



Cochise County Board of Supervisors

Public Programs...Personal Service
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Policy Title: Organizational Expectations and Standards of Conduct

Policy Number: 2200

Effective: July 1, 2022

Supersedes: February 1, 2017

Last Reviewed/Updated:

Scope/Coverage: All County employees

Policy Contact: Director of Human Resources

I. Vision Statement

Cochise County fosters diverse, vibrant and safe communities, planning for the future while honoring our legendary cultural heritage.

II. Mission Statement

Cochise County provides regional leadership and effective, high-quality services with personal and professional integrity.

III. Statement of Public Accountability

Public accountability embodies the concept that public agencies and all public employees and officers are held to a higher level of responsibility under the public trust that demands effective and efficient use of public funds to serve the public interest. This means that public funds should always be expended (for personnel, equipment, services and supplies) in the best public interest and not for individual or private gain.

IV. Accountability for Anti-Fraud Workplace

It is expected and it is the responsibility of every County employee to hold their co-workers accountable. If there is a concern about the potential for fraud, waste, abuse, or any conduct in violation of expectations put forth in this policy, an employee shall report their suspicions to their immediate supervisor, the department director, the Human Resources Director, to the County Administrator, or anonymously through any means provided by the County. For purposes of reporting suspected ethics concerns, the chain of command will not be enforced.

V. Code of Ethics for All County Employees

The Cochise County Board of Supervisors has adopted a Code of Ethics applicable to all County employees. The Code of Ethics represents the County's agreed-upon expectations of conduct and provides an over-arching framework for the core values of the organization.



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Code of Ethics

- Enhance the reputation of Cochise County and its employees through superior public service.
- Treat all citizens and fellow employees with courtesy, fairness, and respect.
- Provide efficient service to the public while giving a full day's work for a full day's pay.
- Avoid real/potential conflicts between private and public responsibility. The public interest must be our principal concern.
- Keep your supervisor informed of any activity that may be perceived as a conflict of interest.
- Refuse any gift or favor which may reasonably be interpreted to be offered to influence a county decision, lead to favoritism, or the appearance of favoritism. Arizona law prohibits County employees and members of boards, committees, and commissions from receiving anything of value or any compensation, other than their normal salary, for any service rendered in connection with that person's duties with Cochise County. (A.R.S. § 38-505)

VI. Improper Conduct

Unclassified employees, although not covered under the County's Merit System, are also subject to the same reasons for disciplinary actions outlined in Merit Rule 7.1, Reasons for Disciplinary Action. The following acts shall also be considered unsatisfactory conduct by any employee.

- A. Failure to perform the duties of the position because of inadequate knowledge, skills, or abilities.
- B. Absence without supervisory approval or habitual tardiness.
- C. Insubordination, refusal, or failure to comply with the proper orders of an authorized supervisor or refusal to do work assigned by the authorized supervisor.
- D. Abusive or improper treatment of a citizen, co-worker, or supervisor.
- E. Theft, willful destruction, or willful neglect resulting in damage to or loss of County property.
- F. Disregard for safety policies, procedures, reporting requirements, or proper use of safety gear, clothing, or equipment.
- G. The use of County property outside of existing policies.
- H. Use of the employee's official position or authority for personal profit or advantage.



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- I. Possession or use of alcohol or illegal drugs while at work.
- J. Being under the influence, of alcohol, illegal drugs, non-prescribed drugs.
- K. The employee is careless or negligent with money or property of the County.
- L. Conduct unbecoming of a public employee.
- M. Willful violation of the provisions of law or the County ordinances, County rules, County policies, or County procedures while in the performance of duty.
- N. Fraud or falsification of any County record or document, including the employee's job application or timesheet.
- O. Dishonest, misleading, or deceptive conduct.
- P. Willfully causing or working unauthorized overtime.
- Q. Unprofessional appearance.
- R. Horseplay or violation of safety rules.
- S. Any other offense against a public interest.

VII. Customer Service Culture & Expectations

Customer service is the day-to-day treatment of everyone who needs services or assistance in the work environment: co-workers and the public alike. The attitude, knowledge, treatment of others and ability and willingness to provide a solution is the essence of customer service.

Excellent customer service is a primary and fundamental component of each employee's job and performance measurement systems will include an assessment of this critical function.

VIII. Confidentiality

A. Disclosure of County Information

Cochise County information should only be disclosed in accordance with the following:

1. all documents, statements, registrations, reports, agreements, and contracts obtained in the regular course of County duties and responsibilities must be maintained in accordance with Federal, State, and County record retention requirements.



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2. Subject to Arizona Public Records Law, A.R.S. §§ 39-121, *et seq.*, all documents, statements, registrations, reports, agreements, and contracts that are not deemed to be excepted under the public records law must be made available in a timely manner, for public inspection and copying during regular business hours, subject to reasonably established fees.

B. Non-Disclosure of Confidential Information

No current or former employee may:

1. use or disclose confidential information for personal gain, benefit, or convenience.
2. engage in any business or professional activity that could reasonably require or induce any employee to disclose confidential or non-public information.
3. disclose confidential or non-public information to any person not entitled or authorized to receive the information by ordinance or law; intentionally conceal a record that is required by law to be released.

IX. Annual Acknowledgement

Employees shall annually affirm their knowledge of the requirements of this policy, including expectations and the importance of an anti-fraud workplace.