



<b>Signed Date:</b> October 19, 2016	<b>Motion:</b> 149/16
<b>Amended Date:</b> November 16, 2016	<b>Date:</b> October 19, 2016
	<b>Motion:</b> 174 /16
	<b>Date:</b> November 16, 2016

<b>Title:</b> Employee and Volunteer Attitude and Conduct	<b>Policy No. 38</b>
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**Purpose:**

The Village of Bawlf desires that all services and programs shall be delivered according to high standards of personal and professional conduct so that customer and employee support service is of paramount importance.

**Principles/Guidelines:**

When representing the Village of Bawlf, employees and volunteers “are the Village of Bawlf” to the person with whom they are conducting business. Representatives, volunteers and employees of the Village are expected to conduct themselves in accordance with the following guidelines:

1. Treat its citizens, customers, suppliers, employees and visitors in a helpful, friendly and approachable manner.
2. Value the characteristics of being trustworthy, positive, knowledgeable, courteous, friendly, helpful, dependable and punctual in all workplace activities.
3. Share in building, enhancing and preserving the Village of Bawlf's image and reputation of integrity, credibility and honesty.
4. Maintain a level of personal and professional conduct that will not reflect negatively on themselves or the Village of Bawlf.
5. Do not act in any way that will diminish the credibility of any other employee, customer, supplier or other business contacts of the Village of Bawlf.
6. Treat all employees in a fair and respectful way in order to provide a positive work environment in which all employees can contribute to a productive and professional atmosphere.
7. Treat all supervisors with respect so that Village bylaws, policies, guidelines, procedures and directions are implemented with positive action in order to achieve the goals of the Village of Bawlf.

8. Treat all equipment and its use in a responsible manner and follow all rules appropriately.
9. Any receivables owed to the Village, which includes monthly utility billing, annual taxes and any other billing from the Village, must remain paid, current and in good standing at all times.
10. Employees whose conduct compromises the integrity of the Village of Bawlf will be subject to disciplinary action including the possibility of dismissal.

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Mayor

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CAO