




CITY OF SAN ANTONIO
**SOLID WASTE MANAGEMENT
 DEPARTMENT**

| 02-21 Performance Policy | |
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| Effective Date | 10-2-2023 |
| Previous Revisions: | October 2020, 2023 |
| Process Owner | Director's Office |

Policies available at: <https://www.sarecycles.org/departments-policies>



Policy Approved:



 David Newman, Director, Solid Waste Management

10-2-2023
 Date

I. Policy

The success of the Solid Waste Management Department (SWMD) is dependent on the trust and confidence we earn from our customers and colleagues every day. We expect all employees to behave responsibly and use good judgement. We each have many work responsibilities that vary with our respective job titles. Our work expectations can be summarized in the following five key points:

1. Come to work on time
2. Do your job
3. Be professional and courteous
4. Conduct yourself with honesty and integrity
5. Comply with all policies and ADs

II. Guidelines

We are a team environment and employees are expected to collaborate to ensure the success of the overall team. This means when an employee completes their assigned task, the expectation is that a supervisor will direct that employee to assist another team member. This is true for both administrative and operations staff. However, providing assistance does not mean that poor performing employees are excused from meeting the job standard.

All SWMD employees must meet performance standards for their work tasks, as may be defined by their supervisor, manager, the Director, or other proper authority. Supervisors and managers are expected to:

- Establish safe, efficient, and realistic performance measures
- Clearly communicate the work task expectations to staff
- Coach and document employees who are not meeting the standard
- Follow progressive disciplinary action for repeated failure to meet expectations

1. Attendance

- a. Adhere to AD 4.2, including any mandatory work days
- b. Be on time for your scheduled work shift
- c. Be present for all your scheduled work hours
- d. Plan for scheduled absences and submit NOL requests in writing

2. Do your job

- a. Perform all duties that are assigned. Duties will vary based on your job. Example:
 - a. Collection routes will be established so that an experienced driver with a working truck can complete the route safely, and still have time to perform a few additional duties prior to clocking-out on time
 - b. Additional duties may include servicing late calls, providing assistance on another route, or other assigned tasks and are still considered apart of your regular duties.
 - c. Performance measures shall include milestones to determine pace. Supervisors will monitor performance to ensure compliance with the standard. For example, if a collection route requires two loads:
 - i. Milestone 1 – Arrival time at disposal site for first load
 - ii. Milestone 2 – Arrival time at disposal site for second load
 - iii. Milestone 3 – Return time at the service center
 - d. Standards are specific to conditions on each individual route. Based on these conditions, routes may have different standards for tonnage, homes, or completion time.
 - e. Managers will periodically review work standards to ensure they are still appropriate for growth, construction, and other situational changes
- b. Be productive and responsive during work hours
- c. Personal tasks and errands are prohibited while on duty
- d. Stay within your assigned work area (collection route, zone, office, etc.)
- e. Discuss any emergency situation that requires you to leave work early, or to leave your assigned work area with your supervisor before you depart
- f. Report to your supervisor when you have completed your assigned work tasks; any additional assignments must also be completed
- g. Discuss with your supervisor any tasks you are having difficulty performing

3. Be professional and courteous

- a. Dress appropriately; 06-10 PPE policy, 01-05 Appropriate Attire policy
- b. Maintain a positive and helpful attitude
- c. Be courteous with staff and the public
- d. Provide high quality service that meets or exceeds expectations
- e. Do not be insubordinate or disrespectful with supervisors
- f. Maintain positive and productive communication with coworkers
- g. Do not engage in any behavior or actions that may create a negative working environment

4. Conduct yourself with honesty and integrity

- a. Always tell the truth
- b. Keep your commitments
- c. Don't manipulate equipment (such as disconnecting truck cameras, or make other changes to vehicles or office equipment)
- d. Do not engage in a *quid pro quo* situation, where you perform services in exchange for money or other favors. It is best to avoid any situation that might imply or suggest a *quid pro quo*. However, the SWMD staff spend a lot of time in the community and bonds are created between the community and SWMD staff. Current A.D. allows the acceptance of an item that is of low value. Should a resident offer you a soda, cookies, or other such item, it's okay to accept it. However, if you accept cash or another gift in exchange for providing a service, that is strictly prohibited. Some examples:
 - 1) Allowed – accepting a soda with no expectation that you provide a service that is outside our normal procedures
 - 2) Prohibited – accepting a soda in exchange for dumping a contaminated recycling cart as garbage
 - 3) Prohibited – Asking for payment, donations, or other gifts
 - 4) Allowed – Accepting a Christmas card
 - 5) Prohibited – Accepting cash in exchange for collecting multiple bags of garbage that do not fit inside the garbage cart
 - 6) Allowed – Accepting food, like a taco or hotdog, with no expectation for additional service
 - 7) Prohibited – Accepting a bicycle at the bulky center in exchange for allowing a commercial customer to use the bulky center

- 8) Prohibited – Accepting beer or any alcohol while on duty, as this is does not align with the City CORE values and is a violation of the City's *A.D. 4.3 Alcohol and Controlled Substance Testing*

5. Comply with policies and ADs

- a. Be familiar with department and City polices. They are available by scanning the QR code on page 1 of this policy, or by visiting:
 - o <https://www.sarecycles.org/department-policies>
 - o <https://www.sanantonio.gov/EmployeeInformation/Directives>
- b. Pay attention when policy changes are discussed
- c. If you don't understand a policy, ask for clarification from your supervisor, manager, or other authority

III. Violations

Managers and supervisors are expected to inform employees of this policy. Violations of this policy may lead to progressive disciplinary action.