

## Attachment B Nebraska Department of Transportation Rest Area Conduct Policy

### Service Excellence

State of Nebraska – Department of Transportation (NDOT) is committed to the highest quality of customer service with both our internal and external customers. In order to achieve our values of respect, quality and accountability, we must provide effective service to everyone we serve.

Vendors, Vendor's employees, service providers and/or other State agencies' personnel or volunteers serving at the NDOT rest areas are expected to commit to a culture of compassion and customer service excellence in all rest area activities and interactions. This includes appropriate conduct and interaction with each other, the public and NDOT partners, such as Nebraska Tourism Commission personnel and any non-profit civic groups or volunteers. The opportunity to work at an NDOT facility is a privileged position that should be held only by those who are willing to demonstrate behaviors that fulfill this trust.

Vendor's employees, Nebraska Tourism Commission personnel, and any non-profit civic groups or volunteers serving at NDOT rest area facilities are required to read and sign this Rest Area Conduct Policy.

**All personnel and/or volunteers at NDOT rest area facilities are expected to abide by the following behavior standards established by NDOT and to conduct themselves as positive role models for our customers.**

1. To work or volunteer at any NDOT rest area facility, I will:
  - a) Cooperate with and support NDOT staff to jointly further the mission of the Nebraska Department of Transportation.
  - b) Conduct myself in a manner that is in the best interest of those using this facility.
  - c) Abide by all local, state and federal laws and NDOT rules, policies and guidelines.
  - d) Conduct myself with courteous manners and language, exhibiting good stewardship, serving as a positive role model and treating others with respect.
  - e) Wear appropriate, neat and clean attire that is suitable for the position/work and maintains dignity and respect.
2. Consistent with this and other relevant NDOT policies, all personnel and/or volunteers at NDOT rest area facilities or its grounds are expected to refrain from disrespectful behavior, such as but not limited to:
  - a) Using threatening or abusive language, profanity, or language that is intended to be or perceived by others to be demeaning, berating, rude, or offensive.
  - b) Using racial or ethnic slurs.
  - c) Shouting or engaging in speech, conduct, or mannerisms that are reasonably perceived by others to represent intimidation, bullying or harassment.
  - d) Demonstrating racial, gender, sexual orientation, or cultural bias.
  - e) Making or telling jokes that are intended to be or reasonably perceived by others to be crude or offensive.
  - f) Teasing, name calling, ridiculing, or making someone the subject of pranks or practical jokes.
  - g) Using sarcasm or cynicism as a personal attack on others.
  - h) Spreading unsubstantiated rumors or gossip.
  - i) Throwing instruments, tools, office equipment, or other items as an expression of anger, criticism, or threat, or in an otherwise disrespectful or abusive manner.
  - j) Making comments or engaging in behavior that is untruthful or directed as a personal attack on the professional conduct of others.
  - k) Retaliation.
  - l) Use of NDOT facility or property without proper authorization.
  - m) Consumption or be under the influence of alcohol or illegal substances while present at NDOT rest area facilities.
  - n) Excessive Personal Phone Calls or device use. Such calls or activities must be held to a minimum and must not interfere with the employee's work.
3. Willful harm inflicted by any person associated with this facility shall not be tolerated including but not limited to:
  - a) Engaging in any pattern of disruptive or harmful behavior or interaction that could interfere with the workplace or adversely impact the quality of services to the public, hinders the function of this facility or creates additional work.
  - b) Sabotage and/or the deliberate destruction, disruption or damage of a public service or property.

- c) False statements or actions, electronically or physically.
- d) Making threats of violence, retribution, litigation, or financial harm.
- e) Making actual or threatening inappropriate physical contact.
- f) Any disobedience or refusal to follow NDOT and/or a competent authority's direction (such as law enforcement).

I have read and understand and agree to abide by these expectations. I understand that my status as rest area personnel or State Agency/Civil Group personnel and/or volunteer may result in suspension or termination if I do not meet these expectations.

\_\_\_\_\_  
Printed Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date