



Waukesha County Policies for Interns, Co-ops, Temporary and Seasonal Employees

County Equal Employment Opportunity Statement

Waukesha County is committed to equal opportunity and nondiscrimination in employment, and to actively implement all Federal, State and County Equal Employment Opportunity laws, policies, plans, rules, regulations and ordinances. The County recognizes and accepts its important leadership role in providing for equal employment/service opportunities. It is the express policy of Waukesha County to promote equal employment opportunity among all who are employed by Waukesha County and who seek employment with Waukesha County.

County Diversity Statement

Waukesha County is committed to building a diverse staff through employment and promotion to ensure a high-achieving workforce by reflecting human diversity, recognizing and developing the talents of each individual, and improving opportunities for protected groups. Waukesha County embraces and celebrates human diversity, including innovative views and ideas, and provides an inclusive and flexible work environment that values differences, treats applicants and employees with respect and dignity, and motivates employees to do their best. Providing County citizens with a diverse workforce, reflective of the County's composition, will enhance the vision and mission of the County.

Standards of Service Excellence

Waukesha County's mission is to promote the health, safety, and quality of life of citizens while fostering an economically vibrant community. We are committed to delivering effective, high quality programs in a courteous and fiscally prudent manner. To aid us in our overall mission, Waukesha County has identified and outlined standards of service excellence. Standards of Service Excellence are reflected throughout our operations, strategic plans, and overall approach to the delivery of services.

Harassment in the Workplace Policy

Policy: Waukesha County is dedicated to providing a workplace that is free of harassment or discrimination on the basis of sex, race, age, national origin, sexual preference, religion, disability, marital status, and arrest/conviction record. Moreover, we are committed to providing a respectful workplace.

Key Points:

- A Respectful Workplace demonstrates sensitivity and respect toward all people. We value diversity which may include:
 - Gender
 - Age
 - Culture
 - Religion
 - Values & beliefs
 - Physical attributes or challenges
 - Sexual preference
 - Health or disability
- Sexual Harassment is conduct of a sexual nature:
 - When the conduct is a term or condition of employment (getting or keeping a job)
 - Submission or rejection is used for employment decisions (pay, performance evaluation, promotions, working conditions, etc.)
 - Such conduct creates a “hostile work environment” which adversely affects the employee’s performance or causes them fear or stress due to an intimidating or offensive working environment. Employees should always report behaviors or situations that are causing them to be afraid or anxious to come to work (a negative or stressful atmosphere which is interfering with the person’s work)
- Examples of sexual harassment
 - Sexual gestures
 - Unnecessary touching
 - Staring, whistles, sexual names, or street language
 - Explicit sexual conversations or jokes
 - Pressure to date; asking about social or sexual life
 - Display of sexually offensive materials
 - Offensive emails or social media postings
 - Granting or withholding employment or job-related benefits
- Employee Responsibility to stop harassment or discrimination
 - Tell the person you don’t like their behavior...ask them to stop
 - Speak to your supervisor, any management staff, or professional staff in Human Resources
 - Cooperate with an investigation
 - Ensure confidentiality
- How this policy applies to you:
 - Workplace behavior standards differ from casual, social standards.
 - Workplace dating; be prudent & respectful.
 - Be careful with jokes & teasing.
 - This policy covers ALL kinds of harassment and discrimination, not just sexual.
 - The issue is workplace RESPECT

Zero Tolerance Workplace Violence Policy

Policy: Waukesha County is committed to providing a safe work environment for employees. Safety includes both physical and psychological safety, therefore the actual use of violence or the threat of violence is prohibited. Safety in the workplace pertains to, not only employees and co-workers, but also customers, clients, and the general public.

Key Points:

- What is Workplace Violence? Any act of written, verbal, or physical aggression that occurs in the workplace intended to physically harm an individual or instill fear of harm. It also involves the intentional destruction or abuse of property.
- Weapons are
 - any type of firearm, whether or not a permit is obtained
 - electric weapon, billy club, switchblades, knives (excluding eating utensils), jack knives with a blade longer than two inches,
 - metal knuckles,
 - explosives
 - any item that may be considered dangerous by security personnel
- Reporting Procedures
 - **Non-emergency number: 9-446-5070** (summons a Deputy Sheriff)
 - Notify your supervisor.
 - Know the specific security procedures for your office or department.
 - **Emergency – 911**
 - Call Sheriff's Dept. 9-446-5070 or 911; Provide clear information
 - Activate panic alarms by reception desk.
 - Notify your supervisor.
 - Keep a safe distance; leave the area, if possible.
 - Do not attempt to subdue the person.
- Restraining orders
 - If you are seeking or have obtained a restraining order against an abusive person, you should notify your supervisor and Human Resources so that we can ensure your safety and that of your co-workers. *You must notify Human Resources if your restraining order lists the workplace.*
- How this Policy Affects You
 - Do not "joke around" with violent phrases, suggestions, or pranks.
 - Do not send threatening emails or messages, even if you "didn't mean anything by it."
 - Report any vandalism or theft timely.
 - Report suspicious behavior in customers, clients, or co-workers.
 - Know the safety and security procedures in your office
 - Ensure the Emergency phone sticker is visible on your phone.

