



EMPLOYEE MANUAL	
Title: EMPLOYEE PERSONAL CONDUCT AND RESPONSIBILITIES	
Policy No.: 26.0	Section Nos.: 26.0 – 26.14
Approval Date: June 2020	Effective Date: June 2020
Approved By: Board of Directors	

26.0 EMPLOYEE PERSONAL CONDUCT AND RESPONSIBILITIES

Agency employees are expected to conduct themselves at all times in a manner which will reflect favorably on the Agency, and which engenders the respect of the public.

26.1 Attention to Duty

An employee is expected to be prompt in reporting to work, to carry out his/her duties conscientiously until quitting time, and to guard against unnecessary absences from the job.

26.2 Accounting for Absence

If an employee must be absent from work he/she shall advise his/her supervisor by telephone at least two (2) hours prior to normal reporting time. Notice shall preferably be made in person and may not be made by text message or email. If the supervisor cannot be reached, then an employee shall report the absence to the Senior Manager. This reporting procedure may be revised only by separate written Department policies, which specifically supersede it. Absence from duty without reasonable cause or without due notice is cause for discipline up to and including dismissal. Absence related to proper use of sick leave is not grounds for discipline. Absence without approval for more than four (4) consecutive days shall be considered resignation.

26.3 Care of Equipment

Agency employees must guard against waste, misuse, and abuse of the Agency's supplies, equipment and furniture. Proper care and maintenance of equipment must be observed. Unauthorized or personal use of Agency equipment is forbidden.

26.4 Personal Information

The employee shall keep the Human Resources Office informed of any change in his/her personnel record, such as name, address, marital status, names of dependents, and whom to notify in case of emergency.

26.5 Outside Employment

Full-time employees of the Agency are expected to devote to the Agency the hard work and commitment that their position demands. As such, the Agency expects its employees to limit their employment efforts to the Agency alone, and not to seek or accept outside employment. Employees shall not engage in any employment, activity, or enterprise, which is inconsistent, incompatible, or in conflict with that employee's duties at the Agency.

Those employees wishing employment with another employer concurrently with their employment with the Agency may petition the General Manager for permission to accept outside employment, so long as that employment does not violate this policy. Such employment must not be with any other organization that could constitute a potential conflict of interest.



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If the General Manager determines that the outside employment will not interfere with the employee's ability to carry out his or her Agency responsibilities, and that such employment will not impact negatively on the employee's efficiency or commitment to the Agency, the General Manager may grant written approval for such outside employment. Additionally, the General Manager will determine whether the outside employment presents a conflict of interest for the employee, and must deny permission for outside employment should a conflict of interest arise.

In the event that approval is given, the Agency may at any time revoke that approval if it becomes evident that the outside employment is affecting the employee's job performance with the Agency.

26.6 Appearance

Employees are expected to dress and groom themselves in accordance with accepted standards, and depending on the employee's particular job responsibilities. Those employees whose duties include dealing with customers or visitors in person may be subject to a greater expectation with respect to personal appearance than a field worker. Each supervisor is responsible for ensuring that those employees working under him or her are suitably attired and groomed during working hours or when representing the Agency. If a supervisor feels an employee's attire is inappropriate, that employee may be asked to return home to dress appropriately. Subsequent instances of inappropriate attire may, at the discretion of the supervisor, result in the employee being sent home without pay to dress appropriately. Repeated violations of Agency standards regarding personal appearance may subject the employee to discipline, up to and including dismissal.

26.6.1 Uniforms

All employees issued uniforms at Agency expense may be required to wear those uniforms during working hours. Employees shall maintain uniforms in as neat and presentable a condition as possible under working conditions.

26.6.2 Casual Day

From time to time, Agency management may designate a "casual day." While employees are encouraged to dress casually (e.g., jeans, polo shirts, slacks, etc.), their attire must be presentable and consistent with their duties.

26.6.3 Religious Dress Practices

Employees are permitted to dress in accordance with their personal religious practices and to engage in specific grooming practices as part of their religious practices provided that such practices comply with all Agency safety requirements and



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policies. Requests for religious accommodations in dress should be made in writing to Human Resources.

26.6.4 The CROWN Act

The Agency will not discriminate against traits historically associated with race, including hair texture and protective hairstyles such as locks, braids, and twists.

26.7 Confidential Information

The Agency is entrusted with important and confidential information relating to its customers and the contractors that work with the Agency. By safeguarding that information, the Agency earns the respect and further trust of the customers and contractors. Employees of the Agency are therefore expected to support that obligation to maintain confidentiality, even after leaving their employment with the Agency. Any violation of that confidentiality seriously injures the Agency’s reputation and effectiveness.

