

Authority Work Rules

DISCLAIMER

This book sets forth the Delaware River Port Authority and Port Authority Transit Corporation (“Authority”) Work Rules. These Work Rules supercede all previously issued Work Rules. Throughout this book “Authority” may be used interchangeably with the Delaware River Port Authority. The term “Authority” is used internally within the Delaware River Port Authority and Port Authority Transit Corporation.

The Work Rules set forth in this book may be supplemented, modified, amended or discontinued at any time by the Delaware River Port Authority and Port Authority Transit Corporation for any reason and without any prior notice.

THESE AND OTHER AUTHORITY RULES AND REGULATIONS ARE NOT INTENDED AND SHALL NOT BE CONSTRUED TO CONSTITUTE ANY PART OF AN INDIVIDUAL CONTRACT OF EMPLOYMENT AND MAY NOT BE RELIED ON FOR SUCH PURPOSE. THESE WORK RULES CONTAIN NO PROMISE OF ANY KIND, AND THE AUTHORITY REMAINS FREE TO CHANGE ANY WORKING CONDITIONS WITHOUT HAVING TO CONSULT ANYONE AND WITHOUT ANYONE’S PRIOR AGREEMENT.

Work Rules

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NOTICE TO EMPLOYEES

The policy of the Delaware River Port Authority and Port Authority Transit Corporation (hereinafter, " Authority") is, and has been, to establish standards of good conduct and behavior that are considered essential for the efficient operation of the Authority and for the protection of the rights and safety of its employees and the public we serve. The communication and implementation of these behavioral rules and regulations constitute a cornerstone of the Authority's basic culture. Negative employee attitudes or conduct are the antithesis of that culture.

These rules are not intended and shall not be construed to constitute any part of an individual contract of employment and may not be reasonably relied on for such purpose. Neither shall they be deemed to exclude the Authority's lawful rights to discipline employees for any other cause. The Work Rules set forth in this book may be supplemented , modified , amended or discontinued at any time by the Delaware River Port Authority for any reason without any prior notice.

1. APPLICATION AND SCOPE

- A. The Authority requires all employees to maintain self-discipline, responsibility and adherence to proper standards of conduct. This is necessary in order to protect the welfare of employees, safeguard the Authority's interest and prop-

erty, and sustain efficient, uninterrupted and successful performance of its service to the public. Employee conduct that interferes with operations, discredits the Authority, or is offensive to customers, visitors or other employees, will not be tolerated and shall be subject to appropriate discipline.

- B. All employees are expected to display high standards of courtesy, civility and decorum towards all customers, visitors, co-workers and the general public.
- C. The rules and regulations listed herein are not intended to be all-inclusive. They shall not be deemed to preclude or limit any otherwise lawful exercise of the Authority's management functions, including the full and exclusive control, direction and supervision of operations and personnel. These Rules apply in addition to, and are not in lieu of other Authority policies and procedures and any lawful regulations, orders or instructions of supervisory and other managerial personnel of the Authority, which may be made, or have heretofore been made, to govern particular circumstances when appropriate.
- D. All Police personnel are required to comply with these Work Rules and, in addition, those contained in "Department of Public Safety, Police Department, Authority Rules, Regulations and Operation Procedures" and the Standard Operating Procedures Manual.

- E. Any Division and/or office regulations and operating procedures must be followed and are considered to be included, by reference, herein as Work Rules.
- F. The Authority reserves the right to inspect the person, effects, work space, locker and motor vehicle of any employee on the property of the Authority without prior notice for the purpose of insuring compliance with the provisions of these Work Rules, Authority Policies and Procedures and all applicable laws.

2. CONDUCT - STANDARDS AND OFFENSES

- A. In keeping with the Authority's purpose and responsibilities, all employees shall at all times display the highest standards of courtesy, civility, safety and decorum toward all customers, visitors, fellow workers and the general public while properly performing their assigned task.
- B. Offenses for which an employee may be subject to immediate dismissal shall include, but are not limited to:
 - (1) Theft of Authority property, supplies or equipment, including toll and fare revenues, property of fellow workers, visitors or customers, regardless of value.
 - (2) Willful or reckless defacing, damaging, destroying or unauthorized disposal or loss of Authority property, including property of fellow workers, visitors or customers

regardless of value.

- (3) Solicitation or acceptance of gratuities or bribes.
- (4) The use or threat of physical force or violence against any person, or assault of any person, notwithstanding verbal or physical provocation. In the event of such provocation an employee should immediately contact a supervisor and/or the police. Employees shall make every effort to obtain a disinterested witness for verification in cases of self-defense.
- (5) Threatening, intimidating or otherwise coercing employees, visitors or customers while on-duty, or while off-duty if the conduct bears a relationship to employment.
- (6) Possession of firearms without Authority authorization or possession of illegal weapons or explosive devices of any magnitude on Authority premises.
- (7) Insubordination, including but not limited to, refusal to promptly obey a verbal or written order of a supervisor or managerial representative and/or failure to perform a job assignment.
- (8) Possession or consumption of the following on Authority premises: alcoholic beverages; legal drugs, whether prescription (employee's own) or over-the-counter, which could impair work performance; or illegal narcotics. Sale or distribution of the following on Authority premises; alcoholic beverages;

illegal narcotics; legal prescription drugs; legal over-the-counter drugs which could impair work performance.

