

1. No City officer or employee shall use or attempt to use their position, or any property or resource under their care or trust, to perform their duties to secure any special privileges, benefits, or exemptions for themselves or others, which are not specifically authorized by law or policy.
2. No City officer or employee shall accept employment or engage in any business which the employee might reasonably expect would require or induce the employee to disclose confidential information acquired by the employee by reason of his or her official position.
3. No City officer or employee shall disclose or use information not available to members of the general public and gained by reason of that employee's or officer's official position for personal gain or benefit or the personal gain or benefit of any other person or business entity.
4. No City officer or employee shall have any interest, financial or otherwise, in any business transaction or professional activity which is in conflict with the proper discharge of duties in the public interest.
5. No City officer or employee shall engage in any outside occupation or activity for which he or she receives compensation directly or indirectly, which occupation or activity is regulated or licensed by the City of Pensacola, except officers and employees may obtain occupational licenses from the City for outside activities which have been disclosed to the City which are unrelated to any occupation or activity regulated by the City.
6. Any employee who is uncertain about the propriety of either accepting an offered gift or entering into a contemplated business investment or relationship should contact the City Attorney's Office for guidance.

IV. CITIZENS' RIGHTS TO ETHICAL CONDUCT

The citizens of Pensacola have a right to expect a high level of service from City employees and officers, and to a responsive and courteous contact whenever they seek to communicate with City employees. These rights include:

1. Clear Communication

All citizens are entitled to receive communications, whether by email, telephone or in person, which is courteous and respectful, conveying all relevant information in a clear manner.

2. Prompt Responses

All questions and inquiries should be answered as promptly as possible, and if an immediate response is not feasible then a timeline should be provided with an explanation of what can be expected.

3. Fair and Equal Treatment

All citizen communications should occur without bias concerning their economic, social, physical or cultural differences.

4. Follow Through

All citizen requests for assistance or information should receive a follow-up inquiry to determine successful completion or a commitment to continue the assistance where appropriate.

V. RESPONSIBILITY

1. The Chief Human Resources Officer (CHRO) is responsible for developing training materials and training all new-hire employees on this policy during Orientation. The CHRO is also responsible for training incumbent employees on an annual basis and maintaining a record of their training.
2. The Chief Human Resources Officer is responsible for reviewing this policy and recommending revisions.

VI. REVIEW

This policy shall be reviewed annually in the month of January and the results shall be reported to the City Administrator by January 31.