



# ALEXANDRIA DEPARTMENT OF CODE ADMINISTRATION

## GUIDING PRINCIPLES

### ***ONE TEAM, ONE CITY – OUR CITY***

#### One Team – Our Values

- **Accountability and Responsibility:** We are accountable and fully responsible for our actions and their results. We will not make excuses nor reassign blame. We advocate taking ownership of issues and actions.
- **Commitment:** We will remain committed to common goals, and review and update them regularly to ensure that they are relevant. We will hold each other accountable to these guiding principles while supporting each other to accomplish them.
- **Diversity:** We recognize, embrace and encourage diversity. Each person brings different strengths, perspectives, and opinions that add to our collective value as a team.
- **Customer Service:** We continuously strive to provide premier customer service.
- **Education and Coaching:** We will provide an environment that supports staff and customer training to better expand our collective knowledge and improve accuracy and consistency in our application and interpretation of codes and ordinances that we are responsible for. We will coach each other as we know coaching provides long-term and lasting ways of finding solutions.
- **Ethical Conduct:** We will conduct ourselves at all times in a fair and ethical manner. We will not accept favors, gratuity, or show favoritism in the course of our service, nor use information gained during the course of our job for personal gain.
- **Accepting the Human Element:** We accept the fact that we are human and prone to make errors or misjudgments. The team will be supportive of one another to correct, move forward from, and capitalize on what we learn from our errors while not focusing on mistakes.
- **Morale:** We will build and maintain good workforce morale. We will have the best interests of each other in mind, and treat each other with respect and in a professional way. We will create and nurture an environment of open and honest communication. We will not engage in nor support gossip or rumors of any kind.
- **Mutual respect:** We value feedback from our community and teammates. We are willing to make adjustments from constructive observations.

#### One City – Our Commitment

- We will achieve a partnership with all our **customers**, both internal and external, to provide a safe and healthy built environment in the absence of silos by working as one City Unit.

#### Our City – Our Goals

- No matter where we live and call home, Alexandria is **our** city; we are proud of **our city**; its proud history and accomplishments. We will promote **our city** at every opportunity. We recognize that we are successful if Alexandria is successful!

On behalf of the Department of Code Administration Team:

*Gregg C. Fields* *March 6, 2017*

Director