

**Bylaw Compliance & Enforcement Officer
Code of Conduct**

City of Guelph Bylaw Compliance and Enforcement Officers work to meet the Operations Department Mission Statement, providing customer service excellence, contributing to a desirable community in which to live, work and play. They conduct themselves in keeping with the City of Guelph Corporate Values when interacting with their customers and colleagues.

Bylaw Compliance and Enforcement Officers demonstrate <i>Integrity</i> as they:
Are accountable for and take ownership of their actions, recognizing they are highly visible to the public.
Are professional in their appearance and communication.
Act within the scope of their authority and apply the law fairly.
Are honest, up front and trustworthy.
Show understanding and use discretion in responding to others' needs.
Commit to performing their assigned duties and representing the City and their profession.

Bylaw Compliance and Enforcement Officers demonstrate <i>Excellence</i> as they:
Are open to and develop innovative approaches to their work.
take initiative with show leadership in a planned approach to their work
Manage their time well, being responsive to service requests.
Treat resources and equipment well, using it to effectively deliver their service.
Adapt to the various needs of service requests, customers, and continual change.

Bylaw Compliance and Enforcement Officers demonstrate <i>Wellness</i> as they:
Are respectful and considerate of others.
Prioritize safety for themselves and others in their approach.
Support the well being of their colleagues and cohesiveness of their team.
Take pride in their work and promote their profession.