Alcohol & Drug Policy

Policy: Illegal or unauthorized possession, distribution, or selling of alcohol, prescription drugs or other drugs during work hours is absolutely prohibited. If illegal or unauthorized drugs or alcohol is detected in an employee's system, they are subject to discipline. Use of prescription drugs must not pose a threat to the employee, the public, or co-workers.

Key Points:

- Pre-employment testing
 - For certain positions
 - If candidate refuses – disqualified
 - If 1st test is positive further testing required
 - If further testing is positive, the candidate may be disqualified from further consideration
 - Test results considered confidential information
 - Similar for promotions, demotions & transfers
- Reasonable Suspicion
 - Is applicable to ALL employees
 - Supervisor may require an alcohol or drug test if specific, observable behavior would cause a reasonable person to question employee drug or alcohol use
- Work Related Incident/ Accident
 - Drug / alcohol testing if personal injury beyond simple first aide, or substantial property damage
 - Or where there is questionable cause or accident isn't reasonably explained
- Positive Test Results
 - Employee will be subject to discipline UP TO AND INCLUDING DISCHARGE
 - Employee Assistance Program referral
- Commercial Driver's License (CDL) Testing
 - Dept. of Transportation mandates a random, annual testing of employees with CDL's
- How this Policy Applies to You
 - Do not come to work under the influence of these substances.
 - Do not use, sell, or buy these substances while on the job.
 - Be prudent with the use of prescription or over-the-counter drugs which may affect your safe performance of the job

Information Technology Use Policy

Policy: The County provides technology and other tools and resources for the business purposes. Use these resources consistent with your position and work responsibilities. Employees are expected to follow all safety and security procedures to maintain confidentiality, integrity and the availability of information.

Key Points:

- Information Technology Resources
 - Telephone, voice mail, printers, fax machines, copy machines
 - Pagers, PDA's, plotters, scanners, mobile data units, radios, digital cameras
 - Computers, laptops, email, internet access, software applications
 - Electronic data and databases, and the various networks
- Unacceptable Use
 - Unauthorized Use
 - Preventing the disclosure of your identity
 - Illegal purposes or reproduction of copyrighted materials
 - Abusive, obscene, profane, or harassing material
 - Transmittal of confidential material
 - Allowing non-authorized people access
 - Disruption of the network and its services
 - Using someone else's identity
 - Disabling or damaging passwords or other security measures
- Work Product
 - All work materials developed, prepared, composed, sent, or received using County IT equipment is the property of the County.
 - *All electronic documents, including e-mail, may be a public record.*
 - Don't count on privacy.
 - The County has the right to inspect, intercept, monitor or audit your use of IT equipment.
 - Password Use – Employees should maintain their passwords.
 - Do not share password, nor keep them posted in easily accessible locations.
- Email Use – Our email is “non-secure”
 - Do not send or receive “sensitive” or questionable email or info
 - Email is subject to records retention and security guidelines
 - Do not open unusual or suspicious email or attachments
 - Never provide banking or personal info
 - Be aware of HIPAA and secure private info rules, if they apply to you
- Report
 - Unauthorized release of information; unauthorized receipt of confidential information
 - Receipt of illegal or sexually explicit, hate-group email, etc.
 - Receipt of mail that triggers your anti-virus systems, or any suspected malicious code
 - Any person who asks for your password
 - Unauthorized access to our systems
 - Theft or removal of media, data, etc.
 - Inappropriate use of IT resources

Information Technology Use Policy (continued)

