



February 6, 2025
Patricia Abbott
Munster Controller/Interim Town Manager

Ms. Abbott:

Thank you for reaching out and considering Organizational Development Solutions, Inc. for the review and revision of the Employee Handbook and development of supporting SOP's. We believe with our experience working with the town, your departments, employees as well as many organization's each year we believe we can offer good value for this work. We are delighted to have the opportunity to partner with you again!

If executed, the following letter of engagement outlines the assistance that will be provided as well as the fees for this service.

We look forward to our continued work with your organization.

Sincerely,

A handwritten signature in black ink that reads 'Desila Rosetti' in a cursive script.

Desila Rosetti
President & Founder
Organizational Development Solutions, Inc.

LETTER OF ENGAGEMENT

Organization: Town of Munster
Project: Employee Handbook
Proposal Date: February 2025



Revised Employee Handbook

The employee handbook can be utilized in different ways in different organizations. We believe this is one of the most valuable communication tools an organization can have and yet, they are widely under-utilized. Not only is your employee handbook a guidebook for employees to understand the rules of the organization, but it is also a tool for them to know and understand the culture of the organization as well. The employee handbook can be a great marketing tool for your organization. It can help employees to understand the benefits available to them, basic information about the organization, where to go for their needs and what is acceptable and unacceptable behavior. Regardless of the size of the organization, an employee handbook is a critical component of employee communications.

The employee handbook is designed to protect the company and communicate effectively with employees. Some organizations operate under the premise that: It is better not to put anything in writing, since if something is not in writing, they cannot be held liable. Unfortunately, by doing so you are creating a tremendous potential liability in case an employee relations issue arises. A good employee handbook is the first line of defense for any organization. Employment law (both Federal and State) is very complicated and is becoming more so all the time.

Based on our initial review, ODS recommends reworking your Employee Handbook to include legal updates, best practices, a more simplified/employee friendly format, with SOP's being separated. Then reissuing to the employee's handbook and SOP's. An in-service to cover the information contained in the handbook as a review for staff would be a good idea. We also obtained a signed handbook acknowledgement form from each employee at that time to assure them they have received the most recent edition and understand they are to be held accountable for following the guidelines offered in that document. If there ever is a charge made against the organization by a current or past employee or candidate for employment, the employee handbook and job descriptions will be the first things government regulators are going to ask for.

Specifically, the following areas will be addressed:

- Assure that everything you have in writing is your actual practice. It's dangerous to not have a handbook, it's also dangerous to have a handbook that states things you are not doing.
- General updates are needed to comply with ever-changing HR law.

- A bit more employee friendlier such as easier to read and find things and less punitive language.
- Reduce any redundancy.
- Identify and create up to 20 SOP's that would support the handbook and be referenced in the handbook.

After completion of the handbook if there are additional policies, we are happy to assist with those as well. If you should consider assistance, additional policies will be developed based on an hourly rate of \$125.00 per hour. Cost for employee meetings will also be billed at an hourly rate based on how many need to be conducted. Cost for Employee Handbook and development of up to 20 SOP's would be: \$7500.00. This reflects a 20% discount for previous work completed with the Town of Munster.

If both parties agree moving forward, both parties reserve and retain their respective entitlement to terminate this Agreement in its entirety and without cause upon thirty (30) day notice to the other party. ODS shall be entitled to be compensated for any services provided prior to termination of the Agreement.

This Agreement having been approved by each of the parties and memorialized by the signatures contained hereon.

Desila Rosetti, President
Organizational Development Solutions, Inc

Patricia Abbott
Controller/Interim Town Manager