Employees are therefore advised not to discuss customer accounts with anyone who does not work for the Agency, and not to discuss Agency transactions with anyone who is not involved in those transactions. Even casual remarks can be misinterpreted and repeated, so employees are expected to develop the personal discipline necessary to maintain confidentiality. Any employees hearing, seeing, or becoming aware of any other employees breaking this trust, are advised to report such incidences to their supervisor.

Employees are prohibited from removing, or making copies of, any confidential or proprietary Agency records, reports or documents without prior management approval. Violation of this policy could lead to discipline, up to and including dismissal.

26.8 Meetings

On occasion, the Agency may request that an employee attend a company sponsored meeting, or other outside meeting at which the employee’s attendance is deemed beneficial to the Agency.

26.8.1 Optional Meetings

If such meeting is scheduled during regular working hours, the employee’s attendance is required. If the meeting is held after hours or on a weekend, holiday or other day off, non-exempt employees electing to attend will be paid for the time spent traveling to and from the meeting as well as for the time spent at the meeting. Exempt employees may be required to attend such meetings as part of their job duties.

26.8.2 Mandatory Meetings

On occasion, supervisors will schedule meetings. Every effort will be made to schedule such meetings during work, or immediately before or after work. If attendance at such a meeting is mandatory, employees will be informed in writing. Failure to attend may



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result in disciplinary action, up to and including dismissal. All non-exempt employees will be compensated for their attendance at any meeting held before or after regular working hours.

26.9 Entering Agency Property after Hours

Employees are not allowed to enter Agency property after normal working hours except when required by their shift assignment, on occasion of Agency emergency or other exigent circumstance without the express approval of their supervisor or other Agency management.

26.10 Conflicts of Interest

Situations that could create a conflict of interest are to be avoided by all employees. Involvement with a competitor, supplier or subordinate employee of the Agency can impair an employee’s ability to exercise good judgment on behalf of the Agency, and may create an actual or potential conflict of interest. Supervisors should be cognizant of the negative aspects of supervisor-subordinate relationships so that potential conflicts can be avoided. If an actual conflict is determined, the Agency may take whatever corrective action appears appropriate according to the circumstances.

If an Agency employee discovers that he/she has a conflict or potential conflict, to include but not limited to, substantial financial interest in any action of the Agency which is reasonably foreseeable to confer benefit to that individual employee (as distinguished from the general public), access to information, participation in community activities, consulting opportunities, endorsements, giving/receiving of gifts and/or hospitality that leads or may lead to a conflict of interest or a perceived conflict of interest, the individual should discuss the matter with his/her immediate supervisor, or the General Manager as soon as the employee discovers the conflict or potential for the conflict.

26.11 Safety

Employee safety is a top priority at the Agency. All employees are expected to take every necessary precaution to ensure a safe work environment and to avoid injury both to themselves as well as to other employees. Any unsafe working conditions or accidents on the job must be reported to a supervisor immediately, regardless of extent.

The Agency shall furnish each employee appropriate personal safety equipment, which shall be used by the employee when conditions warrant, or when directed by a superior.

26.11.1 General Rules

It is up to each employee to take all necessary safety precautions, in order to avoid injury to themselves or others. For more specific rules regarding safety, see the current version of the Agency Injury and Illness Prevention Program.



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26.11.2 First Aid

The Agency has first-aid kits located throughout the premises, and in Agency vehicles. The Agency has made arrangements with a local provider, which is posted on the employee bulletin boards, to provide first aid in medical emergencies.

26.12 Time Cards

The Agency is obligated by law to keep accurate records of the time worked by non-exempt employees and required to complete time cards for accounting or planning purposes only. All employees are required to keep the office advised of their departures from and return to Agency premises during the workday.

Each employee is individually responsible for their time card, and is required to record their time on a daily basis. In the event an employee forgets to sign in or makes an error on their time card, their supervisor must make the correction to the time card and both the employee and the supervisor must initial that correction. Employees shall not tamper or otherwise make inappropriate or false entries on their own or any other employee’s time card. Tampering with time cards is cause for disciplinary action, up to and including dismissal of both affected employees, depending on the circumstances.

26.13 Tools, Uniforms and other Agency Property

Agency employees may be issued tools, uniforms or other Agency property as part of their employment duties with the Agency. Any such property provided to Agency employees must be returned to the Agency at the time of their separation from employment with the Agency, or whenever requested by their supervisor or other Agency manager. Employees are responsible for any lost or damaged Agency property.

26.14 Compliance with Laws

All employees shall comply with applicable provisions of local, State and Federal laws and regulations.