- Internet Use
 - Do not use internet in illegal or inappropriate ways
 - Do not visit inappropriate sites
 - Do not use streaming media, unless for training purposes
 - Exterior instant messaging is not allowed
 - Do not purchase any items from the internet unless authorized to do so
 - You accept all risk when reporting personal medical, financial information
 - Do not download programs or plug-ins
- Employee Responsibility
 - Password protection/maintenance
 - Proper logout & powering – off
 - Proper data storage
 - Using only County-issued software & hardware
- Copy & Fax Use:
 - Business use only, with limited personal use.
 - See supervisor for specific department guidelines.
- Pagers, Scanners, Smartphones
 - Use only with department permission. Follow all guidelines for use.
- Unauthorized Software
 - Do not download unauthorized software, games, or your personal software.
 - Do not pirate County software for personal use.
- IT conducts software audits. Departments must work with IT to validate need for, and purchase of, software

Telephone Use Policy

Policy: The telephone, similar to all equipment, is to be used for business purposes. Limited personal use is acceptable, but subject to supervisory approval. This policy also applies to PDAs, cell phones, and other mobile communication devices the County provides. Phone messaging should be professional and is subject to monitoring.

Key Points:

- Privacy – the County has the right to monitor use
- Inappropriate Use
 - Commercial ventures, personal gain, religious or political purposes, non-job-related solicitations
 - Inappropriate communication
 - Violation of FCC regulations
- Personal Use of Phone
 - Limited basis; not to be used for extended casual, personal conversation.
 - Subject to monitoring.
- Long Distance Calls
 - Personal long-distance calls cannot appear on the County phone bill.
 - Use a calling card, 1-800, operator assisted, etc., or your personal mobile phone.
- Excessive or inappropriate personal use of phones may result in discipline.

Social Media Use Policy

Policy: Employees who have access to social media in the workplace using IT resources are responsible for ensuring that their use, including their interactions with others, is consistent with the core values of the County. Those County employees using social media for personal use should be mindful that their actions may still reflect upon the County. County employees' use of social media, whether personal use or county business use, must not have a negative impact on the integrity, reputation, or operations of the County.

Key Points:

Use of County Social Media Sites for County Business

- County Social Media Sites are designed for the County's business purposes. Social Media includes: websites, forums, blogs, electronic pages, and other media location which are designed to foster the County's mission and overall business objectives and to serve as a communication resource between the County or its departments and those served by the County. Examples of Social Media sites include: Facebook, Twitter, YouTube, Flickr, LinkedIn, etc.
- Employees must be granted approval to create Social Media sites and post information for County business purposes. Departments may establish specific rules regarding their Social Media sites subject to the approval of the Social Media Advisory Group.
- When posting County information on County Social Media sites.
- Employees must NOT conduct official County business through Personal Social Media Sites. Any and all County business Social Media Content and posts must be conducted through County Social Media Sites.
- The County expects that all participants on County Social Media Sites will display respect and civility when posting comments or information. The County reserves the right to edit or remove any content that violate this or any other County policy or law. (See pg. 5 of the Social Media Policy for specific examples.)

Personal Use of Social Media

- Occasional and non-excessive use of County Technology for personal use to access social media sites is permitted if it does NOT interfere with job performance or other County IT policy guidelines.
- When using Personal Social Media Sites, employee must not state or imply that they are acting on behalf of, or speaking for, the County.
- Whenever a County employee identifies themselves or can be identified as a County employee, the employee should make it clear that they are speaking for themselves and not on behalf of the County. It is recommended a disclaimer such as this be posted: "The posting on this site are my own and do not represent my employer's positions, strategies, opinions, or views."
- The County reserves the right to monitor a County employee's use of County IT resources to access and use Social Media Sites. Employees should have no expectation of privacy when information is posted on County Social Media Sites, *or when County employees use County Technology to access Personal Social Media Sites.*
- Employees must not use their County assigned email address, ID or passwords in conjunction with their use of Personal Social Media Sites.
- A County employee is personally responsible for his/her Personal Use of Social Media. County employees may be subject to liability if their posts are defamatory harassing, or in violation of other applicable policies and laws.

Social Media Use Policy (continued)
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Guideline for Appropriate Use of Personal or County Social Media Sites:

- Seek approval to create or post information on any County Social Media Site.
- Be accurate. What you post may be considered a public record. It is also a reflection on the County.
- Identify yourself by name and title
- Abide by the County core values.
- Keep information and postings current!
- Know the rules of the social media site you are using.

Prohibited Actions

- Speaking on behalf of the County, unless authorized to do so.
- Making comments that are discriminatory, harassing, threatening, defamatory or in any way inappropriate.
- Displaying sexually explicit or other inappropriate images, cartoons, jokes, etc.
- Posting of photos, names, logos, documents, social security or phone numbers or any confidential information regarding employees, clients, vendors or suppliers, without their prior approval.
- Violation of this policy may result in disciplinary action, up to and including termination.

