



Charles County Department of Emergency Services STANDARD OPERATING PROCEDURES

Section 100 - Management & Administration

General Rules & Administration - 100.00		
S.O.P. # 100.13	Code of Officer Conduct	PAGE: 1 OF 2
EFFECTIVE: 06-10-16	Approved: John Filer, Chief	
REVISED: 08-30-16	Approved: William Stephens, Director	

100.13.01 Purpose

In fulfilling his/her responsibilities, each officer of the Charles County Department of Emergency Services serves as a moral and ethical agent. Every action, order and decision will affect the health and well-being of the individuals, organizations and communities we serve; therefore, officers must assess the consequences of their decisions and actions and accept responsibility for them. Officers must speak out and strive for the most moral and ethical course of action for themselves, the personnel they command and the community they serve.

100.13.02 Responsibilities to Individuals

The Officer shall:

1. Set an exemplary standard for subordinates and peers to follow,
2. Be courteous and tactful in all interaction;
3. Ensure communication of rights, responsibilities and information are upheld to foster informed decision making;
4. Respect the customs and beliefs of others - consistent with the mission of the organization;
5. Respect the confidentiality of information, except where it is in the public interest or where there is a legal obligation to divulge such information;
6. Promote competence and integrity among individuals associated with the Department.

100.13.03 Responsibilities of the Profession

The Officer shall take a leadership role by:

1. Serving the public interest in a moral, ethical and efficient manner,
2. Striving to provide quality services as defined based on accepted industry standards;
3. Communicating truthfully and avoiding misleading representations that may raise unreasonable expectations in individuals or within the community as a whole;
4. Using sound management practices to ensure the efficient, effective, economical and ethical use of resources and assets;
5. Promoting a broad understanding of public protection and safety services and issues;
6. Conducting inter and intra organizational activities in a cooperative way that improves community well-being and safety;



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7. Developing and maintaining the required level of physical and mental health to enhance and promote individual quality of life which allows for the proper discharge of duties;
8. Reporting violations of this code of conduct.

100.13.04 Responsibility to the Community and Society

The Officer shall:

1. Contribute to improving the well-being and safety of the general population, including participating in educational programs, dialogue and recommendations to enhance the quality of life and to improve public safety,
2. Strive to identify and meet the needs of the community within the resources available and within the mission of the Department;
3. Consider the effects of management policy decisions on the community and organization and make recommendations based on these considerations.

100.13.05 Conflict of Interest

A conflict of interest exists when the Officer uses his/her position, authority or privileged information to:

- Obtain an improper benefit, tangible or otherwise, either directly or indirectly.
- Obtain an improper benefit for another.
- Make decisions that attempt to, or do, negate the effectiveness or mission of the Department.

The Officer shall:

1. Conduct all relationships in a manner that assures management decisions are not compromised by a perceived or real conflict of interest,
2. Disclose to the appropriate authorities all direct or indirect personal or financial interests, appointment, or elections which might create a conflict of interest whether real or perceived.
3. Neither accept nor offer personal gifts or benefits with the expectation or appearance of influencing the decisions of others.
4. Refrain from using his/her professional influence or position to promote or endorse commercial products or services without the express written permission of Charles County.