



# **Town of Shutesbury**

## **Code of Conduct**

### **I. Mission Statement**

To foster an environment where the Town of Shutesbury's officers, volunteers, employees, and committee members work together in good faith, with integrity and honesty, to serve the community effectively and with the highest ethical standards.

### **II. Scope**

This Code applies to all persons representing the Town of Shutesbury, whether paid or volunteer, appointed or elected.

### **III. General Rules of Conduct**

#### **A. Courtesy and Respect:**

- All persons shall use good manners and common courtesy.
- Listen carefully to inquiries before responding or taking action.
- Avoid personal attacks or impugning the motives of others.
- Maintain a civil and professional demeanor in all interactions.
- Profane or inappropriate language is prohibited.

#### **B. Responsiveness and Information Sharing:**

- Inquiries from the public shall be answered as soon as practical.
- If information is unavailable, take action to acquire it or provide the inquirer with the name and contact of the person who can assist.
- Unresolved issues should be escalated to appropriate management or leadership within a reasonable timeframe.
- All information provided shall be true and accurate to the best of ability.

#### **C. Fair and Equal Treatment:**

- All officials, employees, and agents shall give each and every person fair and equal treatment.
- Rules, ordinances, and procedures shall be carried out and enforced in a fair and consistent manner.

- No special consideration, advantage, or favor shall be given to any person.

#### **D. No Personal Benefit:**

- No representative shall benefit personally from their decisions or actions.
- Do not solicit or accept gifts that could reasonably be inferred as influencing official actions.

#### **E. Confidentiality:**

- Uphold the intent of non-public sessions regarding privileged communications.
- Do not disclose confidential information acquired during official duties or use it for personal or private interest(s).

### **IV. Specific Guidelines for Board/Commission Members**

- Members are only one part of their respective board; decisions are made by the board as a whole unless delegated.
- Members shall abide by all decisions made by that board.

### **V. Reporting Violations**

Any person who feels that a representative of the Town of Shutesbury has failed to comply with these rules may present a written complaint to the Town Administrator or the Select Board.

### **VI. Implementation**

A copy of this Code shall be made available to all Town of Shutesbury officials, employees, volunteers, boards, and commissions, and to new representatives upon hiring, appointment, or election to office.

### **VII. Employee Acknowledgement**

I, \_\_\_\_\_, hereby acknowledge that I have have read and understand what is expected in the Code of Conduct.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)