

<b>CITY OF GREEN BAY DEPARTMENT OF PUBLIC WORKS STANDARD OPERATING GUIDELINES (SOG)</b>	
<b>Title:</b> General Work Rules	<b>Guideline Number:</b> DPW SOG 1
<b>Effective Date:</b> October, 2012	<b>Revision Date:</b> July 30, 2013

The City of Green Bay-Department of Public Works (DPW) wants to encourage a safe and pleasant work atmosphere in order to operate consistently and effectively to provide quality service to the public. This can only happen when supervisory and staff personnel work cooperatively and commit to appropriate standards of behavior. The information contained in this document identifies proper and improper behavior for DPW employees when on duty. The term “employee” refers to all DPW employees, including management.

These work rules are intended to be a supplement to the City’s personnel policies and procedures manual, City’s safety manual, and labor agreements. Further, these rules are intended to increase understanding of acceptable employee behavior, which will help to insure uniformity throughout DPW. It is the responsibility of all DPW employees to read, understand, and abide by these work rules, and that all members of DPW management administer these rules in a consistent and impartial manner. If conflicts between information in this document and any official City personnel policy, safety rule or labor agreement are identified, then those other policies, rules or agreements will prevail. Also, DPW employees are not required to follow any rule or instruction that is 1) unsafe, 2) unlawful, or 3) professionally unethical.

The rules contained in this document are intended to be comprehensive, but they are not necessarily all-inclusive. When appropriate and necessary, DPW management may establish additional or modify existing rules. Any DPW employee found violating work rules may be subject to disciplinary action up to and including dismissal.

**Work Performance:**

Employees are required and expected to perform work assignments and duties to the best of their knowledge and ability. The following are behaviors that are contrary to effective and efficient employee work performance:

1. Insubordination, disobedience, failure or refusal to follow written or oral instructions from a supervisor.
2. Neglecting or failing to carry out job duties, responsibilities or assignments.
3. Loafing, loitering, sleeping, engaging in unauthorized personal business, or visiting with co-workers that distracts from work responsibilities and assignments
4. Attempting to keep public information or records secret or unavailable to persons who legally request it.

5. Disclosure of confidential or sensitive information, or records to unauthorized personnel.
6. Intentionally falsifying records, or providing false information necessary for appropriate City record-keeping.
7. Failure to observe safety rules and practices, including required and proper use of personal protective equipment and clothing as prescribed for use with any vehicle, equipment, tool or task.
8. Failure to be ready to work upon completion of roll call, and have necessary clothing and equipment available to perform assigned duties.
9. Use of personal electronic devices (MP3 player or similar device, CD/DVD player, cassette player, cellular phones, other mobile devices, etc.) with headphones or ear buds during work activity is prohibited. Items without ear plugs, headphones or ear buds are allowed for some activities as approved by supervisor as long as they do not create a disturbance or safety concern, or distract employees from assigned duties.
10. Use of City-owned or employee owned computer, tablet or smart phone to access the internet, email or texting for non-City related business when working.
11. Any non-work activity that distracts from or impedes job duties, or causes a safety concern such as excessive use of cellular phones and other mobile devices contrary to H/R policy.

#### **Attendance:**

DPW employees are public service agents whose job functions provide critical and essential services to the residents of the City. As such, all employees are expected and required to be committed to their job responsibilities at all times. Further, it is understood when accepting a position with DPW that certain services must be performed after normal work hours and on emergency basis, and those DPW employees will respond to these events except in a family emergency or illness, when called to do so. To this end, the following are behaviors that are contrary to City employee attendance rules:

1. Employees shall not punch in more than 15 minutes prior to the start of their assigned work shift. If an employee punches in prior to the start of their shift, it is understood that they will not be compensated for that time without proper authorization.
2. Failure to report at or before the defined start time of a scheduled shift, or leaving before the scheduled end of a shift without authorization from a supervisor.
3. Unexcused or excessive absence or abuse of sick leave privileges.
4. Failure to observe time limits for lunch periods, end-of-shift clean-up periods, etc.
5. Failure to use the time clock to punch in/out, unless otherwise authorized by a supervisor.
6. Failure to secure authorization from a supervisor to leave work due to illness or personal reasons.
7. Failure to call in at least 15 minutes prior to the scheduled start time of the shift when not reporting to work. No person other than the employee may call in unless

circumstances prevent the employee from doing so. When calling in, the employee must speak directly to a supervisor. Leaving a voicemail is not permitted.

8. Employees called in for unscheduled work outside of normal working hours must report for duty within thirty (30) minutes of being called.

