such actions.

G. Violations of this Policy will be subject to discipline, up to and including dismissal.

SECTION IX: WAIVERS

The Town Administrator or Town Council may waive any portion of this policy for good cause shown.

SECTION X: AMENDMENTS

This policy may from time to time be amended by the vote of Town Council at a regularly scheduled meeting.

SECTION XI: EFFECTIVE DATE

This policy shall be effective 08/24/16 as per vote of the Town Council.