

## **OPP 4.1 – GENERAL WORKPLACE STANDARDS OF CONDUCT**

**PURPOSE:** The general guidelines in this policy provide the baseline or foundation for general work standards and conduct for employees of Round Rock Christian Church. The guidelines promote an environment where employees treat each other and the public with professionalism, dignity, and respect. Workplace policies provide detailed information and procedures necessary for policy implementation and to address violations of professional conduct.

### **POLICY**

Round Rock Christian Church expects employees to conduct themselves professionally at all times on the job, and to act in ways that bring credit to themselves, the church, and the public it serves.

The guidelines and policies in this document are not exhaustive. Good judgment and consultation with your supervisor or manager should be used to interpret any problematic behavior not specifically mentioned by this documentation.

Any on-the-job conduct which is outside the scope of professional behavior, common courtesy, and excellent customer service, and any conduct which breaks any church policy or local, state or federal law violates this policy.

### **GENERAL GUIDELINES**

Inasmuch as the church is a corporation, high standards of excellence and behavior shall be expected of church staff at home and at work. Work performance and personal behavior shall honor God at all times, inasmuch as harmonious, interpersonal relationships are vital in conducting the church's business, each staff member shall strive to the utmost to keep and maintain harmony.

***Maintain professional conduct.*** Professional behavior entails accurate, responsible, courteous, and helpful responses to church members, coworkers, and the public. Excellent customer service means quick, comprehensive, highly informative and knowledgeable response; it may require an employee to be very communicative and/or to go out of the way to provide what is needed. Always demonstrate professional behavior and excellent customer service to both members of the church and the public.

Violent behavior, abusive language, rudeness, insubordination, sexual harassment or any form of discrimination or disrupting others are expressly prohibited, and are considered grounds for disciplinary action, up to and including termination.

***Maintain a professional appearance.*** While working for or representing the church, attire shall be proper, neat and clean. Impeccable personal hygiene shall be required. The Minister shall have the final word as to the appropriateness of dress and personal hygiene. Staff shall dress in a manner that is appropriate for each occasion in which they are participating with due consideration for the respect of others.

***Attendance.*** Observe established work hours. Observe all leave and church work hour policies and procedures. Promptly notify your supervisor if you are (or expect to be) late or absent; notify your supervisor no later than thirty (30) minutes from the time you are due at work. Avoid frequent lateness, leaving work without permission, or unexcused absence. Three days of absence without notification to your supervisor is considered abandonment of the position, which are grounds for termination. Limit lunch hours to one hour and breaks to fifteen (15) minutes (breaks must be approved by the supervisor)--one break in the morning and one in the afternoon.

***Background Checks.*** Program Personnel selected to serve in programs that serve children shall be subject to the church's personnel policies, including, but not limited to, criminal record checks.

***Drugs, alcohol and pornographic materials.*** Having or allowing any of these items on the premises is considered grounds for disciplinary action, up to and including immediate termination of employment.

***Use of Church Property for Personal Business.*** Personal phone calls on church equipment are to be kept to a minimum. It is recognized that incidental use may be required on occasion to handle emergencies, make medical appointments or communicate important information to family or other persons. If an emergency requires you to charge a long distance phone call to the church, you are required to immediately notify your supervisor and reimburse the church.

***Prohibition on Firearms.*** It is strictly prohibited for Round Rock Christian Church employees to carry concealed or unconcealed firearms whether permitted by the State of Texas or not or other deadly weapons while performing official church business in the field or in the office. Any employee found to be in violation of this policy is subject to disciplinary action, up to and including immediate termination of employment.

***Be Careful with Gifts and Loans.*** Restrict a gift between a supervisor or manager and employee within the same supervisory chain to a nominal value. In addition, do not attempt to coerce or influence a subordinate, peer, supervisor or other manager to provide, co-sign or endorse any promissory note, loan or any other legal document.

***Record and Report Information Accurately.*** Record all information accurately and honestly, for example: travel vouchers, weekly time sheets, mileage records. Dishonest reporting of information to organizations and people outside of the church, or tampering with or alteration of church records is strictly prohibited. It is important to keep your personnel records current to avoid problems concerning taxes, benefits, and other important matters. Be sure to notify the church of changes to dependents, insurance beneficiaries, or other related matters.

## **WHERE TO REFER QUESTIONS**

Questions regarding professional guidelines and general workplace policies should be addressed to the Personnel Team.

**AUTHORITY:**

*Section III and Section XI of the Bylaws of Round Rock Christian Church. The Guiding Board determines the policy boundaries of the church and its employees as representatives of the congregation.*

**EFFECTIVE DATE**

September 13, 2007

**LAST REVISION DATE**

May 20, 2019