

City of Red Bluff
Administrative Policies & Procedures – Personnel Manual

Subject: Code of Conduct	Number: 22-4
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Departments Affected: All	Supersedes (Number/Date):
Authority: Section 2.82-A. Red Bluff City Code	File References: Approved: Approved by City Council on: 10/17/2023

Overview: The City of Red Bluff is committed to ensuring all business practices are conducted in a manner that upholds the ethical, professional, and legal standards of public service.

Guidelines: The purpose of this Code of Conduct is to provide employees with general guidance when conducting business on behalf of the City of Red Bluff and/or in the course of City of Red Bluff employment. City of Red Bluff employees are entrusted with the responsibility of maintaining the reputation of the City by adhering to the highest level of standards and expectations for professionalism and integrity. This Code of Conduct is intended to identify and outline expectations for performance by those who are employed by The City of Red Bluff.

Under no circumstances is this meant to be an exhaustive list or intended to cover all situations encountered by employees. Compliance with City of Red Bluff policies and MOUs, relevant to applicable laws and regulations is the minimum standard that should be adhered to by City of Red Bluff employees.

Principles

Trust – The success of the City is dependent on the trust and confidence earned through our employees. We will be judged on what we do and how we respond. Earn trust by keeping your word and adhering to commitments.

Excellence – Strive for excellence through superior quality. Set an example by always performing at your best and motivate fellow employees by outwardly recognizing their hard work. Let others know you value their efforts in striving for excellence.

Honesty – Be truthful and sincere by taking full responsibility for your own actions. Always do what is right. Abide by the highest level of professional expectations and remain mindful of the privilege to serve the citizens of Red Bluff.

Accountability – Be accountable for your behavior, whether personal or professional. Conduct yourself in the highest ethical manner in relationships with peers, seniors, and subordinates.

Making a Difference – Your role in the workplace is invaluable. Every employee has an opportunity to make a positive impact on another individual’s life. Always treat others with respect, regardless of the encounter.

Appreciation – Show appreciation toward others. Gratitude inspires cohesiveness, strength,

City of Red Bluff
AP&P 22-4 Code of Conduct Policy

and dedication to the organization. Successful teams are more productive, creative, and happy at work.

Values

An environment where employees value their contributions and work cooperatively with one another encourages good performance and conduct. In the City of Red Bluff, model behavior starts with leadership. Leaders will perform their duties by demonstrating responsibility through their own ethical actions and leading others by example. Tact and diplomacy will be demonstrated when resolving conflicts or addressing concerns. Complaints will be addressed promptly and courteously while promoting equality and understanding.

City of Red Bluff employees shall treat one another respectfully, kindly, and fairly regardless of different perspectives and/or beliefs. Disrespectful, discourteous, or retaliatory behavior against another employee or member of the public is subject to disciplinary action. Differences in opinion or disagreements are unavoidable. However, situations such as these can be resolved through listening and understanding. Hearing different points of view from others helps to generate new ideas and solve problems.

Employee Standards

Represent the City. Good relations are vital in public service. You are a representative and spokesperson for the City of Red Bluff. People who you meet on the job, in public, on City sponsored social media, and while traveling on behalf of the City will form opinions about Red Bluff through the observation of your conduct and attitude. You are responsible for creating and maintaining the public's confidence and goodwill. Enthusiasm and positivity are important to your overall success.

Provide good customer service. Regardless of your role in the City, our business is to serve the public while providing the highest level of customer service possible. When approached by a member of our community, always be courteous and respectful. Whether the interaction is through email, voicemail, or face-to-face, respond promptly to requests and be pleasant and polite even when others are not.

Dress professionally. Appropriate dress and grooming standards contribute to a productive and positive environment. All employees will be expected to exercise good judgment and meet acceptable norms for personal cleanliness, hygiene, and grooming.

Keep confidential information to yourself. As a City of Red Bluff employee, you may have access to information considered confidential or private. This information may include documents concerning other employees or members of the public. As a City of Red Bluff employee, you are personally responsible for maintaining the confidential nature of these private materials. Confidentiality shall be maintained by securing private materials from unauthorized personnel or citizens and securing private materials when you are not directly working with them. Do not make personal copies of private or confidential materials. If you believe confidential materials have been breached, notify a supervisor immediately. Providing confidential information to unauthorized personnel or citizens could be subject to disciplinary and possibly legal action.

