Chapter 3. CITYWIDE WORK RULES & CODE OF CONDUCT

Section 3.01 Conduct as a City Employee

In accepting City employment, employees become representatives of the City and are responsible for assisting and serving the residents for whom they work. An employee's primary responsibility is to serve the residents of the City of Mankato. Employees should exhibit conduct that is ethical, professional, responsive, and of standards becoming of a City employee. To achieve this goal, employees must adhere to established policies, rules, and procedures and follow the instructions of their supervisors.

It is the policy of the City to observe the highest standards of ethics, honesty, and integrity. All employees are required to uphold these standards. Employees should strive to conduct all business dealings and relationships with integrity, honesty and respect for others. Always deal fairly and honestly with residents and others with whom we do business. The proper operation of City government requires that public employees be impartial. This requires that all government decisions be made through the proper channels. Consistent adherence to specific procedures and communication processes will strengthen the public's confidence in the integrity of their government.

Honesty is an important organizational attribute to our City. Therefore, any intentional misrepresentation of facts or falsification of records, including personnel records, medical records, leaves of absence documentation or the like, will not be tolerated. Further, dishonesty in City positions may preclude workers from effectively performing their essential job duties. As just one example, a police officer with a credibility issue under a Brady/Giglio designation very likely will be excluded from providing testimony for court cases thereby creating an employment strain where an employee cannot effectively perform the essential functions of the job. Any violations will result in corrective action, up to and including termination.

All employees are expected to uphold the City's mission and demonstrate the core values and public service philosophy as established by the City Council and employees of the City of Mankato in every aspect of their work. The following job requirements apply to all positions within the City of Mankato:

1. **Performance and Accountability**
   • Perform all assigned duties to the best of their abilities and in accordance with established performance standards.
   • Take ownership of their work, decisions, and professional development.
   • Follow through on commitments and complete work accurately and efficiently.
   • Seek opportunities to improve processes and services for greater public value.

2. **Customer Service and Public Interaction**
   • Render prompt, professional, and courteous service to residents, coworkers, and visitors.
   • Represent the City positively in all interactions, maintaining a helpful and respectful attitude.

• Provide accurate information and respond to inquiries with patience, empathy, and a service-oriented mindset.

3. **Compliance and Policy Adherence**
   • Read, understand, and comply with all City and departmental rules, regulations, and procedures.
   • Uphold the ethical and legal standards of public service, ensuring decisions and actions align with City policies and values. This includes both at and outside the workplace, including in-person communications, on social media, and otherwise.
   • Report any violations, unsafe conditions, or unethical behavior to a supervisor or appropriate authority.

4. **Professional Conduct and Integrity**
   • Conduct themselves both at and outside the workplace in a manner that reflects positively on the City and builds public trust.
   • Demonstrate honesty, fairness, and transparency in all professional relationships and responsibilities.
   • Maintain confidentiality of sensitive information as required by law and City policy.

5. **Teamwork and Collaboration**
   • Work cooperatively with colleagues, supervisors, and departments to achieve shared goals.
   • Communicate openly, respectfully, and constructively, fostering an inclusive and supportive work environment.
   • Contribute to team success by sharing ideas, offering assistance, and celebrating collective achievements.

6. **Respectful Workplace and Positive Attitude**
   • Treat all individuals with dignity, respect, and fairness, regardless of background or position.
   • Demonstrate a positive, solutions-focused attitude, even in challenging situations.
   • Support a culture of mutual respect, inclusivity, and appreciation for diverse perspectives.

7. **Safety and Responsibility**
   • Follow all safety procedures and use required personal protective equipment.
   • Report unsafe conditions, potential hazards, or incidents immediately to a supervisor.
   • Contribute to maintaining a safe, clean, and efficient work environment.

8. **Attendance and Reliability**
   • Maintain regular and reliable attendance in accordance with City policy.
   • Arrive on time, prepared to work, and meet deadlines or productivity goals set by supervisors.
   • Communicate promptly regarding absences or scheduling conflicts.
9. **Commitment to Continuous Improvement**
   • Engage in ongoing learning and professional development to enhance job performance.
   • Be receptive to feedback and use it constructively to improve skills and service delivery.
   • Embrace innovation and adapt to change in support of the City's evolving needs.

Personal Conduct

City employees are expected to maintain the highest level of personal conduct both on and off duty. As representatives of the City of Mankato, employees must demonstrate professionalism, honesty, integrity, and respect in all interactions. Public employees are under constant public scrutiny and care should be taken to ensure that personal or professional behavior does not damage public trust or reflect negatively on the City.

Employees should refrain from engaging in any of the following behaviors, whether in person, in writing, electronically, or through social media:

- **Being generally abrasive, argumentative, or uncooperative** with colleagues, supervisors, or members of the public.
- **Discrediting, undermining, or spreading rumors about a co-worker, supervisor, or City operation.**
- **Withholding information, resources, or assistance** that are vital to a co-worker's ability to perform their duties effectively.
- **Engaging in verbal, physical, or written behavior** that is derogatory, abusive, bullying, threatening, disrespectful, or harassing in nature.
- **Using profanity, discriminatory language, or offensive jokes** in the workplace or in any context connected to City employment.
- **Displaying insubordination or deliberate disregard** for supervisory direction or City policies.

- **Engaging in gossip, workplace drama, or personal conflicts** that disrupt operations or damage team morale.
- **Participating in or encouraging any form of discrimination, retaliation, or exclusionary behavior** toward others, including on social media.
- **Engaging in dishonest, fraudulent, or unethical behavior**, including falsifying records, misusing resources, or misrepresenting City interests.
- **Displaying conduct—on or off duty—that may reasonably be viewed as damaging to public confidence** in the integrity, fairness, or professionalism of the City or its employees.

Violation of this code may result in disciplinary action up to and including discharge.

Zero Tolerance for Violence

Violent and/or assaultive behavior or making or carrying out threats against other employees or the public are unacceptable in any form. Any employee engaged in such conduct shall be subject to disciplinary action up to and including discharge.