


CITY OF LYNWOOD	Policy Number: 2012-02
SUBJECT:	Issue Date: 3-19-12
PROFESSIONAL CONDUCT POLICY	City Manager Approval:  <hr/> Roger L. Haley

I. PURPOSE

The purpose of this Professional Conduct Policy is to promote superb customer service to the City's internal and external customers and to ensure that all City employees conduct themselves in a professional manner.

II. PERSONNEL AFFECTED

This Policy applies to all City employees.

III. PROCEDURE

City employees are an important asset of the City. As such, employees are responsible for performing their duties and responsibilities in the most efficient and effective manner that would promote superb customer service to the City's external and internal customers. Furthermore, it is important to the continued growth and progress of the City that all City employees conduct themselves in a professional manner.

It is expected that all City employees shall render the best possible service and reflect credit on the City; and therefore high standards of conduct are essential. All City employees shall use good manners when dealing with other employees and the public; be considerate; courteous and accurate in statements; exercise sound judgment and treat all external and internal customers and constituents fairly and equitably in the performance of work. Employees must ensure that all interaction with their external and/or internal customers is conducted in an environment free of harassment or workplace violence and in a fair and equitable manner.

The City will not tolerate unprofessional behavior or improper conduct from any employee. Unprofessional behavior or improper conduct may include, but it is not limited to:

1. Rude or discourteous treatment of other employees, City Officials, contractors and the public;
2. Dishonesty;
3. Yelling, using profanity, threatening;
4. Failure to perform duties, incompetency, inefficiency; insubordination; and
5. Conduct which discredits the City, City officials and employees.

Pursuant to the Municipal Code, Chapter 18, Section 18-12.1 which provides for discipline related to misconduct, insubordination, incompetency, inefficiency, and failure to perform duties, employees' misconduct may be a cause for disciplinary action, including but not limited to termination of employment.