Cooperate with colleagues. Work together to help build relationships. Involve others in problem-solving, offer to help others, listen carefully and actively, be reliable, meet commitments, and engage in good working relationships through activities and events. Share information, express ideas clearly, and if you don't understand something, ask questions and clarify information.

City of Red Bluff
AP&P 22-4 Code of Conduct Policy

Conduct work in the best interest of the City and use funds appropriately. The City of Red Bluff is a public agency funded by the state and federal government. All City employees, administrators, and elected officials have the responsibility of ensuring funds are spent wisely and decisions are based on what best serves our community. Any party who has a reasonable basis for believing a fraudulent act has occurred is responsible for notifying the appropriate authority.

Ensure work is completed with the highest standards. Deliver error-free, accurate, timely, and visually pleasing work assignments in accordance with department standards.

Workplace bullying will not be tolerated. Actions such as offensive language, humiliating, gossiping, threatening, or disparaging treatment; coercive, belittling, sabotaging, isolating, and discourteousness are considered abusive behaviors and may all be considered workplace bullying. These actions may be verbal or non-verbal, acts of commission or omission, direct or indirect, covert or overt, or incidents of aiding or abetting. Employees who feel they are the victims of workplace bullying should tell their supervisor or director or contact the Human Resources Department for assistance immediately. Victims of bullying are free from reprisal and those who violate this policy are subject to discipline, up to and including dismissal.

Do not discriminate. The City of Red Bluff is committed to providing equal opportunities to employees, without regard to actual or perceived race, color, religion, age, sex, national origin, sexual orientation, ancestry, marital status, pregnancy, medical condition, genetic information, veteran status, or gender. The City will not discriminate against any employee or applicant for employment based on physical or mental disability in regard to any position or activity for which the individual is qualified. Employees can report behavior which may constitute illegal discrimination or harassment by co-workers, supervisors, or others to any supervisor, director, or the Human Resources Department.

Be alcohol and drug-free while performing duties. The City of Red Bluff is committed to protecting the health and safety of individual employees, their co-workers, and the public at large from hazards caused by the misuse of drugs and alcohol on the job. The safety of the public, as well as the safety of fellow employees, dictates that employees are not permitted to perform their duties while impaired. Employees should be familiar with AP&P 22-7: City of Red Bluff Drug and Alcohol-Free and Drug-Free Workplace and Testing Policy. City of Red Bluff employees who are seeking treatment or rehabilitation for drug or alcohol addiction may contact the Employee Assistance Program or other professional programs for guidance.

Be familiar with department rules, statutory laws and regulations, and City of Red Bluff policies. All employees have the responsibility of complying with general rules, regulations, policies, procedures, and safety guidelines established by the City. If you are unsure where to locate policies within your individual department, contact a supervisor for guidance. City of Red Bluff policies and personnel rules are available on

the City of Red Bluff Human Resources Department website for employee reference.

Use supplies, facilities, and equipment appropriately. City supplies, facilities, and equipment are limited to use in the course of City employment. Use or removal of equipment or supplies for personal use is strictly prohibited. City equipment shall be well maintained, and the operation of equipment should only occur in the manner in which it was intended. Personal use of the phone system, fax machine, internet, and email, other than for an emergency purpose or communication with our employee organization, should follow department guidelines. Part of your job and responsibilities may include having direct access

City of Red Bluff
AP&P 22-4 Code of Conduct Policy

to buildings or offices. Exercise extreme caution and ensure access keys or codes are secured from unauthorized use. If an access key is lost or stolen, it may result in the rekeying of every door in the department. Access keys must be returned to your supervisor if or when you leave employment.

Work time is for City business. Time management is important for completing assigned tasks. Good organization skills and effective planning increase productivity. Personal tasks should be limited to breaks and the lunch period.

Adhere to scheduled work hours. Punctuality and dependability are essential in maintaining the systematic workflow within an organization. Arrive to work and meetings on time. Follow proper call-in procedures and submit absence request forms timely. Complete and submit accurate time sheets by the payroll deadline.

Report job-related injuries and hazards. Employee safety is a high priority at the City of Red Bluff. Promptly report all on-the-job injuries, and safety hazards to a supervisor immediately. Follow your department's supplemental safety procedures.

Communicate effectively and stay informed. Check email, mailboxes, and voicemail on a regular basis. Correspond timely to any requests for information. Adhere to internet and email use policies and procedures. Be considerate and sincere, and keep others informed of anticipated changes. Adapt communication methods and always be cognizant of your audience.