

CUSTOMER SERVICE STANDARDS

- ◆ Demonstrate the highest standards of personal integrity and honesty in carrying out your duties.
- ◆ Accept personal responsibility for your actions and accountability for the successful completion of the duties that you are expected to perform.
- ◆ Perform your duties conscientiously, diligently, and promptly.
- ◆ Faithfully comply with all applicable rules, laws, and regulations and impartially apply them to everyone.
- ◆ Treat all individuals encountered in the performance of your duties in a respectful, courteous, and professional manner.
- ◆ Avoid situations that could be interpreted as a special favor or conflict of interest, where you gain something personally in return for influencing the outcome of your duties.
- ◆ Protect and enhance the integrity of the Department by maintaining a positive image and avoiding outside interests that are not compatible with the objective performance of your duties.
- ◆ Act responsibly with confidential information received in the performance of your duties.
- ◆ Uphold these principles being ever conscious that public service is a public trust.



Planning and Public Works Department