

COMMISSIONER GEORGE P. BUSH
and
CHIEF CLERK MARK HAVEN'S

STANDARDS OF CONDUCT

for Employees of the Texas General Land Office

BE RESPECTFUL AND COURTEOUS AT ALL TIMES.

Show respect and courtesy to members of the Legislature, other state agencies, the public, customers and your co-workers.

BE PROFESSIONAL AT ALL TIMES. SET THE EXAMPLE.

Be on time, responsive and dependable.

UPHOLD THE HIGHEST ETHICAL STANDARDS.

Act with honesty, integrity and demonstrate a commitment to maintaining the public trust every day.

ALL EMPLOYEES MUST RESPECT THE CHAIN OF COMMAND.

Our organization and its ability to accomplish our mission is only as strong as the trust and mutual respect between employees and management.

BE PREPARED TO INNOVATE AND IMPROVE.

If you are not improving as an employee, we are not improving as an agency. Don't just solve a problem once; make sure it never becomes a problem again.

BE FORTHRIGHT ABOUT CHALLENGES, ISSUES AND SOLUTIONS. *Make known any activity that does not live up to the expectations of the Commissioner or the agency. When asked for facts, give them without opinion; when asked for opinions, support them with facts.*

PRACTICE GOOD COMMUNICATION.

Use constructive written and verbal communication to contribute, rather than criticize.

TAKE RESPONSIBILITY FOR SUCCESS.

Employees at all levels should be willing to take on any task, no matter how small, to help accomplish our mission.

★ **REMEMBER OUR MISSION** ★

The Texas General Land Office serves the schoolchildren, veterans, and all people of Texas by preserving their history, protecting their environment, expanding economic opportunity, helping communities rebuild after disasters, and maximizing state revenue through innovative administration and prudent stewardship of state lands and resources.