

## Procedures for General Employee Work Practices

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Reference: Administrative Policy D-0303 – General Employee Work Practices

Merit Rule Chapter 15, Employee Responsibilities; Section 15.1,  
Attendance  
Merit Rule Chapter 12, Employee Conduct

Revised: March 2004

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### **Procedures:**

- A. Each employee is expected to keep the following principles of operation in a constant state of use, challenge and renewal for the good of the citizens that the Department serves:
  1. DNREC employees shall be committed and empowered to provide the citizens of Delaware with the highest level of service possible.
  2. Employees at all levels shall carry out their responsibilities in the utmost professional manner, and with respect for their customers and coworkers.
  3. Services to Delaware citizens shall be provided in a timely fashion.
  4. DNREC employees shall strive to understand and consider all points of view when making decisions which affect the public.
  5. DNREC employees shall strive to increase cooperation at all levels; with customers, within and between divisions, with local, county and federal governments, and other state agencies.
  6. DNREC employees shall operate in a manner which provides reasonable and cost-efficient solutions to environmental challenges.
- B. Each employee is expected to obey and comply with all City, State, and Federal ordinances, laws, and statutes, as well as all written and verbal Department policies, procedures, and work rules.
- C. Each employee is expected to be at his or her assigned work area ready to begin work at the beginning of his/her workday.
- D. Except for authorized breaks, reasonable absences required to attend to personal needs, or absences for business purposes, each employee is expected to remain at the assigned work area performing his or her assigned duties.
- E. Each employee is expected to perform assigned duties and to report to his or her supervisor any conditions or circumstances, including any inadequacies in the instructions or the procedures specified for their work assignment, which will prevent or inhibit the employee from the effective performance of their duties.

- F. Each employee is required to adhere strictly to safety rules, including the use of safety equipment when specified, and to report unsafe conditions or practices to his/her supervisor immediately.
- G. Each employee is expected to exercise reasonable care and caution in the operation of any Department equipment or property so as not to cause excessive deterioration or unnecessary damage.
- H. Employees are not prohibited from making or receiving personal telephone calls while at work, however, such calls are expected to be kept at a minimum and to remain as short as possible. Employees will be required to reimburse the Department for a personal toll call.
- I. Employees shall ensure that phones, particularly ones likely to be used by the public, be covered at all times during working hours. It shall be the responsibility of each employee to assure that his/her working station is covered before he/she leaves for lunch or for other absences.
- J. Employees shall make every effort to control energy costs of the facility by turning off all lights, computers, typewriters, calculators, etc., when leaving the office during the day and before leaving at the end of the work day. It is the responsibility of each employee to secure his/her work area.
- K. Employees shall use the Department logo only on official Department documents, equipment, and motor vehicles, not for their personal use.
- L. Employees are expected to comply with these general work practices. Repeated violation may result in appropriate disciplinary action in accordance with the Merit Rules or union contract provisions. Disciplinary action shall depend upon the severity of the incident.