

CIVILITY: GUIDING PRINCIPLE STATEMENT

The METRO RTA Board of Trustees recognizes that civility, common courtesy and respect are cornerstones of human interaction, integral to the operation of Metro and essential for the conduct of all employees when at work.

METRO is an environment in which all people behave in a manner that engenders mutual respect, treating each other with courtesy and civility regardless of position or status within the company. ***Rude and disrespectful behavior by METRO board members, team members, visitors, contractors and/or passengers is unwelcome and will not be tolerated.***

Our organization is one where we demonstrate respect for each other; we accept our individual differences; and we provide opportunities for everyone to maximize his or her potential. ***Every team member of METRO RTA will be held accountable for creating a welcoming, safe and civil workplace for all.***

Purpose & Expectations

It is the intent of the Board to promote mutual respect, civility, and orderly conduct of employees, contracted personnel, those serving in an official capacity, passengers, and the public, while protecting the right to freedom of expression. It is expected that each of these treat each other with courtesy, civility, and respect.

Examples

Civil conduct includes:

- Treating others with dignity, courtesy, respect, politeness and consideration
- Speaking in tones of voice that are appropriate for the circumstances
- Being respectful of others' right to express their views, even if you disagree
- Managing conflict with others in a respectful way rather than a confrontational way
- *Uncivil conduct and behaviors contributing to an uncivil environment include but are not limited to the following:*
 - Shouting, slamming doors, or throwing objects
 - Insults and name-calling
 - Abusive and/or aggressive social media posts
 - Profanity, abusive, aggressive or violent language or gestures directed at an individual or individuals
 - Using props suggestive of violence
 - Humiliating, degrading, demeaning, belittling, insulting, frightening or intimidating another person

- Distributing comments about an individual, whether verbally, in writing, or via any electronic means that are likely to have a negative impact on the individual
- Telling inappropriate jokes
- Disallowing divergent points of view from being heard

It is the intent of the Board to establish a culture and practice of civility in all settings, communications, and operations. Informed debate, healthy dialogue, disagreements, and informed public opinion are to be expected and are accepted forms of interaction. Disruptive, volatile, hostile, and maligning communications or aggressive, mean spirited actions are not accepted.

This guideline does not apply to concerns of discrimination or discriminatory harassment that are covered under the EEO Policy and Non-Harassment Policy.

Concern, Grievance, or Complaint

Individuals, who believe they may have been treated with disrespect or in an uncivil manner, may discuss their concerns confidentially and informally with their supervisor, manager, or member of the Employee Engagement Center. The reporting process helps the organization to record and evaluate these occurrences for climate assessment and planning and corrective purposes.

This policy is not intended to deprive any person of their right to freedom of expression, but only to maintain a safe, harassment-free workplace. The company seeks public cooperation with this endeavor.