

# City of Richmond

## Administrative Manual

**SUBJECT:** Employee Office Procedures

**SECTION:** General Administration

**POLICY NUMBER:** AP 103

**INITIAL DATE PREPARED:** November 24, 1999 **LAST DATE REVISED:** November 24, 1999

### I. Purpose

To assure that all City of Richmond employees understand and observe established procedures of conduct during working hours at City office facilities.

### II. Policy

All employees of the City of Richmond shall perform their assigned responsibilities in an appropriate, business-like manner, and shall observe the basic standards of conduct and work behavior which are outlined below.

### III. Procedure

#### A. Office Hours

1. Office hours for the City of Richmond offices available to the public are from 8:30 am to 5:00 pm, Monday through Friday, unless otherwise posted.
2. City Offices will be closed for the following legal holidays:

January 1	New Years Day
3 <sup>rd</sup> Monday in January	Martin Luther King Day
3 <sup>rd</sup> Monday in February	Presidents Day
Last Monday in May	Memorial Day
July 4	Independence Day
1 <sup>st</sup> Monday in September	Labor Day
September 9	Admission Day
2 <sup>nd</sup> Monday in October	Columbus Day
November 11	Veterans Day
4 <sup>th</sup> Thursday & Friday in November	Thanksgiving
December 25	Christmas Day

When a holiday falls on Sunday, the Monday following shall be considered as a holiday. When a holiday falls on Saturday, the Friday preceding shall be

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considered as a holiday.

3. The City Manager and/or department director may require City offices and/or departments to be kept open at other than normal hours and days upon notice to respective offices and employees.
4. Arrangements shall be made with sufficient number of employees to keep certain City offices and operations open for public service, as required, on holidays.

### **B. Work Breaks**

1. A fifteen-minute paid work break is permitted at or about the midpoint of each half shift of four or more hours. These break periods cannot be combined to lengthen a lunch period, or be taken immediately at the beginning of the day nor just before the end of the day. Each department should attempt to schedule work break times within its own work demands. Sufficient personnel levels must be available to answer telephone calls and conduct other necessary City business.
2. Employees shall be assigned a one half hour or one hour unpaid meal break at the midpoint of each shift. Each department should attempt to schedule lunch break times within its own work demands. Sufficient personnel levels must be available to answer telephone calls and conduct other necessary City business.

### **C. Business Behavior and Office Environment**

1. Employees are expected to behave in a professional, business-like manner. The public and other employees should be treated fairly and with courtesy.
2. Employees should endeavor to keep all desk and work areas in the City of Richmond clean and uncluttered.

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3. Coffee and other non-alcoholic beverages may be consumed by City employees and visitors. Caution should be exercised in consuming beverages around computers and other electronic equipment.
4. Smoking is regulated in accordance with the laws of the State of California and the offices are, therefore, non-smoking offices.
5. Employees should use reasonable discretion and be conscientious in utilizing any fragrances (perfume, cologne) so as not to adversely affect other employees or the public.
6. Personal conversations among City employees which may interfere with the conduct of City business, or may affect the efficiency of City workers shall be avoided in order to maintain an efficient, business-like work atmosphere.

### **D. Business Attire**

1. Discretion in style of dress is essential to the efficient operation of City business. Employees are, therefore, required to dress for work in appropriate attire.
2. Employees required to wear uniforms are expected to wear them properly and in their entirety.

### **E. Telephone Use**

1. Business telephone calls shall be limited in terms of length to the time necessary to accomplish the task in order to accommodate the large telephone demand.
2. All information received or stored on City telephone voice mail is the property of the City of Richmond. Employees should not have any expectation of privacy when using telephone voice mail.

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3. Personal use of telephones shall be limited to emergency situations on an infrequent basis. Any personal calls outside the local area must be charged to the employees own home phone or credit card.

### **F. Computer Use**

1. Business computer use shall be limited in terms of length to the time necessary to accomplish the task in order to accommodate computer use demand.
2. All information received, delivered or stored on City computers, including e-mail, is the property of the City of Richmond. Employees should not have any expectation of privacy when using City computers or e-mail.
3. Internet access on City computers should only be for work related purposes.
4. Personal use of computers may be granted by department directors for use on non-City time, subject to the availability of the computer.