- (9) Reporting for duty while under the influence of alcohol, any illegal drug or any legally prescribed drugs that can impair performance.
- (10) Leaving Authority premises during scheduled working hours without permission.
- (11) Fraud or falsification of Authority records, including any reports, oral or written, required of any employee by the Authority; knowingly giving false information to a supervisor or assisting others to do so in any way, including failure to promptly report further information which may tend to supplement or amend records, reports, statements or other information previously required or provided.
- (12) Smoking in any Authority vehicle and/or facility except in designated areas.

Repeated violations of these Work Rules, notwithstanding that such violations constitute offenses of more than one section of these Rules.

C. The following acts and/or conditions are similarly contrary to Authority Work Rules. Any violation of these rules shall constitute cause for reprimand, suspension or dismissal, as the Authority deems appropriate under the circumstances.

- (1) Use of indecent, profane, harsh

language or gestures toward or in the presence of fellow employees, patrons or visitors, notwithstanding provocation. Supervisors and/or police personnel shall be called to the scene in the event of any dispute or argument.

- (2) Unauthorized absence from work station during scheduled work hours.
- (3) The use of personal electronic devices such as cellular telephones, pagers, etc. for non-work-related purposes, while on duty.
- (4) Failure to devote full attention to job responsibilities while on duty, including but not limited to sleeping, reading or loafing.
- (5) Reporting for duty or working while being in a physical or mental condition which the Authority determines prevents the safe and satisfactory performance of employment assignments.
- (6) Causing a distraction to or distracting any on-duty employee.
- (7) Use of Authority personnel, facilities, tools, equipment, time or other Authority assets for unauthorized purposes.
- (8) Solicitation, distribution or posting on Authority premises.
 - (a) Employees are prohibited from engaging in the distribution of non-work related materials for any purpose in working areas at all times, and in non-working areas during work time.
 - (b) Employees are prohibited from

posting literature or other material for any purpose on Authority premises without prior express authorization.

- (9) Failure to adhere to all applicable safety rules and regulations.
- (10) Negligent, inefficient or substandard performance of job assignments.
- (11) Sick time abuse, excessive absenteeism or tardiness.
- (12) Failure to comply with established guidelines regarding personal appearance.
- (13) Off-duty offenses of a serious nature. Employees are expected to be law-abiding citizens both on-and-off duty.
- (14) Unauthorized taping or recording of conversation
- (15) Failure to comply with any applicable rules, regulations, instructions, procedures and policies, oral or written, issued by supervisory or managerial personnel.

3. APPEARANCE

It is the policy of the Authority, in the interests of safety, health and efficient operations, that certain minimal standards regarding the appearance of all Authority employees be followed. Since it is recognized that the business of the Authority is to render efficient and courteous service to the public, all employees will be required to present a neat appearance. The following shall put all employees on notice as to the appropriate guidelines and standards expected of all employees in this regard.

The Authority reserves the right to send an employee home if deemed in violation of these rules.

A. All Employees

- (1) All Authority employees, without exception, are required to be neat and clean in person, dress and grooming. Employees shall exercise the utmost discretion and decorum in this regard and should initially consult with their supervisor concerning any questions over the application of these guidelines.
- (2) Employees shall at all times wear clothing appropriate to the job requirements of their positions, and such shall not interfere in any manner with the performance of their job duties or performance by other employees.
- (3) Employees shall wear their hair, facial or otherwise, in a neat and clean manner and it shall not interfere with the performance of their duties or those of other employees.
- (4) In all other matters of personal appearance and grooming, employees shall not cause interference with the performance of their duties or those of other employees.
- (5) Any impairment of the safe and healthy operation of Authority functions by an employee's clothing, hair or other manner of grooming is prohibited.

B. Uniformed Employees and Employees Who Have Contact With The Public

- (1) It is essential to the efficient and successful delivery of Authority services to the public that all uniformed employees and employees whose job duties may involve direct contact with the public or who may be observed by the public while on duty, undertake an added responsibility for presenting a particularly neat and pleasing appearance in order to safeguard and sustain the public image of the Authority. Thus, these guidelines shall apply in addition to the basic standards required of all employees.
- (2) All uniformed personnel and personnel for whom work clothes are provided are required to wear the prescribed complete uniform and/or work clothes at all times while on duty. Employees are responsible for ensuring that uniforms and work clothes are properly maintained and laundered.
- (3) All facial hair is prohibited in the Public Safety Department unless otherwise provided herein:
 - (a) Beards are prohibited unless official written permission has been granted based on fully documented bona fide medical necessity or religious reason;
 - (b) Mustaches are prohibited unless they are neatly trimmed, do not extend beyond the corners of the mouth or below the upper lip and do not connect with the chin or side burns;

