

# CITY OF OAKLAND



## ADMINISTRATIVE INSTRUCTION

<b>SUBJECT</b>	<b>Citywide Code of Conduct - Non-sworn Employees</b>	<b>NUMBER</b>	<b>596</b>
<b>REFERENCE</b>	71, 140, 523, 544, 577, 590	<b>EFFECTIVE</b>	October 20, 2010
<b>SUPERSEDE</b>	N/A		

### I. PURPOSE

The purpose of this Administrative Instruction is to set guidelines for professional and courteous conduct by all non-sworn City employees. This policy applies to all non-sworn employees of all city departments and agencies while conducting City business, including conduct of supervisors and managers towards subordinates.

### II. POLICY

The City of Oakland and its employees are committed to the delivery of effective, courteous, and responsible service. City residents, visitors and staff shall be treated with fairness, dignity and respect. Civic and employee pride are accomplished through constant pursuit of excellence and a workforce that values and reflects the diversity of the Oakland community. The City is committed to providing a workplace where employees treat each other and the public with respect and courtesy and perform their duties in a professional, ethical and cooperative manner.

#### Courtesy

One of the most important parts of the job is to be courteous at all times to all persons with whom you deal, whether in person, by telephone, or letter. Proper behavior includes promptness, efficiency and impartial treatment of the public and fellow employees.

#### Use of Telemedia

Prompt and courteous answer of telephone calls is very important. City phones and computers should not be used for personal telephone calls, text messages, emails and other communications, except emergencies. Employees should communicate clearly, directly and tactfully. Employees should not talk on the phone while a customer is waiting.

#### Confidential Information

In the performance of their duties, some employees must deal with confidential information. Employees should preserve the confidentiality of such information unless it has been approved for release by proper authority.

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### Professional Conduct

Discussions between employees and management concerning unsatisfactory work performance or work-related problems should, whenever practicable, be held in private or in a location sufficiently removed from the hearing and visual range of other persons.

### Disruptive Behavior

The City of Oakland has a strong commitment to provide a safe work place for its employees and to promote employee health. The City is committed to providing a workplace free from acts and/or threats of violence as outlined in Administrative Instruction 544. All City employees are to refrain from rude, disrespectful, abusive and/or professionally inappropriate treatment of other employees or the public. Employees shall not scream, yell or use profanity at each other or the public.

### Alcohol and Drug Use

The City has developed a policy regarding alcohol and drugs to reinforce its commitment to provide a safe work place for its employees, to promote employee health and to comply with Federal Law, specifically, the Drug-Free Workplace Act of 1988. Our goal is to establish and maintain a work environment free from adverse affects of alcohol and drug use as outlined in Administrative Instruction 577.

### Dress Code

All City employees must be dressed appropriately in the performance of their duties.

### Conflict of Interest

Employees must avoid conflict of interest between his/her employment and outside activities as outlined in the Personnel Manual Rule 12 – Incompatible Activities of City Employees.

### City Charter section 218-Interference in Administrative Affairs

The City Charter provides that members of legislative bodies (City Council, Redevelopment Agency) shall not give direction to, or attempt to coerce or influence, employees under the jurisdiction of the City Administrator, Mayor, City Attorney or City Auditor regarding any contract, project, personnel matter or any other administrative action. In accordance with the City Charter, employees shall not take direction from members of the legislative body. If a member or members of the legislative body give direction to an employee or attempt to coerce or influence an employee regarding a contract, project, personnel matter or other administrative action, the employee shall report the violation in the manner prescribed in Section III of this AI.

### Political Activities

Public employees' participation in political activities is subject to some restriction as outlined in Administrative Instruction 590.

### Discrimination

The City of Oakland is committed to equal employment opportunity and to ensuring that all employees have a work environment that is free of conduct that could be considered discriminatory or harassing based on an employee's background/status as outlined in Administrative Instruction 71 and non-sworn labor contracts.

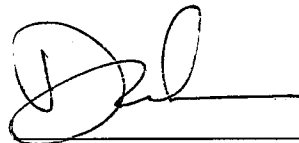
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**III. PROCEDURES**

Employees should report violations of the citywide Code of Conduct. Reports should be made to the reporting employee's immediate supervisor, department manager, department head or the City Administrator when the conduct involves the direct action of a department head or an elected official.

Upon receiving a report, the supervisor, manager or department head shall report the incident as required by the appropriate Administrative Instruction and if no Administrative Instruction exists, the report shall be made to Employee Relations. When a report is made to Employee Relations, Employee Relations staff will evaluate the report, assist the department with the investigation of the incident, determine an appropriate course of action and follow-up to ensure the appropriate action has been taken.

Notwithstanding the above, nothing in this AI relieves the supervisors and managers of their responsibility to hold employees accountable for their actions. Any disciplinary actions taken in response to this AI shall be implemented in accordance with AI 523. Please direct all questions to Employee Relations.



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DAN LINDHEIM  
City Administrator