**To our crews, one of the most commonly voiced concerns about our department is that we lack consistency among how the crews are managed. As Company officers we have developed the following expectations in order to provide for a better and more consistent work environment.**

**ATTITUDE**

Perform to the level of excellence that you expect from others in their line of work or profession, each and every day. You should perform at or above the level that you expect of others.

Lead from the front: no one is above doing the dirty work; no one is above the rules.

We need to focus on a positive work environment by treating ourselves, one another, and the public with respect at all times.

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**CONDUCT**

All personnel shall lead by example, set a positive, productive tone and police each other to maintain the integrity of our department, our profession and ourselves. Doing the right thing is a choice. Integrity: strict adherence to one’s moral and ethical principles; soundness of moral character; honesty.

Any negative comment about a fellow Employee is unacceptable. If you hear a firefighter do this it should be addressed immediately and with clear expectations to the firefighter that he shall not speak in such a non-productive manner again.

We will ALWAYS trust each other and support each other’s decisions even if you would have done something different. In cases of legitimate disagreements, we need to be open to critique/ discussion (but not during the incident).

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**EMERGENCY RESPONSE**

Our primary duty is to be prepared for emergency response. We shall respond safely, effectively and efficiently to all emergencies.

We will train for operational success. From firefighters on up, our focus shall be to ensuring that we train the personnel around us to ensure the safety of ourselves and our community.

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**POLICIES**

We will know and follow all department policies and procedures at all times. This includes all written and verbal orders.

We will insure standards are consistent between shifts, i.e. appropriate dress for types of incidents and station attire.

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**MANAGEMENT**

We expect all employees to do their jobs. We will not allow our friendship or other distractions from keeping us from performing our duties.

Respect others time: Be prepared for meetings, allow time for sufficient turnover, plan ahead with leave and other scheduling.

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**COMMUNICATIONS**

Accurate communications are critical to our success as an organization. Be accurate and avoid exaggeration when communicating. Tell the boss what he needs to hear, not just what he wants to hear.

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**STATION AND APPARATUS MAINTENANCE**

With pride we will care for ours stations, station grounds, apparatus and equipment like they are “our own.”

All shifts shall turn over a clean facility, apparatus and equipment to the oncoming shift (to include personal effects in common areas).

Captain \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Engineer \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Firefighter \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Firefighter \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_