



Human Resources Policies and Procedures

Policy Title: Employee Standards of Conduct	Policy Number: 2.1
Effective: March 25, 2021	
Supersedes previous version of policy effective dated November 17, 2014	
Approval: <i>Thomas Guajardo</i>	Page 1 of 6

1.0 Scope

- | | |
|--|---|
| <input checked="" type="checkbox"/> Full-time | <input checked="" type="checkbox"/> Union |
| <input checked="" type="checkbox"/> Part-time | <input checked="" type="checkbox"/> Independent Contractors |
| <input checked="" type="checkbox"/> Temporary/Contract | <input checked="" type="checkbox"/> Visitors, Vendors, Volunteers |
| <input checked="" type="checkbox"/> Non-Union | <input checked="" type="checkbox"/> Board and Commission Members |

Employees who are covered under the provisions of a collective bargaining agreement will follow the standards as contained in their respective contracts if this policy conflicts with the language in the contract.

2.0 Purpose

To set forth guidelines that foster a safe, healthy, professional and orderly place to work.

3.0 Policy

- 3.1** Any employee who does not comply with Employee Standards of Conduct will be subject to disciplinary action up to and including immediate termination, depending on the seriousness of the offense and/or employee's past record. While the city's HR Progressive Disciplinary Policy (2.6) outlines guidelines to be followed, it does not guarantee that each progressive discipline step will be followed in all cases. Each situation is evaluated on an individual basis.

DISCLAIMER

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- 3.2** These guidelines are **not intended to be all-inclusive**, but rather provide examples of types of behavior, which are not acceptable to the City of Ann Arbor. The guidelines may be altered or amended at the City's discretion. Except where specifically noted, these guidelines are intended to deal with behavior related to City employment.

4.0 Responsibility

- 4.1** Every employee and manager is responsible for complying with this policy. Where applicable, employees and managers should ensure that visitors, vendors and patrons, also conform to the policy.
- 4.2** Managers and supervisors are responsible for providing leadership that creates an opportunity for employees to achieve professional standards of performance and conduct in addition to holding employees accountable for their actions. Managers and supervisors who fail to hold employees accountable will be subject to disciplinary action up to and including termination of employment.
- 4.3** All employees are expected to behave in a professional and respectful manner at all times and failure to do so will result in disciplinary action up to and including termination of employment.

5.0 Standards of Conduct

The following is a listing of examples of acts of misconduct, which may result in disciplinary action up to and including termination of employment.

- 5.1** Leaving the building or assigned working place during work hours without authorization of his or her supervisor or designee, and/or failing to record such time on your time record when leaving the city premises (including breaks).
- 5.2** Misuse of working time including, but not limited to, performing personal activities, such as shopping online, updating social media, online games, doing personal work or conducting personal business, stopping work before the appropriate time or not starting work at the appropriate time, including failure to be at your workstation at the start of a shift or failing to return to the workstation promptly at the end of a break or lunch.

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- 5.3 Failure to notify your supervisor of absence due to illness or injury prior to your scheduled work time; failure to report for work on a scheduled workday without reporting the absence (i.e., no call/no show).
- 5.4 Repeated tardiness, absence or patterned absences, or sick time abuse.
- 5.5 Failure to accurately or timely submit your own time record, or approve time records as assigned.
- 5.6 Recording the time of another employee, or unauthorized viewing of another employee's time/pay statement or personal information.
- 5.7 Failure to return to work on expiration of vacation or leave of absence.
- 5.8 Failure to behave in a professional and respectful manner.
- 5.9 Taking unauthorized pictures or recordings of city facilities, employees, patrons, residents, contractors, vendors, volunteers. (including video cameras, cell phone cameras, and digital cameras).
- 5.10 Smoking, chewing or spitting tobacco, eating, drinking or having food in restricted areas, including city vehicles, to include golf carts, heavy machinery, and other job related equipment.
- 5.11 Unauthorized posting, removing, defacing or changing notices, signs or pictures on city bulletin boards, city property, or city electronic media.
- 5.12 Having unauthorized personal visitors, including relatives, and/or pets other than service animals, in the work area.
- 5.13 Failing to adhere to the city and unit dress codes, where applicable.
- 5.14 Unauthorized parking of a motor vehicle in a city handicapped, visitor or reserved parking space. This includes parking a motor vehicle in any area other than the designated employee parking area, within the designated lines.
- 5.15 Being on city premises during non-working hours without manager approval.

