


Subject: CODE OF CONDUCT	Departmental Policy No. 3-47	
	Effective: Upon Approval	
<p>1. PURPOSE</p> <p>To clearly establish the department's expectations for employee communications and conduct.</p> <p>2. SCOPE</p> <p>This policy applies to all Department of Public Works and Engineering ("PWE") employees and supersedes any other former Departmental policy, procedure or directive.</p> <p>3. POLICY</p> <p>It is the policy of the Department of Public Works and Engineering that employees communicate in such a manner as to effectively and efficiently accomplish their assignments, to create a positive working environment, and to bring a positive light on the Department.</p> <p>Employees are required to take prompt and effective corrective action with respect to violations of the policy coming to their attention.</p> <p>3.1 Communication</p> <p>3.1.1 It is expected that all employees will communicate in a positive and respectful manner with coworkers, subordinates, supervisors and citizens.</p> <p>3.1.2 PWE is a first responder in emergencies. Additionally, daily operations place employees in situations where the safety of themselves, coworkers and citizens could be compromised by miscommunication. Consequently, employees are expected to communicate clearly, concisely and understandably during an emergency or when performing job duties.</p>		
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- 3.1.3 It is inappropriate and in poor judgment to make negative comments, gossip, or spread rumors about a coworker, whether factual or unsubstantiated. Additionally, employees are discouraged from engaging in communications at work that may contribute to dissension/disharmony in the workplace.
- 3.1.4 Speaking in a language other than English does not exempt an employee from complying with this policy. Inappropriate communication, as described in this policy, will still be considered inappropriate if it is spoken in a language other than English.
- 3.1.5 An employee who is contacted directly by an elected official relative to a matter within his/her normal duties and responsibilities shall respond courteously and assist the official, if possible. Subsequently and immediately, the employee shall notify his/her immediate supervisor or manager of the communication and the substance thereof. However, at no time are employees authorized to make PWE commitments to any elected official or otherwise obligate PWE to any action without prior approval from an Assistant Director.

3.2 Conduct and Behavior

- 3.2.1 Employees shall exhibit professional conduct at all times and shall not engage in any activity, including unlawful activity, that brings embarrassment, dishonor or disrespect upon employees or the department.
- 3.2.2 Employees shall be courteous, civil, and respectful to superiors, subordinate employees, coworkers, and citizens.

3.3 Sound Judgment

- 3.3.1 Employees are expected to exercise sound judgment at all times by acting in a manner that is consistent with the principles set forth within City's and the department's policies and procedures. Actions that violate City or Department policy or procedure or that otherwise

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impede the Department's mission, reputation, or the harmony of the work place, will be considered acts of unsound judgment.

3.4 Truthfulness

- 3.4.1 Employees will not intentionally make false, untrue, or misleading statements (verbal or written; made directly by or authorized by the employee). Any statement or omission of pertinent information which intentionally, knowingly, or recklessly misrepresents facts or misleads others will be considered a false statement.

3.5 Performance of duty

- 3.5.1 Employees will be attentive to their duties at all times. Employees will perform all duties assigned to them.
- 3.5.2 During the performance of duties, employees will abide by the laws, policies, procedures and rules applicable to the activities in which the employees are engaged (e.g., State and Local laws, ordinances, Civil Service Commission rules, City/Department Policy, operational procedure and practice, etc).
- 3.5.3 Within the scope of their duties and abilities, employees having contact with the public will make every effort to directly address citizens' needs and requests. If an employee cannot personally provide the needed information or assistance, he or she will be responsible for identifying who can address it, obtaining contact information, and conveying it to the requestor.
- 3.5.4 Employees are expected to give a productive day's work to the best of their abilities and skills.
- 3.5.5 All employees will perform their duties promptly and thoroughly. Employees shall respond to the call of their supervisor, citizens, or other employees in need of assistance.

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3.6 Chain of Command

- 3.6.1 Employees are responsible for knowing and following their chain of command, beginning with the immediate supervisor, and for refraining from bypassing the normal order of authority. This does not include employees' workplace communications with various levels of authority that occur within the normal course and scope of operations and have or could reasonably expect to be approved by the immediate supervisor.
- 3.6.2 Divisions are responsible for ensuring that each employee understands his or her chain of command and for providing at least annually the division's current organizational structure. Information on departmental structure will be included at least annually on *In the Works* and will be covered in each New Employee Orientation.
- 3.6.3 Observance of the chain of command does not prevent an employee from using the defined complaint processes such as the Grievance or Employee Concern Resolution program, making reports to Designated Department Representatives, or filing complaints with the Office of Inspector General (OIG).
- 3.6.4 Employees must obtain their Deputy Director's approval before engaging in department-related communications with elected officials unless the communication is part of the employee's assigned duty and is initiated by the official. Such communication should be reported up the chain for follow up.

3.7 Compliance with Orders

- 3.7.1 Employees shall not flout the authority of a superior by displaying disrespect and/or disputing a supervisor's lawful orders.
- 3.7.2 Employees will promptly and respectfully obey all lawful orders and directions given by supervisors or other superiors acting within the scope of their authority. Failure to obey such lawful order will be considered insubordination.

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3.7.3 Employees receiving an order will obey the order to the best of their ability. If it appears to be in conflict with policy or previous orders, employees will respectfully communicate with the supervisor, request clarification and follow the supervisor's direction to the best of their ability. Matters that are still unclear may be reported to the next level in the chain of command.

3.7.4 Notwithstanding 3.7.3, employees receiving an order or direction that would create a safety hazard for themselves, co-workers or the public are expected to respectfully decline the order and notify the Safety Section so the matter can be investigated. Employees declining orders on bases that are determined by Safety to be frivolous in nature will be subject to appropriate discipline.

3.8 Supervisor Responsibilities

3.8.1 Supervisors and managers shall actively assign and direct work for mission accomplishment in a manner that is effective and safe.

3.8.2 Supervisors shall actively enforce the policies and procedures of the City and the Department. Supervisors shall not permit or otherwise fail to prevent violations of the law or the rules, regulations, policies, and procedures of the City and the Department by any employee.

3.8.3 Supervisors who fail to take appropriate action when they are aware or should have been aware that an employee was in violation of the law or policy shall be held accountable.

3.8.4 While on duty, supervisors shall be readily available to their subordinates and supervisors.

3.8.5 Supervisors and managers are expected to communicate with their own management chain of command in a candid, constructive and respectful manner, giving the organization full benefit of their knowledge, experience, judgment and problem-analysis skills. Supervisors are also responsible for understanding what topics and subjects are appropriate for specific contexts and environments.

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3.9 Delegation of Responsibility

- 3.9.1 Supervisors who delegate tasks to subordinate employees are ultimately accountable for ensuring the task is properly completed.

4. COMPLIANCE

Adherence to the above is mandatory. Any person who violates this policy may be subject to corrective action up to and including indefinite suspension.

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