

SUBJECT: STANDARD EXPECTATIONS AND RULES OF CONDUCT

Purpose: The City is committed to providing a safe, welcoming, and inclusive workplace and to ensuring all employees are treated in a respectful and fair manner. To ensure our Madison is inclusive, innovative, and thriving, and to provide the best possible work environment, the City of Madison requires all City employees to meet all of the following expectations and rules of conduct. These expectations have been developed to protect the interests and safety of all customers, co-workers, and members of the public, and to provide the highest quality of service for the common good of our residents and visitors.

Policy: Employees are required to meet all of the following standard expectations and rules of conduct while on City premises, while attending City functions, while performing work-related activities, or while off work (if co-workers, customers, or the business interests of the City are impacted). Failure to meet these expectations and rules of conduct may be grounds for discipline, ranging from coaching to immediate discharge, depending upon the seriousness of the offense and/or the number of violations. Serious violations will result in more serious disciplinary action. Serious violations include, but are not limited to, insubordination, theft, harassment or discrimination in violation of APM 3-5, and willful harm to individuals or damage to property. While the following are standard expectations for all City employees, individual agencies and/or positions may have specific expectations and rules of conduct.

Citywide Standard Expectations:**A. General**

1. Employees will be courteous and respectful to all customers, co-workers, and members of the public. Employees will refrain from making false or malicious, discourteous, or abusive comments toward or about customers, co-workers, and members of the public.
2. Employees will meet performance expectations, and will efficiently and effectively carry out their duties during work hours or while on work premises. In doing this, employees will not engage in horseplay, roughhousing, or other disorderly behavior that will interfere with carrying out their or other employees' work.
3. Employees will complete all assignments and duties in a timely manner, as directed by supervisors, managers, leadworkers, or other authorized employees and will not engage in insubordinate behavior.
4. Employees will perform assignments and duties with attention, care, and efficiency. Employees must strictly limit unauthorized personal business during work hours so that it does not affect the timely completion of assignments and duties. This includes, but is not limited to, unauthorized or excessive personal phone or technology use.
5. Employees will provide accurate and complete information whenever required by their position or as requested by an authorized person.
6. Employees, including returning hourly employees, are required to report any arrests and convictions (excluding traffic offenses such as speeding or failure to fasten a seatbelt) to Human Resources within 48 hours, absent extenuating circumstances. This requirement does not apply in agencies (Madison Police Department), who have internal reporting requirements that are more extensive.
7. Employees will be truthful and accurately record all required information, including but not limited to, timesheets, payroll, purchasing card transactions, and/or itineraries.
8. Employees will maintain confidentiality of all confidential information or records (including but not limited to: photos, video, medical documentation, and restricted materials).

9. Employees will be committed to the efficient performance of their duties and will refrain from engaging in a work slowdown, work stoppage, or attempting to interrupt or prevent the performance of work in any way.
10. Employees will maintain appropriate licenses, credentials, and/or qualifications necessary to perform their job, and will immediately report any change or loss of said license, credentials, and/or qualifications to their supervisor.

B. Attendance

1. Employees will report to work on time, observe the time limits of breaks and lunches, and will obtain supervisor approval for any change from defined work schedules.
2. Employees will maintain consistent attendance, follow all required policies for reporting leave, and will refrain from unexcused absences or excessive absenteeism.
3. Employees will provide proper notification to the appropriate person if unable to report for work or for the need to leave work for any reason.