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- 5.16** Accepting gift or gratuities from visitors, vendors or salespeople as outlined in HR Policy 2.3 Conflict of Interest.
- 5.17** Gambling on city premises at any time, including employee sports pools.
- 5.18** Disorderly conduct, including, but not limited to, horseplay.
- 5.19** Indecent or offensive conduct.
- 5.20** Failure to display city ID badge upon request.
- 5.21** Falsifying, misrepresenting and/or intentionally giving false information, verbally or in writing, in regards to city business, including city investigations, on city documents or regarding city issues.
- 5.22** With the exception of sworn Police Officers, possession or use of any type of weapons or dangerous devices anywhere on city property or while at city sponsored events. Carrying a Concealed Weapon permit does not exclude employees from this standard of conduct.
- 5.23** Insubordinate behavior, such as the refusal or failure to accept and perform job assignments or carry out instructions as directed by the supervisor or other designated representative of management.
- 5.24** Engaging in any form of harassment in violation of HR Policy 2.2 Employee Discrimination, HR Policy 2.12 Employee Harassment and HR Policy 2.14 Workplace Bullying.
- 5.25** Verbally abusing or using abusive or profane language or gestures toward or about employees, visitors, customers, citizens, contractors or patrons.
- 5.26** Threatening, intimidating, coercing or assaulting employees, visitors, customers, citizens, contractors or patrons.
- 5.27** Participating in any criminal act during working hours.
- 5.28** Engaging in any behavior or action, on or off duty, that is detrimental to the reputation or image of the city or the operations of the workplace.

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- 5.29** Failure to produce established standards for quantity or quality. Including but not limited to poor customer service and failure to meet deadlines.
- 5.30** Failure to observe all safety rules and regulations.
- 5.31** Failure to observe departmental rules and regulations, or Administrative Policies and Procedures.
- 5.32** Neglect in the care of machinery, equipment or materials belonging to the city whether or not the neglect causes damage.
- 5.33** Inattentive or negligent performance of duties, whether or not it causes harm to the city, damage or injury to work product, equipment, facilities, property or other persons.
- 5.34** Unauthorized possession, use of, or willful damage to equipment or materials belonging to the city or employees, customers and/or contractors.
- 5.35** Sleeping or assuming the posture or appearance of sleeping during your working hours on city premises.
- 5.36** Reporting for work or being on city property under the influence of alcohol or drugs. Engaging in the unlawful manufacture, distribution, dispensation, possession or use of controlled substances anywhere on city property or on city time. Unauthorized use or possession of alcoholic beverages, marijuana, or entheogenic plants as defined in HR Policy 2.4
- 5.37** Failure to immediately report and document a job-related injury or illness to your supervisor, or other supervisor in his or her absence.
- 5.38** Failure to immediately report and document property damage to your supervisor, or designee in his or her absence.
- 5.39** Deliberately delaying or restricting performance of service, or inciting others to delay or restrict performance of service which interferes with the operations of the city.

No set of employee conduct guidelines (rules) can anticipate every condition that might occur on the job. Any time you encounter a situation you do not understand, ask your supervisor.

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6.0 Complaint and Reporting Process

- 6.1** Any person may file a complaint alleging an employee has violated this policy. Any employee receiving a complaint should forward the complaint to a supervisor, manager, or Human Resources for processing.
- 6.2** Upon receiving a complaint, the supervisor, manager, or Human Resources will request that the complainant complete a complaint form. If the employee opts not to complete a complaint form or wishes for the complaint to remain anonymous, the supervisor, manager, or Human Resources shall complete the form with the information provided by the complainant.
- 6.3** Upon receipt of a complaint, an investigation may be conducted by the supervisor, manager, or Human Resources, as appropriate, with the guidance of the City Attorney's office. Corrective action will be taken, if appropriate, to ensure uniform enforcement of this policy, and shall follow the procedures outlined in Human Resources Policy and Procedure 2.6, Progressive Discipline.
- 6.4** The complaint, investigation, and identity of witnesses will be kept confidential to the extent possible.
- 6.5** Conduct suspected to be of a criminal nature (e.g., criminal sexual assault, theft) shall be immediately reported to law enforcement.
- 6.6** Conduct that violates this policy and that involves the Human Resources Department may be reported directly to the City Administrator.

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