### **Use of City Property:**

Employees are expected and required to treat City-owned vehicles, equipment, tools, and property with care and respect. In addition, they must only use these items for their intended and proper use. The following are behaviors that are contrary to City property usage rules:

1. Abuse or misuse of City-owned property, materials or equipment.
2. Abuse or misuse of privately-owned property, materials or equipment used for City business.
3. Any other type of unauthorized or inappropriate use of City property or equipment.
4. Stealing or unauthorized possession or use of property, equipment, or materials, whether City-owned or privately-owned.
5. Unauthorized posting or removal of notices, signs, posters, or similar materials. A personal bulletin board will be made available at each work site for this use. Official City bulletin boards shall not be used for posting personal notices.
6. Unauthorized distribution or solicitation of printed matter during work time or in the workplace, such as petitions and other legal materials. Distribution and solicitation of printed matter is authorized only in employee parking lots, and only outside of work hours.
7. Unauthorized entry to property or leased sites whether City-owned or privately-owned.
8. Unauthorized possession, lending, borrowing or duplication of City keys or credit cards, or failure to report promptly the loss of City keys or credit cards.
9. Failure to immediately report a breakdown or malfunction of any piece of City-owned equipment. Employees must notify a supervisor any time they are out-of-service, so that the supervisor can determine if the employee should wait for repair or be re-assigned to another job duty.

### **Personal Actions and Appearances:**

Employees represent and serve as agents of the City when on duty. As such, they are required and expected to act and dress in a civil manner. The following are behaviors that are contrary to personal action and appearance rules:

1. Threatening, attempting to or physically inflicting harm to any person.
2. Intimidating, harassing, interfering with, or using abusive/profane language toward any person.
3. Conducting practical jokes, pushing, running, throwing objects or other horseplay.
4. Failure to observe smoking restrictions.
5. Possession of firearms or other weapons.

6. Making false or malicious statements or spreading rumor concerning other employees, resulting in a disruptive work environment.
7. Unauthorized possession or use of alcoholic beverages, narcotics or other controlled substance.
8. Reporting to work unable to perform job duties and assignments due to the influence of alcohol, narcotics or other controlled substance.
9. Reporting to work in a condition that is unsafe to the employee, others, or City property.
10. Immoral conduct, indecent behavior or comments contrary to City doctrine that would insult or embarrass other employees or the City.
11. Attire, grooming or personal hygiene practice that is inappropriate or unsanitary to the employee or others around them, or is contrary to any dress code.
12. Soliciting unauthorized compensation, reward, gratuity or gift of any kind or value for any matter related to the employee's City service.

#### **Other Activities:**

The following is a list of unacceptable employee activities that do not fall under any of the categories above:

1. Performing personal transactions in the name of the City in order to secure favor, discounts or services from a vendor, except as authorized by law or City policy.
2. Engaging in activities or employment that impairs the employee's independence of judgment, or ability to perform City duties in a fair and unbiased manner. There shall be no conflict of interest between an employee's outside activities and City employment.

#### **General Rules:**

1. All injuries, illnesses, crashes and moving vehicle violations must be reported immediately to a supervisor. Associated written reports shall be completed and submitted in person to supervisor within 24 hours of the incident.
2. Proper approval must be received from a supervisor prior to working any overtime, leaving work or being absent from work.
3. Employees must be working or in route within 15 minutes after the start of their shift unless assigned otherwise.
4. Employees shall not report back to the shop until 15 minutes before the end of their shift unless otherwise approved or assigned.
5. Lunch periods are limited to 30 or 60 minutes (based on personnel policy or contract) and include travel time to/from the location of the lunch break.
6. For Parking, Engineering and Administrative Divisions employees break periods are limited to 15 minutes, including travel time to/from the location of the break.

**Typical Progressive Disciplinary Progression:**

1. Verbal advisory and coaching of employee (not documented in official personnel file)
2. Verbal warning (documented in official personnel file)
3. Written warning (documented in official personnel file)
4. Suspension (documented in official personnel file)
5. Further suspension or dismissal (documented in official personnel file)

**Note:** Depending on type and/or severity of an infraction, certain steps of the disciplinary progression noted above may be repeated or skipped.

**Approval:**

Department Head: /s/ Ed Weisner	Date: October, 2012
Human Resources Director:	Date: October, 2012

*This standard operating procedure is a supplement to City of Green Bay policies, guidelines and procedures. The City reserves the right to change, revise and/or delete this procedure with advance notice to the affected employees. This procedure is not subject to the grievance procedure.*