C. Personal Actions and/or Appearance

1. Employees will create and maintain a welcoming, respectful, and inclusive work environment and are strictly prohibited from engaging in unruly, abusive, violent, bullying, or other threatening or intimidating behavior (non-verbal) or language (verbal) in accordance with APM 2-25. Bullying is repeated, unwanted, aggressive physical or verbal behavior which hurts another individual, physically, mentally, or emotionally. Bullying is a subcategory of aggressive behavior characterized by the following criteria: (1) hostile intent, (2) imbalance of power, and (3) repetition over a period of time.
2. Employees will create and maintain a welcoming, respectful, and inclusive work environment and are strictly prohibited from engaging in harassment or discrimination on the basis of a person's race, sex, gender, gender identity (how an individual defines their gender), gender expression (how an individual expresses their gender), religion, creed, color, age, disability, marital status, HIV status, source of income, familial status, ancestry or national origin, sexual orientation, arrest record, conviction record, current or past military service, less than honorable discharge, use or non-use of lawful products off the employer's premises during non-work hours (notwithstanding the exceptions noted in Sec. 111.35, Wis. Stats.), physical appearance, political beliefs, or the fact that a person is a student, as prohibited by APM 3-5.
3. Employees will report to work free from the influence of any drug, controlled substance, or alcohol. Employees will not use drugs, alcohol, or controlled substances during working hours, unless such substance can be safely taken and is prescribed by a physician. Employees are required to adhere to Federal Motor Carrier Safety Administration Clearinghouse requirements for Commercial Driver's License holders.
4. Employees must maintain a workplace free from possession, distribution, sale, transfer or use of alcohol or illegal drugs. Employees are strictly prohibited from engaging in such activity in the workplace, while on duty, or while operating City vehicles or equipment.
5. Employees will follow all safety practices, rules, and/or procedures.
6. Employees will report all work related injuries and any illness that may interfere with or affect the performance of work duties to appropriate supervisors or managers in a timely manner, and will fill out the appropriate paperwork as required.

7. Employees will refrain from smoking in unauthorized areas, including City vehicles (this includes electronic cigarettes).
8. Employees will adhere to Federal, State, and local laws, and refrain from engaging in any illegal activity during work hours or while on the work premises.
9. Employees are expected to meet any dress code provisions and ensure dress or personal hygiene does not constitute a health or safety violation. Employee dress and hygiene should not adversely affect the performance of the individual or fellow employees, and departmental operations.
10. Employees are free to exercise their constitutional rights and are required to ensure the freedom of the rights of others through refraining from engaging in political activity in the workplace, or other conduct as prohibited by Madison General Ordinance 3.35, Code of Ethics.
11. Employees will meet performance expectations, and will efficiently and effectively carry out their duties during work hours or while on work premises. In doing this, employees will not engage in horseplay, roughhousing, or other disorderly behavior that will interfere with carrying out their or other employees' work. This also applies in communication, whether verbal, non-verbal, or written.
12. Employees are reminded that these expectations and rules of conduct pertain not only to the workplace, but also may pertain to social media. Use of social media, direct texts, or the internet in a manner that violates APM 2-25, 2-33, 3-5 or 3-9 prohibiting harassment and discrimination in the workplace, or in a manner that impedes the individual, fellow employees, or management from carrying out their duties or functions is expressly prohibited. This may include the use of social media, direct texts, or the internet off work duty if the conduct has a connection to or severe impact on the workplace.
13. Employees will conduct themselves in a manner that does not prevent themselves or others from adequately carrying out their duties and functions.

D. Use of City Equipment, Materials, and other Property

1. Employees will be effective stewards of City materials and equipment. City materials and equipment must be used carefully and only as authorized.
2. Employees must respect the property of the City and others. Employees are strictly prohibited from engaging in theft, unauthorized possession, removal, destruction of City or other person's property, salvaging as prohibited by APM 2-19.
3. Employees will only access authorized areas of City property and enter those during assigned work hours, except with Supervisor approval or in adherence with agency work rules.
4. Employees will report any accident, no matter how minor, involving a City vehicle or personal vehicle being used for City business in a timely manner, and will fill out the appropriate paperwork as required.
5. Employees will not operate a City vehicle without appropriate licensing or endorsements, and will report any change or loss of required licensing or endorsements immediately to appropriate supervisors.

While it is not possible to list all of the forms of behavior required of City employees, employees are encouraged to use the City's vision, values, and service promise, as a guide. In addition to the expectations and rules of conduct provided herein, rules are also provided by other City APMs, ordinances, department/division work rules, standard operating procedures, or commonly accepted standards for reasonable conduct (common sense).

Authority: The Human Resources Director shall maintain and interpret this policy.

A handwritten signature in black ink, appearing to read 'Satya V. Rhodes-Conway'.

Satya V. Rhodes-Conway
Mayor

APM No. 2-33
November 3, 2022

Original APM dated 11/12/2004
(Revised 10/12/2005, 10/06/2014, 02/18/2021)