- (c) Sideburns shall be neatly trimmed and shall not extend below the middle of the ear.
- (4) Hair shall be neatly trimmed or styled. Further, it shall not interfere with the performance of an employee's duties or that of other employees, nor shall it interfere with the proper positioning of a hat which is part of a prescribed uniform. Employees shall not wear any beads, combs, ornaments or other devices in their hair that would interfere with the proper wearing of their uniform, performance of their duties or those of other employees.
- (5) Uniformed personnel, while wearing uniform, shall wear black shoes which are not inconsistent with the style of the uniform.
- (6) Personnel provided with safety or other footwear shall wear the same at all times while on duty.
- (7) Where a hat is part of a prescribed uniform, it shall be worn whenever the uniform is worn, except that police personnel are not required to wear their hats while in a patrol vehicle.
- (8) Shirts, blouses and jackets shall be properly buttoned. Name tags or badges shall be worn at all times in the prescribed location on the uniform.

4. RULES APPLICABLE FOR EMPLOYEES HANDLING REVENUE.

In harmony with, and in addition to the foregoing provisions, the following rules shall apply to all personnel performing duties that include handling any and all forms of revenue:

- A. Employees are expected to stand while dealing with customers or visitors, unless official written permission has been granted based on fully documented bona fide medical necessity.
- B. Employees shall not congregate in their designated area while performing their duties.
- C. All employees handling revenue, (including but not limited to tickets) shall ensure all such revenue is secured at all times when an employee is absent for any reason, including relief periods.

5. RULES FOR SUPERVISORY PERSONNEL

All personnel exercising supervisory functions shall comply with the following:

- A. Supervisors will be responsible for establishing an example to all other employees in complying with Work Rules and enforcing compliance by assigned personnel.
- B. Supervisors shall know the whereabouts of assigned personnel at all

times and will grant permission for temporary absences only for authorized purposes in keeping with Authority policy.

- C. Supervisors shall visit all assigned personnel within their responsibility at their place of duty as often as possible; when possible daily contact is encouraged by the Authority.
- D. Supervisors shall personally investigate any accident, incident or hazardous condition, report to other personnel or divisions as required and ensure that accurate and complete reports are filled out and submitted by all persons including themselves, who have knowledge of the situation.

6. ADMINISTRATIVE RULES

A. Absence/Tardiness

(1)

- (a) All employees are required to be present and on time for all scheduled work hours.
- (b) Sick time abuse, excessive absenteeism or tardiness is prohibited.

(2) In the event employees are unable to report for duty on time or remain on duty for all scheduled work hours, they shall notify their immediate supervisor at the earliest opportunity, pursuant to their applicable departmental guide-

lines and/or their collective bargaining agreement.

- (3) Failure to provide the notice required in A(2) above shall constitute an unauthorized absence or tardiness notwithstanding the Authority's ability to replace an absent or tardy employee or its ability to continue operations. In cases of emergency, proper documentation is required and must be approved by management.
- (4) Sick leave shall be utilized only for necessary absences due to bona fide illness, non work related injury or medical disability.
- (5) Nothing herein shall be deemed to preclude or otherwise limit the lawful exercise of the Authority's rights to control absenteeism, tardiness, notice requirements or utilization of sick leave.

B. Accidents and Incidents - All employees shall immediately report to their immediate supervisor any accident or incident on Authority premises of which they become aware or observe, whether or not they are involved.

C. Inquiries By News Media - Employees are not authorized to respond in any manner to inquiries by the news media. Employees shall refer all inquiries to the Office of Government & Corporate Communications.

- D. The Intranet and Bulletin Boards must be regularly read and noted by affected employees when reporting for duty. Employees will be held accountable for noncompliance with instructions in bulletins and notices.

7. ADMINISTRATIVE LEAVE DAYS

Notice must be given by an employee prior to utilization of administrative leave/personal days and must be approved by the employee's immediate supervisor unless otherwise stated in the collective bargaining agreement. In the supervisor's sole discretion, notice may be waived in emergency circumstances and supporting documentation must be provided by the employee.

8. GRIEVANCES AND DISPUTES

- A. In accordance with Authority policy of encouraging the peaceful and harmonious settlement of disputes and avoiding the imposition of discipline when appropriate, all grievances or disputes as to the applicability of these Work Rules or the imposition of discipline shall be handled as follows:
 - (1) Non-represented employees may consult with their supervisor and submit an appeal in accordance with the provisions of Policy & Procedures Manual, Series 143, "Open Door Policy".

(2) Represented employees shall submit a grievance under the appropriate provisions of their collective bargaining agreement.

B. Compliance with these Work Rules and any imposed discipline shall be required pending resolution of disputes or grievances as above.

*Promulgated this 10th day of June, 1981.
Effective July 1, 1981.*

Amended April 28, 2014

*By: John Hanson
Chief Executive Officer, DRPA
President, PATCO*