

**Lower Providence Township Police Department
Eagleville, Pennsylvania**

General Order <input checked="" type="checkbox"/>		ORDER NUMBER
Special Order <input type="checkbox"/>		
Personnel Order <input type="checkbox"/>		107
Subject		
Performance and Conduct		
Date of Issue	Effective Date	Expiration Date
January 28, 2020	January 28, 2020	Until Amended or Rescinded
Issued by:		
Michael Jackson, Chief of Police		
Amends		Rescinds
		All Previous Orders
Standard Number		
1.4.2 / 1.8.1		
Distribution		
1. General Order Manuals		
2. Records Manual		
3. Reading Verification to all Personnel		

I PURPOSE

The purpose of this General Order is to ensure that all personnel know that their conduct and actions, both on and off duty, reflect directly on the image and reputation of the Lower Providence Township Police Department.

II POLICY

It shall be the policy of the Lower Providence Township Police Department that all personnel maintain the high professional standards set forth in this General Order.

III REGULATION

A. Unsatisfactory Performance and Inefficiency

Every member shall demonstrate satisfactory performance and efficiency while on duty.

1. Unsatisfactory performance may be demonstrated by the following but not limited to:

- a. A lack of knowledge of the application of laws required to be enforced;
- b. An unwillingness or inability to perform assigned tasks;
- c. The failure to conform to work standards established for the employee's rank, grade, or position;
- d. The failure to take appropriate action on the occasion of a crime, disorder, or other condition deserving police attention;
- e. Absence without official leave;
- f. Repeated poor evaluations; or

- g. A written record of repeated infractions of rules, regulations, directives or orders of the Department.
- 2. Inefficiency may be demonstrated by the following:
 - a. The member does not maintain sufficient competency to properly perform his/her duties and assume the responsibilities of the position; or
 - b. The member does not perform his/her duties in a manner that maintains the highest standards of efficiency in carrying out the functions and objectives of the Department.
- B. Insubordination
An employee shall promptly obey any lawful orders of a superior officer. This will include orders relayed from a superior officer by an officer of the same or lesser rank.
- C. Oppressive or Tyrannical Conduct
An officer shall not be oppressive or use any tyrannical conduct toward an inferior in rank.
 - 1. Oppressive or tyrannical conduct may be demonstrated by, but is not limited to, the following:
 - a. The use of obscene, abusive, or insulting language by a superior officer toward a subordinate;
 - b. Public or unnecessary embarrassment or intimidation of a subordinate by a superior officer; or
 - c. Any action(s) by a superior officer that induces a subordinate to violate any part of any General Order, rule, policy or procedure of the Department.
- D. Courtesy towards Fellow Employees
Members shall always be courteous and professional in their dealings with fellow employees.
 - 1. Discourteous or unprofessional behavior will be demonstrated by, but is not limited to, the following:
 - a. The use of obscene, abusive, or insulting language towards another employee;
 - b. Public or unnecessary embarrassment or intimidation of a fellow employee;
 - c. Willfully or negligently making a false complaint or statement against a member of the Department; or
 - d. Assaulting or threatening a fellow employee in any manner.
- E. Disobedience of Orders
A member shall not omit, disobey, or neglect to carry out any order, written or otherwise, that is transmitted in any manner, without good and sufficient cause.
- F. Conflicting orders
 - 1. Any employee who receives an order that conflicts with any previous order or instruction will advise the supervisor or person who issued the second order.
 - 2. Responsibility for countermanding the original order rests with the supervisor who issued the second order.
 - 3. In the event neither issuing supervisor can be readily advised, the employee shall advise a supervisor in the next level of the chain of command. If that supervisor cannot be readily advised, the employee will carry out the most recent order and advise a supervisor of the conflict as soon as possible.
- G. Neglect of Duty
A member shall diligently carry out anything which is his/her duty as an employee of the Department.
 - 1. Neglect of duty may be demonstrated by the following:
 - a. Idling or gossiping on duty;
 - b. Failing to work a patrol zone in accordance with orders;
 - c. Leaving an assigned area of responsibility without permission from a superior officer;
 - d. Allowing prisoners to escape by means of neglect or carelessness;
 - e. Not reporting any matter which is the member's duty to report; or
 - f. Omitting, or adding falsely, any entry on any official report or document used by this Department.
- H. Courtesy to the Public
Members shall be courteous at all times to the public.
 - 1. Discourteous behavior may be demonstrated by, but is not limited to, any of the following when it takes place in any interaction with a member of the public:
 - a. Lack of tact;
 - b. Loss of temper;
 - c. Failure to exercise the utmost patience or discretion;
 - d. Engaging in argumentative discussions;
 - e. The use of coarse, violent, profane, insulting, or insolent language or gesture(s);

- f. The use of prejudicial language or actions regarding an individual's race, religion, politics, national origin, lifestyle, or personal characteristics; or
 - g. The appearance of a disinterested, non-neutral, or detached attitude which conveys the impression that the member thinks a matter is petty or insignificant.
- I. Unbecoming Conduct
Members shall conduct themselves at all times, both on and off duty, in a manner that reflects most favorably on the Department.
 - 1. Unbecoming conduct may be demonstrated by, but is not limited to, the following:
 - a. Conduct which brings the Department into disrepute or reflects discredit upon the member as an employee of the Department;
 - b. Conduct that impairs the operation or efficiency of the Department or employee; or
 - c. Conduct that causes or may cause the public to lose confidence in the Department.
- J. Immoral Conduct
Employees shall maintain a level of moral conduct in their personal and business affairs which is in keeping with the highest standards of the law enforcement profession.
- K. Conformance to Laws
Employees shall obey all laws of the United States and any state or commonwealth, and any laws and ordinances of any local jurisdiction in which the member is present.
 - 1. A conviction of the violation of any law or ordinance shall be prima facie evidence of a violation of this section.

Michael Jackson

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Chief of Police