



Administrative Regulations

Office of the Mayor

Title: BUSINESS CONDUCT

A.R. Number: 1.6 Effective Date: 2/1/2007 Page: 1 of 2

Supersedes: N/A A.R.: N/A DATED: N/A

I. PURPOSE

The City of Richmond expects City employees and officials to conduct themselves in a professional manner that is appropriate to the workplace. City employees are expected to perform their duties in a safe, competent manner. City employees should embrace the principles set forth herein, and conduct themselves accordingly.

II. PROCEDURE

Professional Conduct

The City of Richmond has made continuous efforts to develop a workplace environment where City employees and officials can share a sense of common values and a commitment to service to the community. An integral part of that effort has been to establish guidelines for expected professional conduct by City employees. Together, with this policy, they help to frame the expectations of citizens, employees, officials, and other Richmond City leaders. Guidelines for professional conduct are housed in a publication entitled **“Tenets of Professional Conduct for City of Richmond Employees”**, which is summarized below:

“Employees of the City of Richmond are Ambassadors for the City, and must adhere to the highest standards of conduct and services outlined in the City’s Mission Statement and Guiding Principles.”

A. Mission Statement

The mission of the City of Richmond is to be a world class city that offers a safe, supportive and Culturally diverse environment for citizens and businesses; superior education, human resource and Community development systems; a high performance government; and leadership that challenges and empowers its citizens and employees to achieve their highest potential.

B. Guiding Principles

- Focus on community defined needs, recognizing that resources belong to the people.
- With honesty and integrity, ensure equal access to all City services.
- In concert with the entire community, establish accessible, efficient, high quality services.
- Respect diversity and community values.
- Know and understand who our customers are, externally and internally.



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C. Expectations On Professional Conduct

Every City employee is expected to act in a professional manner at all times and to follow these tenets:

- Provide the highest quality of service possible.
- Treat every individual with respect and courtesy.
- Resolve any inquiry or complaint as expeditiously as possible. Request immediate assistance from your supervisor if you cannot resolve the issue.
- Maintain the highest degree of honesty and integrity. Report any incident that may reflect on the honesty or integrity of the City to your supervisor immediately.
- Raise any legitimate concern in a professional manner through established channels of responsibility.
- Ensure an accurate and thorough decision-making process, discuss the merits of any lawful policy or procedure in the appropriate forum and in a responsible, professional manner. Once a decision is made by the appropriate authority, implement the decision fully.

III. RESPONSIBILITY

The City of Richmond values the diversity of its citizens and representatives, and respects the rights of individuals to establish their own value systems. Though this policy promotes the highest ideals of public service, it cannot claim to speak for the beliefs held by each individual representing the City of Richmond. Nevertheless, the City of Richmond expects the *conduct and behavior* of its employees and officials to be exemplary whenever they represent the City. This policy should serve to generally guide the conduct of representatives of the City. It is intended to provide the over-arching guidelines by which the City of Richmond conducts its business and establishes its policies, rules, and regulations. Violation of specific City, or Agency policies, rules or regulations may hold consequences for the violator. *Any such violations and related penalties are enumerated in the appropriate documents, which are supplements to this policy. Any such violation, therefore, will also be considered a violation of this policy.*

IV. REGULATION UPDATE

The Office of the Mayor shall be responsible for modifications to this Policy.

APPROVED:

MAYOR