

# County of Monterey Board Policy Manual

<b>Policy Name</b> Monterey County Values and Guiding Principles	<b>Policy Number</b> G-150	<b>Page</b> 1 of 2
<b>Policy Category</b> Government and Administration		

## I. Purpose

1. To establish foundational Values and Guiding Principles that support Monterey County's Mission. The guiding principles are the basic element of how the organization optimizes service delivery and customer experience across all channels of the Monterey County Organization.

## II. Background

1. The Mission of Monterey County is to Excel at providing Quality Services for the benefit of all Monterey County residents while developing, maintaining, and enhancing the resources of the region.
2. The Values of Monterey County are:
  - a. We are committed to assuring honesty and integrity in all County actions.
  - b. We are committed to providing top quality customer service.
  - c. We are committed to practicing continuing innovation.
  - d. We are committed to treating our fellow employees, customers, and residents with respect and courtesy at all times.

## III. Policy

It is the policy of the County that Monterey County staff understand and apply Guiding Principles that sustain the organizations mission and values in daily business activities and when interacting with internal and external customers.

## IV. Procedure

Employees will demonstrate the following:

1. In order to ensure honesty and integrity we will:
  - a. Recognize, at all times, that our authority as employees and officers is founded on public trust.

- b. Hold high ethical standards on how we do business and maintain accountability among ourselves and our community.
  - c. Value each other and our customers.
  - d. Give our best, professional recommendations.
  - e. Be transparent and consistent in our actions and welcome honest feedback.
2. In order to provide top quality customer service, we will:
  - a. Treat members of the public and fellow employees with respect and courtesy at all times.
  - b. Make efficient and effective use of county resources.
  - c. Empower staff to respond flexibly to the needs of customers and model County values and guiding principles.
  - d. Provide services in a manner consistent with state of the art professional techniques to meet or exceed the expectations of our customers.
3. In order to practice continuing innovation, we will:
  - a. Encourage constructive change and use innovative best practices to move the organization towards excellence.
  - b. Work collaboratively with employees, stewards and partners to strengthen our community and maintain the public's trust.
  - c. Communicate openly and extensively among ourselves and with our public.
  - d. Focus on solutions and initiate proactive steps to meet anticipated challenges.
  - e. Seek opportunities for professional growth.
4. In order to treat our fellow employees and residents with respect and courtesy at all times, we will:
  - a. Recognize diversity in our employees and community as a strength.
  - b. Maintain professional relationships of mutual respect, trust and support.
  - c. Encourage a work environment that promotes honesty and integrity without fear of retaliation.
  - d. Recognize the power of teamwork and appreciate employee accomplishments.
  - e. Take corrective action where necessary in privacy and with respect for the individual.
  - f. Provide quality customer service in a timely and courteous manner.

**V. Review Date**

- a. This Policy will be reviewed for continuance by October 12, 2027.

**VI. Board Action**

- a. Legistar File Number 18-020, January 23, 2018.