

## APPENDIX A

### PROFESSIONALISM IN WEIGHTS & MEASURES

1. Purpose. The purpose of this instruction is to provide guidance for personnel to follow in their behavior with the public.
2. General.
  - a. Image Building. The single most important image building factor for Weights and Measures is the individual staff member. It is you, the staff of Weights and Measures, and your behavior toward the public that is our front line, our first and most lasting impression on the public. Consequently, everyone you meet or interact with, publicly or privately, is part of our public. Whether it's a private individual on the phone, the head of a company, or a gas pump attendant, all conversations or actions that are part of your daily life are also part of the Weights and Measures image. Each member of the staff must be aware of this and must see his or her actions in this context. You personally represent Weights and Measures in all your actions.
  - b. Professional Image Projection. No one will believe that we are doing a good, professional job unless we project that image in every interaction. For example, if you threaten someone with a warning before you have solid proof, you cannot expect the general public to believe you are acting fairly and in the interest of equity. You cannot use your position as a member of the staff of Weights and Measures to harass an obstinate store manager or gas station attendant. We expect people to cooperate with us because accurate weights and measures are in their best interest. If a store manager shows lack of courtesy or cooperation, harassment by an inspector will not improve the situation.
  - c. Behavior as a Private Person. Remember, too, that your behavior as a private person reflects on the Weights and Measures public image. You are in a very special position of having regulatory control over some aspects of the State's economy. You cannot misuse that power for your private, personal ends. You must separate your professional authority from your personal life.
  - d. Servicing the Public. Servicing the public is frequently a great effort for little immediate reward. There is little thanks given for dealing with irate phone calls, and inspections tend to blur into one. A great help in dealing with the public is to remember that however often you have had to deal with a particular problem or complaint, it is usually a new problem for the person

on the other side. The ability to treat each complaint or inspection as an individual case, unique for the person complaining or being inspected, helps keep the Weights and Measures image bright and shiny for each individual member of the public who encounters Weights and Measures.

e. Essential Points. The three essential points to remember are:

- 1) Each staff member should be aware of his or her part in projecting the Weights and Measures image.
- 2) Our powers are a public trust and not to be used for personal emotional satisfaction.
- 3) Each case, complaint, or interaction of any sort is a new experience for each individual member of the general public who comes in contact with the Weights and Measures Division.

3. Violations. There are many ways in which an inspector can confront someone who has broken a rule, regulation, or the law. However, some methods of approach are far better than others and will better establish a cooperative relationship with the other person in a regulatory procedure. Please follow these suggestions:

- a. Dealing in Commodities. Of greatest importance, you should not become emotional. Remember that you are dealing in commodities, not in people, with respect to violations. Do not become a "badge happy" inspector, thus forgetting that most people wish to comply with the law.
- b. Commodity or Device in Violation. If in doubt whether or not there is a violation, contact your supervisor.
- c. Courtesy. Be courteous at all times to any person when you are issuing a warning, etc. Nothing will ever be gained by becoming emotional and losing your composure. Any objectionable action on your part will be held against you as a State official if the case should go to court.
- d. Arguing. Occasionally, the persons to whom you are issuing the legal notice may become abusive. Let them talk until they have finished. Do not argue with them. Go about your business and fill out the form in a courteous and businesslike manner.

- e. Handling an Abusive Situation. In the event a person becomes too abusive or unmanageable, simply state that you have no choice except to summon the assistance of the nearest police officer. Announce that you will take necessary action. However, as soon as you leave this person when the situation becomes unmanageable, call your immediate supervisor, relate what has occurred, and seek advice. If your supervisor is not available, use your best judgment. Normally, if you remain courteous in the face of trying situations, you can get the job done effectively. The person involved will often apologize, at a later date telling you that they just lost their temper. Your good behavior is usually the key to how a situation will develop or terminate. After contending with an abusive situation, be sure that you are self-controlled prior to your next inspection. Do not make the next person pay for any anger toward the predecessor.
- f. Summary. In summary, remember that any inspection could possibly turn into a court case; act accordingly by preparing clear and concise reports. You must be observant and list all pertinent information needed to supply proper evidence in a court of law, including (but not limited to) day and time of inspection and names of persons involved. If the inspection is going to warrant court action, take a few minutes after leaving the premises to write a brief narrative of what occurred. This will help refresh your memory later.
- g. Answer Questions. Be perfectly willing to answer any questions resulting from an inspection in a courteous manner.
- h. Discussing Scheduling. Remember, an inspector does not normally discuss proposed or current scheduling with members of industry unless specified in departmental policy.

4. Inspections and Testing. The inspection and testing will usually be made during routine inspections or investigations. Inspections will usually be made without advance notice, unless specified otherwise in departmental policy. The following is the testing procedure:

- a. Identification and Purpose. Identify yourself and state the purpose of your visit to the individual in charge.
- b. Assistance. If required, inform the person in charge of his responsibility to provide assistance and any special equipment.
- c. Equipment. Set up test equipment.
- d. Visual Examination. Make visual examinations.
- e. Test. Conduct test in accordance with the appropriate Examination Procedure Outline (EPO).

- f. Review. At the conclusion of the test, review findings with the person in charge and explain fully your actions and the law upon which they are based. At the conclusion of the review, ensure that the manager or other person in authority signs your report.