



# GENERAL POLICE ORDER CLEVELAND DIVISION OF POLICE



EFFECTIVE DATE: <b>MARCH 1, 2002</b>	REVISED DATE:	NO. PAGES: <b>1 of 1</b>	NUMBER: <b>1.1.03</b>
SUBJECT: <b>STANDARDS OF CONDUCT AND COURTESY</b>			
ASSOCIATED MANUAL: <b>MANUAL OF RULES &amp; REGULATIONS</b>		RELATED ORDERS:	
CHIEF OF POLICE: <b><i>Edward F. Lohn, Chief</i></b>			

**PURPOSE:** To establish professional standards of conduct and courtesy for members of the Cleveland Division of Police who represent the Division in dealing with the general public.

**POLICY:** Division members shall be resourceful and polite when dealing with the general public. This includes but is not limited to personal, physical and telephone contact.

**PROCEDURES:** Division of Police personnel shall:

- I. Not engage in any conduct, speech or acts while on or off duty, which would reasonably tend to diminish the esteem of the Division of Police or its personnel in the eyes of the public (Rule 5.01).
- II. Not engage publicly in any disparaging conversation detrimental to the Division of Police or its personnel, or representing policy as other than as stated in the rules, general police orders, divisional notices and memorandums (Rule 5.02).
- III. Conduct themselves in such a manner as to command the respect of the public (Rule 5.08).
- IV. Be courteous and respectful in their speech, conduct and contact with others (Rule 5.09).
- V. Remain awake and alert while on duty (Rule 5.12).
- VI. Answer police telephones promptly and identify themselves by name, rank, unit, and in compliance with division procedures (Rule 7.07).

**Commanding officers shall ensure that police personnel are aware of this order and review it when a new employee is assigned to their unit.**