Ethics Code

Policy: The purpose of the Ethics Code is to establish guidelines for ethical standards of conduct intended to assist County employees, elected officials, and appointed members of boards, committees, commissions, and panels to avoid conflicts of interest between their official County responsibilities and their personal and economic interests outside of the County. Employees, elected officials, and appointed officials' conduct should be above reproach so as to foster respect for all government.

Key Points:

- Applies to all County employees, elected officials, and appointed board/committee/commission members and panels.
 - Economic and Personal Interest (You cannot use your position, knowledge, or authority for personal gain or gain for friends and family.)
 - Gifts (Cannot accept anything over \$35.00 value)
 - Political Contributions (Cannot contribute directly to County Elected Officials' campaigns; you can have a family member do so for you.)
 - Issuing County contracts or permits (Do not issue yourself any permits or official documents.)
 - Allowing non-authorized people access (to facilities, equipment, security systems, files, etc.)
 - Conducting Private Business on County Time
 - Use of Public Property (Do not use county equipment or assets for personal use.)
 - Incompatible Employment
 - Confidential Information (Do not mishandle or breach confidential material.)
 - Influence Peddling (Do not try to manipulate or persuade or coerce someone with your position.)
 - Personal Services (Do not have other employees do work or personal services for you on county time or with county equipment, assets, etc.)

Ethics Code (continued)

- How the Ethics Code Affects You
 - If you have a question about doing anything related to this Code, speak with your supervisor for clarification.
 - Obtain written permission or clarification if necessary.
 - Remember, that as government employees our actions can be scrutinized more closely than other occupations.

Controlled Access Policy

Policy: As a deterrent to acts of violence and to ensure the continued safety of all employees and the public, the County has established a Controlled Access Screening Program. Various facilities will have different security and screening procedures. It is the employee's responsibility to know and follow the procedures for their, and all County facilities that they enter.

Key Points:

Employees must:

- Enter buildings at entrances and follow security measures as determined for their facility.
- Submit to security screening measures if the Sheriff deems appropriate;
- Not bring firearms, knives, or any other prohibited weapons or contraband into the building;
- Not loan out their card to other persons;
- Not permit access by anyone, when utilizing card access, who does not share the same privilege (note: employees are not expected to act as security personnel if another person enters despite verbal direction not to do so);
- Report incidents of unauthorized access to the Sheriff's Department immediately;
- Not utilize emergency exits unless there is an emergency or fire drill;
- Not provide building access to others through emergency exits;
- Not block open any secured door;
- Return their ID access card to their supervisor when requested to do so.
- Report lost or stolen cards, receive a new card from facilities
- Abide by the level of security that is indicated on their card access (level 1 or level 2)

Emergency Notification Guidelines

Policy: Responsibility for affecting emergency closing or evacuation procedures is shared by the County Executive, the Sheriff's Department, and the Department of Emergency Preparedness. All employees are expected to comply with these guidelines. Emergency personnel or employees who are considered necessary for the proper functioning of County operations are expected to remain in the facilities and continue their duties. They will be compensated according to County policy.

Emergency Notification Guidelines (continued)
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Key Points:

- As conditions warrant, the County Executive will declare that an emergency exists.
- If an emergency is declared, the County Executive will determine whether employees will be dismissed from work early, and whether tardiness will be excused.
- The County Executive will determine which (if any) facilities, shifts, or operations are affected by the declaration, and the duration of the closing.
- Employees are expected to stay informed of weather conditions and tune into local radio & TV stations which will be notified to broadcast closing information.
- County emergency notification line: 262-896-6830.
- Report to work on time unless otherwise notified.

Vehicle Use Policy

Policy: The purpose of this policy is to ensure that acceptable standards of proficiency, safety and accountability for taxpayer funded equipment and operations are maintained by each employee and elected official who operates a motor vehicle for County business.

Key Points:Vehicle Use Rules:

- Employees must sign a vehicle Use Agreement form.
- Operators must have a valid drivers' license...notify supervisor if license is revoked, suspended, or expired.
- No travel by motorcycle or moped.
- All fines, etc. imposed on the driver while driving on County business will be the responsibility of the driver, unless it resulted from a condition of the County-owned vehicle.
- Driver must adhere to all state and county rules regarding alcohol and driving, seat belt use, adherence to speed limits, etc.
- If transporting a child for County business, comply with all child safety requirements.
- Transport only individuals who are *authorized* to be in your vehicle or a County-owned vehicle while performing County business.
- Do not leave vehicle running while unattended.
- Manage driving distractions; follow good driving practices.
- No weapons or threat of violence while on County time or business, or while in County vehicles.

