



CITY OF BEND

Respectful Workplace Conduct

Policy No. HR-0501

City Manager Administrative Policy

Bend Code Chapter 1.30.005 provides for 'City Manager Authority to Adopt Administrative Regulations, Policies and Guidelines.' All regulations, policies and guidelines adopted by the City Manager shall be consistent with the City of Bend Charter, the Bend Code, and Council ordinances.

The following policy conforms to the above stated standards.

Authorized by City Manager:

Signed by:

A handwritten signature in blue ink that reads "Eric King".

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Eric King, City Manager

Dated: 12/30/2025

Reviewed by Legal Counsel:

Signed by:

A handwritten signature in blue ink that reads "Ian Leitheiser".

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Ian Leitheiser, City Attorney

Dated: 12/30/2025

Policy No. HR-0501
Adopted: 12/30/2025
Owner: Human Resources

Revised:
Revision No.

I. Purpose

The City is committed to cultivating a respectful, inclusive, and high-performing workplace by clearly defining and upholding standards for conduct, performance, and attendance. While it is not possible to create an exhaustive list of either expected conduct or prohibited conduct, courtesy, respect, and common sense should always prevail.

II. Policy Statement

The City expects all employees and volunteers to conduct themselves in the public interest, as opposed to individual interest, regarding conduct, performance, and attendance standards.

Broad examples of appropriate and respectful workplace behavior include, but are not limited to:

1. Treating others with respect.
2. Working effectively with others and functioning as part of a team.
3. Being flexible to consider and accept changes in a positive manner.
4. Communicating effectively in a constructive manner.
5. Presenting a cooperative and professional image.

The expected and prohibited conduct outlined in this policy are not intended to be exhaustive lists. Employees should approach their workplace conduct with common sense, focused on courtesy, respect, and work performance.

III. Scope

This policy applies to all City employees while performing work, traveling for work, or participating in after-hours work activities or personal activities in which conduct may negatively impact the City or the employee's ability to effectively carry out the duties or responsibilities of their position.

Customers, vendors, elected officials, and volunteers are expected to adhere to the guidelines of this policy while engaged in City business.

IV. Definitions

Bullying: Repeated incidents or a pattern of behavior with the intent or effect of intimidating, offending, degrading, or humiliating others, or other forms of mistreatment.

Doxxing: Searching for and publishing or distributing private or identifying information about an individual, on the internet or through other means, typically with malicious intent.

Microaggressions: Verbal or behavioral slights and insults, often subtle and/or unintentional, that communicate derogatory or hostile messages to members of marginalized groups.

V. Policy Terms & Provisions

A. Fundamental Employee Conduct Expectations

1. Arrive to work on time, stay until the workday ends, and perform assigned or requested work. If unable to be at work on time, employees must contact their immediate supervisor promptly in accordance with department attendance guidelines or policies.
2. Act in accordance with all appropriate codes, laws, regulations, and policies, regardless of whether set by the City or outside regulatory bodies.
3. Act professionally and exhibit a high regard and respect for City customers, vendors, business associates, and co-workers. No breach of professional behavior (i.e. abusive language, harassment, for-profit business during work time, etc.) will be condoned or tolerated. This behavioral standard also applies to representing the City in any business or social capacity.
4. Maintain a respectful workplace culture, free from bullying (including microaggressions and doxxing), intimidation, and threats. Bullying may include repeated incidents or a pattern of behavior with the intent or effect of, intimidating, offending, degrading, or humiliating others, or other forms of mistreatment.
5. Maintain the confidentiality of organizational, customer, and employee information.
6. Act honestly in all actions as an employee including communications with other City employees and the public.
7. Dress consistently with the assigned job. Good individual judgment is the best guideline, but the City retains the right to decide what clothing is appropriate. Departments may implement clothing standards which may include a uniform requirement or a need for safety equipment to be worn that complies or exceeds all **applicable safety laws and regulations**. Employees should refer to department guidelines or policies for additional information.
8. Refrain from the use of personal products at work that have the sole purpose of producing a scent, such as perfume or cologne, to prevent adverse health consequences to others. Choose personal hygiene products that do not have a strong fragrance when in the workplace. Employees experiencing health consequences or discomfort due to another employee's use of scented products should discuss the situation with their supervisor.

9. Represent the City professionally in all interactions and public settings including performing duties efficiently to prioritize the public interest and good stewardship of public resources.
10. Always use reasonable judgment and seek supervisory advice in any doubtful or unclear situation.

B. Prohibited Conduct

1. Violation of any provision of ordinance, policy, procedures, or rules adopted by the City Council, City Manager, or Department Head, including the Employee Handbook.
2. Performing any unlawful act while on duty or while working, or performing any unlawful act while off duty or not working that reflects negatively on the City or on the employee's ability to effectively carry out the duties or responsibilities of their position.
3. Failure to adhere to applicable safety requirements.
4. Indulging in offensive conduct or any conduct prohibited by City or department policies while on duty or while working; while off duty or not working, indulging in offensive conduct or other conduct that reflects negatively on the City or on the employee's ability to effectively carry out the duties or responsibilities of their position.
5. The use of alcoholic beverages, illegal drugs, or the misuse of pain relief or prescription medications while on duty, being under the influence of intoxicants or illegal drugs while on the job during working hours, or being under the influence of prescription drugs that affect job performance.
6. Insubordination or failure to follow supervisory directions in situations where the directions are lawful and do not pose a risk of harm.
7. Performing duties in an inefficient manner or intentionally wasting time in the performance of duties, inattention to duty, and/or failure to be productive.
8. Inability or unwillingness to perform or intentionally failing to perform the duties and responsibilities of the assigned position.
9. Failure to remain qualified for the assigned position including attaining or maintaining required licenses and certifications.
10. Unauthorized use of, damage to, or negligence in, the care and handling of City property or equipment.

11. Absence without authorization or justification, misuse of City leave benefits, and/or repeated unexcused tardiness.
12. Untruthfulness, whether verbal or written, regarding any employment matter related to the employee's position or application for employment, including untruthfulness to others related to the assigned job, and/or falsification of City documents or records.

C. Conflict Resolution

1. The City seeks to resolve conduct and performance concerns in the most informal and positive manner possible. However, when someone does not conduct themselves in accordance with the intent of the work rules, the City will take action to correct the situation promptly and completely.
2. Violations of workplace rules may result in corrective action, up to and including termination.
3. Formal disciplinary procedures are determined based on the employee's representation:
 - a. Non-represented employees refer to **Employee Handbook**
 - b. Represented employees refer to applicable **collective bargaining agreement**

D. Department-Specific Rules, Policies, and Procedures

Department Heads may establish rules, policies, and procedures to regulate specific work activities and employee conduct. Department work rules may be more restrictive than City rules due to their specific operational requirements, but must not be incompatible with this Policy. The City Manager's Office, Human Resources Department, and Risk & Emergency Management Department have authority to review, approve, modify, and/or rescind any department work rules that are determined incompatible with this policy or other City standards.



Language Assistance Services & Accommodation Information for People with Disabilities

You can obtain this information in alternate formats such as Braille, electronic format, etc. Free language assistance services are also available. Please contact Human Resources at hr@bendoregon.gov or 541-388-5507. Relay Users Dial 7-1-1.



Servicios de asistencia lingüística e información sobre alojamiento para personas con discapacidad

Puede obtener esta información en formatos alternativos como Braille, formato electrónico, etc. También disponemos de servicios gratuitos de asistencia lingüística. Póngase en contacto con Human Resources en hr@bendoregon.gov o 541-388-5507. Los usuarios del servicio de retransmisión deben marcar el 7-1-1.