

Metro | *Policies and procedures*

Subject Conduct Expectations
Section Human Resources
Approved by Martha Bennett, Chief Operating Officer; MERC Commission

POLICY

Metro expects all employees to adhere to the highest standards of work performance and personal conduct in keeping with the Metro values. This policy contains general rules of conduct applicable across the agency. Departments may also issue work rules and management directives consistent with this policy.

Applicable to

All employees.

Where provisions of an applicable collective bargaining agreement directly conflict with this policy, the provisions of that agreement will prevail.

Guidelines

1. Employees are expected to behave lawfully, safely, and reasonably; to follow established policies and procedures; and to strive to fulfill the Metro values of public service, excellence, teamwork, respect, innovation, and sustainability.
2. Employees are required to learn and comply with the specific performance and conduct standards applicable to their position.
3. Employees who fail to comply with this policy and applicable performance and conduct standards may be subject to discipline, up to and including termination.

Procedures

Sources of performance and conduct standards

1. Employees, including interns, are required to comply with performance and conduct standards established by:
 - a. Applicable law;
 - b. Metro Executive Orders and Chief Operating Officer (COO) Orders;
 - c. Personnel policies adopted by the COO or MERC Commission;
 - d. Other policies and procedures established by department but applicable throughout the agency;

- e. Agency-wide management directives;
 - f. Specific work rules and procedures established by the employee's department;
 - g. Policies and procedures established by an applicable collective bargaining agreement; and
 - h. Directives received from supervisors and managers.
2. An employee who is unsure of performance and conduct expectations should ask his or her supervisor for clarification. If the employee still has concerns after consulting with the supervisor, the employee may contact the Department Director or Human Resources Department to request assistance.
 3. If an employee believes a management directive is illegal, unsafe, or inconsistent with Metro policy, the employee should contact their Department Director, the Human Resources Director, or another Department Director. The employee may also make an anonymous complaint following the procedures in Metro's Whistleblowing Policy.

Specific Conduct Expectations

4. The following are examples of some, but not all, types of conduct that will typically result in disciplinary action:
 - a. An absence of three consecutive days or shifts without notifying the supervisor or manager is job abandonment and may be considered a voluntary resignation;
 - b. Below-standard work performance;
 - c. Criminal activity during work, on Metro premises, or while representing Metro;
 - d. Criminal conviction for off-duty conduct that demonstrates an impaired ability to perform to the standards of the position;
 - e. Destruction of Metro or other work related property;
 - f. Disclosure of Metro or other work related confidential information (except as protected by law);
 - g. Dishonesty in any aspect of employment, including falsifying documents, falsifying time records, misrepresenting the reason for leave from work, or providing false or misleading information to secure appointment or promotion;
 - h. Discourteous treatment of the public or other Metro employees or representatives, including insulting, intimidating, abrasive, uncooperative, bullying or threatening behavior;
 - i. Failure to cooperate with an internal investigation;
 - j. Failure to maintain a neat and professional appearance as appropriate to the position;
 - k. Failure to maintain required licenses or certifications;
 - l. Fighting, provoking fights, engaging in violence or possessing of prohibited weapons during work time or on Metro premises;
 - m. Gambling during work time or on Metro premises;
 - n. Harassment or discriminatory treatment, even if it does not rise to the level of a legal violation;
 - o. Insubordination; refusal to follow supervisory instructions or established work rules and procedures;
 - p. Intoxication or use of alcohol or illegal drugs in violation of the Drug and Alcohol Use policy;
 - q. Neglect of duty, including but not limited to sleeping on the job;

- r. Smoking, chewing tobacco or using e-cigarettes or similar devices in unauthorized areas;
 - s. Taking or misusing Metro property, funds, or records; theft of personal or public property; accepting or taking items from exhibitors or exhibitor booths unless at an event where employees are specifically allowed to accept or take items, such as wellness fair for employees or conference they attend as a participant;
 - t. Unauthorized absence from duty; excessive absence or tardiness; failure to provide timely notice of absence or tardiness; failure to follow call-in procedures;
 - u. Unsafe behavior; failure to follow established safety procedures;
 - v. Violation of ethics laws applicable to public employees, including restrictions on conflicts of interest, political activity and acceptance of gifts;
 - w. Violation of other Metro policies, department work rules, or management directives.
5. In evaluating the appropriate level of discipline, Metro will consider the severity of the conduct and any mitigating circumstances surrounding the conduct.

Responsibilities

Employees:

- Learn and comply with Metro policies, department work rules, and applicable laws and strive to fulfill the Metro values.
- Request clarification from your supervisor when conduct or performance expectations are unclear. If this does not resolve your concerns, contact your Department Director or the Human Resources Department.

Supervisors, Managers, and Directors:

- Ensure that employees have appropriate access to applicable policies and work rules.
- Provide clear instruction on work assignments and performance and conduct standards.
- Let employees know when they are failing to meet expectations and provide guidance as appropriate.
- Document positive and negative employee conduct.
- Consult with HR Labor and Employee Relations staff about potential disciplinary matters.

Human Resources and Office of Metro Attorney:

- Provide guidance to resolve questions about policies and conduct expectations.
- Investigate and resolve potential disciplinary matters.

References

- Disciplinary Actions for Non-represented Employees policy