County Vehicles:

- Drivers must be 18 years old to drive on a regular basis; for take-home County vehicles, driver must have an acceptable motor vehicle driver record.
- Operate vehicles only as authorized by their supervisor within the scope of their employment.
- Report to supervisor any driving infractions you incur, both on and off the job, throughout the year.
- Remove keys and lock doors when vehicle is not in use.
- No smoking in County-owned vehicles.

Vehicle Use Policy (continued)

County Vehicles: (continued)

- Transport cargo safely – do not use County vehicles for personal use (towing, cargo transport, etc.)
- Do not carry passengers who are not County employees, unless the passenger is directly associated with County business.
- Conduct a “pre-trip” inspection of vehicle for safety purposes; report any equipment concerns or failures to supervisor. Do not use vehicle if safety is compromised.
- Do not modify County-owned vehicles or install any equipment or enhancements.

Personal Vehicles:

- Use of personal vehicles on County business must be approved by the employee’s supervisor.
- Employee must maintain their own car insurance.
- Employee may claim mileage expense but all maintenance, operating and other expenses are his / her responsibility.

Accident Reporting:

- Report accidents when driving on County business.
- Employee’s auto insurance is considered “primary” in any accident that the employee is involved. The County’s insurance is “secondary” and will cover damage and liability in excess of the limits of the employee’s coverage.

Professional Office Appearance Guidelines
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Waukesha County has established these Office Appearance Guidelines to assist employees in making appropriate choices regarding clothing, accessories, and general appearance. Our work is not one-size-fits-all, and we do not have to look that way either.

Our ‘Dress for Your Day’ guidelines give employees the flexibility to choose the attire that fits their schedule, environment, and location, while still maintaining a professional image. Some departments have specific uniforms or clothing policies for safety or other business reasons. “Field” or “uniformed” employees should consult management for uniform and dress guidelines. Please note that a department may provide additional guidance and specific dress code requirements other than what is provided in these guidelines. Some departments that follow additional guidelines include Court Services, Corporation Counsel, District Attorney’s Office, Health & Human Services, Sheriff’s Department, and Treasurer’s Office. Please be sure to check with your supervisor.

The ‘Dress for Your Day’ policy is intended to allow more flexibility to dress in a way that is appropriate for the type of work you do and your schedule for the day. We want you to maximize comfort and your style, while still maintaining a professional image. For example:

- If employees have a meeting with visitors or a presentation, then they should present a positive professional image and dress in more traditional business attire like a dress or suit or business casual attire like khakis and a blazer.

Professional Office Appearance Guidelines (continued)
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- If your day is more low-key and routine, denim and a nice top, polo or a sweater might be the answer.
- Feel like dressing up anyway? No problem. There is no such thing as overdressed provided it does not interfere with your work.

We take a lot of pride in representing the citizens of Waukesha County. Therefore, please avoid:

- Sweatshirts (including hooded) or sweatpants
- Shorts
- Exercise wear (e.g. yoga pants) or beachwear
- Dirty, wrinkled, overly distressed or worn out clothing or shoes
- Tank tops (worn alone), crop/halter tops, strapless dresses
- Clothes with words or offensive graphics
- Clothes with holes, frays, tears, or rips
- Leggings with short tops or wild patterns
- Clothing that is tight, revealing, or sheer
- Hats or caps
- Flip-flops, crocs, slippers, or moccasins.

This is not an exhaustive list. Good judgment must be used when selecting appropriate, neat, and clean attire. If in doubt whether something is appropriate, use more caution and don't wear it. When wearing Waukesha County or department branded apparel, employees must be conscious of their behavior in public, maintain decorum, and observe professional conduct as this behavior reflects upon Waukesha County.

Additional accessories, jewelry, cosmetics, and colognes/fragrances worn should be done so with consideration for a professional image and the comfort of co-workers. Employees are expected to maintain proper personal hygiene. Employees and their clothing should be neat and clean. Hair must be clean and appropriately groomed. Employees should not have an excessive body odor.

If an employee fails to meet these guidelines as determined by the employee's supervisor, the employee will be asked to make appropriate changes. If necessary, an employee may be sent home to make the appropriate changes. Continued non-compliance may result in discipline up to and including termination. The County reserves the right to rescind and/or amend these guidelines at any time.

