



CODE OF CONDUCT

FOR CUSTOMERS AND STAFF

To best serve the community, we ask that all customers:

BE PATIENT: The permitting process is often complicated and can take time.

BE RESPECTFUL: Staff are working to help you, and want your project to succeed.

BE HONEST: All customers must comply with City requirements, processes, and the law.

BE ETHICAL: Staff will not accept gifts or favors, or provide special treatment to any customer for any reason, including relationships with any City of Berkeley employee or official; please do not ask.

BE COURTEOUS: The Permit Service Center is our workplace; please help keep it calm, clean, and safe.

We recognize the stress that customers face. However, Abusive Behavior will not be tolerated.

NO abusive, discriminatory, or derogatory language

NO threatening behavior

NO physical assault

NO harassment or sexual advances

NO weapons, drugs, or alcohol

NO gifts

Anyone demonstrating threatening, unwelcome, or unsafe behavior will be told to leave immediately, and may be subject to prosecution.

In our effort to serve the Berkeley community's permitting needs, City Staff commit to:

PROFESSIONALISM:

- Providing respectful and courteous communication.
- Maintaining a calm demeanor.
- Listening attentively.

INTEGRITY:

- Fair decision-making and equitable provision of services.
- Abiding by all City processes and requirements.
- Following the law.

HELPFULNESS:

- Answering questions when we can.
- Providing resources to answer other questions.
- Respecting everyone's valuable time.