



## Employee Code of Conduct Policy

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### 1. Purpose

This policy establishes clear standards and expectations for employee conduct in alignment with our core values of respect, integrity, collaboration, honesty, and equity.

### 2. Applicability

This policy applies to all Buncombe County departments and employees unless there is a conflict with GS 153A-103 related to hiring, discharging, and supervising employees. Such exclusion is noted at the end of this policy. Otherwise, departments may adopt and enforce policies that are more restrictive than County Policy.

### 3. Policy

3.1. Buncombe County Government is committed to being a values-driven organization, where our core values are:

- Deeply integrated into every aspect of our culture and identity,
- Evident through each department's business operations and delivery of services, and
- Reinforced by each employee's commitment to, and accountability for, representing our core values as public service ambassadors to the community.

3.2. Employees are expected to adhere to all policies, regulations, and ordinances established by the County and to adhere to specific conduct standards and expectations as a condition of employment with the County. In situations where there is no policy, employees should look to the core values as a guide in resolving the matter at hand.

3.3. All employees are expected to demonstrate the County's core values through their performance and conduct. This expectation extends beyond the workplace and workday and includes off-site and off-duty conduct that impacts an employee's creditability as a representative of the County. The County's core values are as follows:

- **Respect** is treating others in a way that is mindful of their individual strengths, differences, and contributions.
- **Integrity** is to act with the highest standards of ethical conduct.

- **Collaboration** is building relationships and partnerships to achieve Buncombe County's goals.
  - **Honesty** is being truthful and sincere in all conduct, so others are confident in our words and actions.
  - **Equity** is creating a culture where we eliminate disparities and ensure just and fair inclusion where all can participate and prosper.
- 3.4. Employees are expected to adhere to the highest ethical and professional standards, and to conduct themselves in a manner that enhances the public's respect and trust for County government and its operations. Employment with the County entails a responsibility for every employee to be a public servant, which is not inherent to employment in the private sector. Each employee has a responsibility to earn and protect public respect, confidence, and trust in the County.
- 3.5. Employees are expected to uphold and contribute to a professional, service-oriented environment where each person is valued and contributes to a safe, supportive, and inclusive environment.
- 3.6. Employees are expected to demonstrate competence in their job, perform quality work, communicate effectively, demonstrate professionalism and accountability, and foster cooperative and courteous relationships with others.
- 3.7. Employees are expected to demonstrate reliable attendance, be to work on time, schedule leave according to leave policies. As a service agency, it is essential that our employees be available to serve the public during business hours (unless an employee is working a pre-approved flex schedule). In emergency cases, an employee must notify their supervisor as soon as possible if they are going to be late or absent from work.
- 3.8. Employees are expected to present themselves in a professional manner, meaning appropriate workplace attire and appearance, while conducting County business or serving as a representative of the County. Additional guidance is provided in the Code of Conduct Appendix.
- 3.9. Employees are responsible for managing matters affecting their employment and completing personnel-related activities timely and according to County policy.
- 3.10. Employee Responsibilities.  
All employees, regardless of position, have the following responsibilities:
- Read and comply with this policy.
  - Request guidance from their supervisor if they are unsure whether any of their behaviors or circumstances may violate the code of conduct policy.
- 3.11. Supervisors, managers, and administrators have the following responsibilities:
- Make employees aware of this policy.
  - Request assistance and/or interpretation from Human Resources regarding questions about the policy.
  - Lead by example. Exemplify the County's core values. Hold yourself to a higher standard and demonstrate accountability and humility.
  - Do not condone or ignore violations of this policy.
  - Consistently enforce this policy. Provide coaching and feedback to support compliance, and document and formally address noncompliance when appropriate.

**4. Policy Non-Compliance**

Employees willfully violating the terms and conditions of this policy may be subject to appropriate disciplinary action, up to and including dismissal.

**5. Audit**

All policies for Buncombe County may be subject to audit or review as outlined in the [Internal Auditor's Statement](#).

**6. Definitions****7. Approval and Revision History**

Policy Origination Date:	November 11, 2023
Requires Board Approval:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Board Approval Dates:	November 11, 2023
Policy Exclusions:	Sherrif's Office
Revision History:	October 13, 2023

**8. Background**

This is a controlled document for internal use only. Any documents appearing in paper form are not controlled and should be verified with the electronic file version prior to use. For support related to this policy and procedures, contact the Human Resources Department.