Throughout the year, the County may announce themed apparel days in support of an occasion (e.g. Green Bay Packers, Milwaukee Brewers / Bucks, Wisconsin Badgers, etc.). Please stay tuned for these announcements.

Professional Office Appearance Guidelines (continued)

Quick Reference of Dress Rules

	Appropriate	Inappropriate
Pants 	• Dress Pants • Slacks/ trousers • Khakis • Corduroy • Capris • Denim, jeans, or jeggings • Leggings with a long top	• Any pant option that is frayed, damaged, dirty, has wild patterns, or contain holes • Shorts • Sweatpants
Shirts 	• Collared shirts • Blouses • Polos • Sweaters, Pullovers, or turtlenecks • Dress T-Shirts & tops • Waukesha County/Department branded apparel	• Tank tops • Halter tops • Spaghetti strap tops • Shirts that bare midriff
Dresses and Skirts 	• Dresses and skirts that are an appropriate length	• Mini skirts • Spaghetti strap dresses • Low cut or revealing dresses or skirts
Footwear 	• Dress Shoes / Loafers • Casual Shoes • Flats • Boots • Neat sneakers • Nice sandals	• Flip flops • Slippers • Moccasins • Damaged or dirty in appearance sneakers

*This chart is not intended to be all-inclusive. It is simply a reference of examples of appropriate and inappropriate attire. To be sure, check with your supervisor.



County Policy and Information Acknowledgment Form

I, _____, (print full name) acknowledge receipt of and have reviewed the following Waukesha County policies, guidelines, and workplace standards on the date indicated below:

- ☐ Harassment in the Workplace Policy
- ☐ Zero-tolerance Workplace Violence Policy
- ☐ Alcohol and Other Drug Policy
- ☐ Alcohol and Other Drug Policy (for Waukesha County employees who are required to possess a Commercial Driver's License)
- ☐ Information Technology Use Policy (Telephone Use)
- ☐ Social Media Use Policy
- ☐ Ethics Code
- ☐ Controlled Access Policy
- ☐ Waukesha County Standards of Service Excellence Agreement
- ☐ Vehicle Use Policy
- ☐ Professional Office Appearance Guidelines

I understand it is my responsibility to conform to the requirements of all the policies, procedures and guidelines as a condition of my employment.

Signature: _____

Date: _____

The complete version of policies and guidelines are always available at your worksite and through the County's Intranet. **If there are areas you do not understand or desire further clarification, please consult with your supervisor or a staff member of Human Resources.**

Waukesha County Standards of Service Excellence Employee Agreement

In Waukesha County we commit to the highest levels of customer service. Our team is dedicated to serving all customers by living our core values, standards of service, and behaviors of excellence.

The Standards of Service Excellence outlines Waukesha County's culture and values to fully represent employees at all levels of county government. The Agreement summarizes our expectations regarding each employee's behavior towards their colleagues, supervisors, customers and the organization overall and is an agreement that you, as an employee, will uphold these Standards when representing Waukesha County.

Teamwork & Collaboration

Committing to working constructively with team members, to produce excellent results.

- Collaborate with an open mind
- Respect the ideas of others
- Seek mutually beneficial solutions
- Display confidence in self and colleagues

Innovation

Being open to the possibilities of new concepts, processes, and procedures that have the potential to positively benefit our customers, both internal and external.

- Educate internal and external customers
- Be creative to solve problems
- Share resources from outside our organization
- Foster an environment that encourages new ideas

Efficiency & Cost Savings

Providing cost effective service to those we serve, while maintaining accuracy and timeliness.

- Engage in quality assurance reviews
- Be mindful of time and expenses
- Welcome suggestions for improvements

Communication

Conveying information in a way that meets the needs of all individuals.

- Share appropriate information openly
- Actively listen and share information while being clear and descriptive.
- Inform and encourage feedback from colleagues

Ethics & Diversity

Cultivating and maintaining trust and accountability through transparency, honesty, and respect.

- Value a diverse population
- Seek opportunities to be inclusive
- Show appreciation for individual experiences
- Maintain professional conduct

Well-being

Supporting and promoting the health and safety of all individuals.

- Seek support in tough situations
- Commit to safety and awareness of environment
- Foster self-care and professional growth

By signing this, I agree that I have read, understand and will comply with the Waukesha County Standards of Service Excellence Employee Agreement.

Signature: _____ Date: _____

Employee Full Name (Print): _____