

City of Anaheim

Administrative Regulation

Subject: Workplace Conduct

A.R. 285

Issue Date: November 2, 2011

Revised:

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Purpose:

The purpose of this Administrative Regulation is to provide a professional working environment for all employees and exceptional service to the general public. This Administrative Regulation identifies general behavioral expectations and guidelines for all City of Anaheim employees, and sets forth procedures for addressing behaviors that are unacceptable in the work place. The City of Anaheim recognizes that a positive and professional working environment enhances employee productivity, efficiency, and effectiveness.

Policy:

Employees covered by this policy are employed to fulfill certain duties and expectations that support the mission and values of the City and are expected to conduct themselves at all times in a manner deserving of public trust. It is the policy of the City of Anaheim that common courtesy and civility are expected of all employees while on the job. Employees are expected to treat everyone encountered in the course of doing business in a business-like and courteous manner and to treat each other and the general public with respect at all times.

The following list is not all-inclusive but is intended to illustrate the minimum expectations for acceptable workplace conduct and performance.

Individual operating departments have the authority to supplement this list as needed in a manner consistent with the needs of the department and the intent of this policy.

All employees are expected to:

- Report to work as scheduled and seek approval from their supervisors in advance for any changes to the established work schedule, including the use of leave and late or early arrivals and departures;
- Perform assigned duties and responsibilities with the highest degree of public trust;
- Devote full effort to job responsibilities during work hours;
- Maintain the qualifications, certification, licensure, and/or training requirements identified for their positions;

- Demonstrate respect for the City and toward City coworkers, supervisors, managers, subordinates, members of the public, and customers;
- Use City equipment, time, and resources judiciously and as authorized;
- Support efforts that ensure a safe and healthy work environment;
- Utilize leave and related employee benefits in the manner for which they were intended;
- Resolve work-related issues and disputes in a professional manner and through established business processes;
- Meet or exceed established job performance expectations;
- Make work-related decisions and/or take actions that are in the best interest of the City and the employee's department;
- Comply with the letter and spirit of all City and departmental policies, administrative regulations and procedures as well as State, Federal, and local laws and regulations;
- Report circumstances or concerns that may affect satisfactory work performance to management, including any inappropriate (e.g. fraudulent, illegal and unethical) activities of other employees;
- Obtain approval from supervisor prior to accepting outside employment;
- Obtain approval from supervisor prior to working overtime, if non-exempt from the Fair Labor Standards Act (FLSA); and
- Work cooperatively to achieve City and departmental goals and objectives.

Employees shall provide service to the public in a manner that is courteous, professional, equitable, efficient and effective. When conflicts arise in the course of business, employees shall manage those conflicts in such a manner as to promote and maintain good order and effective working relationships. Employees are expected to be sensitive and responsive to the changing needs, expectations and rights of a diverse public while respecting the laws and regulations under which service to the public is provided, and shall conduct themselves at all times in such a manner as to build public trust and credibility, and to reflect favorably upon themselves, the Department in which they work, and the City of Anaheim. Conduct which brings the City into disrepute, which impairs the operations of the City or interferes with the work of its employees is unacceptable and a violation of this Policy.

Unacceptable workplace conduct includes, but is not limited to, behaviors that unreasonably interfere with work performance or an employee's ability to carry out his or her duties, create negativity or hostility in the workplace for one or more individuals, brings discredit to the City, or otherwise hinders the City's ability to effectively and efficiently carry out its mission. Unacceptable workplace conduct also includes disrespectful or discourteous treatment of a member of the general public.

Examples of such unacceptable behaviors include, but are not limited to, the following:

- Demeaning, hostile, intimidating or belittling comments or gestures;
- Spreading rumors or gossip about one or more individuals;
- Making false or malicious statements about one or more individuals;
- Disrespectful body language, facial expressions, or gestures;
- Bullying, abusive or intimidating acts that isolate one or more individuals from the rest of the group; and
- Abuse of position or authority.

Any violation of this policy by a City employee may result in discipline up to and including dismissal from employment. Individual incidents shall be dealt with as appropriate under the progressive discipline practices of the City of Anaheim. Patterns of inappropriate behaviors by employees, or egregious violations of this policy may result in dismissal.

Procedure:

All employees are responsible for following and ensuring compliance with this policy. Every employee shall comply with the provisions of this policy as a condition of continued employment. Employees shall conduct themselves professionally at all times in the performance of their duties, shall be tactful, shall control their temper, and shall exercise patience and discretion if provoked. An employee who is treated disrespectfully or discourteously by a member of the public or by a fellow employee is not exempt from the provisions of this Administrative Regulation.

Responsibility:

All levels of management are responsible and accountable for ensuring appropriate workplace conduct. Supervisory personnel who fail to model appropriate behaviors, who fail to correct observed inappropriate conduct by their subordinate employees, or who fail to report and/or investigate allegations of violations of this Administrative Regulation may be found to be performing unsatisfactorily, and may be subject to disciplinary action.