KNOXVILLE POLICE DEPARTMENT
KNOXVILLE, TENNESSEE

Standard Operating Procedure – Code of Conduct

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Purpose

The purpose of this document is to establish the policy and procedures for the conduct of all employees of the Knoxville Police Department concerning their performance of duty, the exercise of members' police powers, their relationship with fellow employees, and their relationship with the public.

This Code of Conduct is developed under the guidelines of the Commission on Accreditation for Law Enforcement Agencies standards. I have reviewed and approved this document for implementation on this date.

Table of Contents

Code of Ethics 2
General Responsibilities 3
Part I: Professional Conduct and Responsibility 4
Part II: Personal Conduct 13
Part III: Conduct Toward the Public 16
Part IV: Conduct in Arresting and Processing Law Violators 17
Part V: Other Violations 18
Part VI: Classes of Offenses 19
INDEX 20

Code of Ethics

All employees shall be habitually courteous; they shall recognize their responsibilities as public servants and shall be particularly attentive to citizens seeking assistance or information or who desire to register complaints or give evidence.

Employees shall accept their responsibility to the public by being punctual in their engagements and expeditious in the performance of their duties.

Employees, whether sworn or civilian, shall regard their office as a public trust and in the discharge of their duties be constantly mindful of their primary obligation to serve the public efficiently and effectively.

Members shall administer the law in a just, impartial, and reasonable manner and shall not accord to some more reasonable treatment than to others. They, as well as civilian employees, shall recognize the limitations of their authority and at no time use the power of their office for their own personal advantage.

Employees shall be true to their obligation as custodians of public property and shall bear in mind that the misuse and waste of public property is equally as reprehensible as the misuse or waste of money from the public treasury.

Employees shall not limit their effectiveness in the administration of their office by accepting gratuities or favors from citizens or corporations with whom they may have official dealings.

Employees shall cooperate fully with all other public officials to the end that safety and general welfare of the public will be insured. They shall not permit jealousies or personal differences to influence their cooperation with other agencies.

Employees shall add to their effectiveness by diligent study and sincere attention to self-improvement. They shall welcome an opportunity to disseminate practical and useful information relating to matters of the public's safety and welfare.

Employees shall so conduct their public and private lives that the public will regard them as examples of stability, fidelity, and morality.

Employees shall bear faithful allegiance to their Government and be loyal to their profession. They shall accept as the sacred obligation their responsibility as citizens of the City of Knoxville, Tennessee and the United States of America to support the laws and the Constitution. As public officials, they shall consider the privilege of defending the principles of liberty as defined in our Constitution and laws, this privilege being the greatest honor that may be bestowed upon any person anywhere.

General Responsibilities

Employees of the Department, whether on or off duty, shall be governed by the ordinary and reasonable rules of good conduct and behavior, and shall not commit any negligent, malicious or criminal act which may bring reproach or discredit upon the Department or the City of Knoxville.

New officers will receive ethics training during the Basic Recruit Academy and new civilian employees will receive ethics training during their Civil Service Orientation training. All employees shall receive refresher training in ethics at least once every two years. The refresher training may be accomplished through in-service training or roll call training.

Officers of the Department shall at all times take prompt and effective police action within the City of Knoxville in regard to the protection of life and property, preservation of peace, prevention of crime, detection and arrest of violators of the law, and enforcement of those laws of the United States, the State of Tennessee, and the ordinances of the City of Knoxville of which the Department has jurisdiction.

In order to further the purpose of the Knoxville Police Department and to enforce the general responsibilities of the members, or other employees, of the department, the following provisions of this Code of Conduct are adopted.

Part I: Professional Conduct and Responsibility

1.0 Insubordination – Degree of severity: A

Employees assigned to the various divisions and sections of the Department are subject to the lawful supervision of all supervisory personnel and shall complete their assignments within a reasonable time. The failure or deliberate refusal of any employee to obey a lawful order given by a supervisory officer shall be termed insubordination. Flouting the authority of the supervisory officer by manifest disrespect or by disputing the supervisor's orders as well as disrespectful, mutinous, insolent, or abusive language or conduct toward a supervisory officer is also insubordination.

1.01 Conflicting or Illegal Orders – Degree of severity: B

A. A commanding or supervisory officer shall not knowingly issue any order which is in violation of any law, ordinance, departmental order, directive, or rule.
B. Employees who are given a proper order that is in conflict with a previous order, rule, regulation, or directive shall respectfully inform the supervisor issuing the second order of the conflict. If the supervisor does not alter or retract the conflicting order, the order shall stand. Employees shall obey the conflicting order and shall not be held responsible for disobedience to the order, rule, regulation, or directive previously issued. The supervisor issuing the conflicting order shall notify the supervisor issuing the original order of the conflict.
C. Employees shall not obey any order which they know or should know would require them to commit any illegal act. If in doubt as to the legality of an order, employees shall request the issuing supervisor to clarify the order in writing or to confer with higher authority.

1.02 Neglect of Duty – Degree of severity: A

A. Improper performance of or failure to perform a required police duty will be deemed neglect of duty. Employees shall not engage in any activities or personal business which could cause them to neglect or be inattentive to duty.
B. An employee with supervisory responsibility shall be in neglect of duty whenever they fails to properly supervise subordinates, or when their actions in a matter relating to discipline fail to conform with the policies of the Knoxville Police Department and City of Knoxville.

1.03 Knowledge of Laws and Regulations – Degree of severity: C

Every Police Officer will establish and maintain a working knowledge of all pertinent laws and ordinances. All employees will establish and maintain a working knowledge of departmental policies, procedures, rules, and regulations. In the event of improper action or breach of discipline, it will be presumed that the officer or employee was familiar with the above.

1.04 Conformance to Laws – Degree of severity: A

A. Employees shall obey all laws of the United States and of any state and local jurisdiction in which the officers are present.
B. A conviction of the violation of any law shall be prima facie evidence of a violation of this section with the exception of minor misdemeanor violations.

1.05 Assistance to Other Officers – Degree of severity: A

All officers shall take effective police action and shall aid and protect a fellow officer(s) in times of danger or under circumstances where danger might reasonably be impending, except when actually incapacitated.

1.06 Emergency Duty – Degree of severity: A

Members or affected civilian employees who are off duty shall report for duty promptly or in compliance with the directive given them upon the receipt of notification that an emergency situation exists.

1.07 Reporting for Duty – Degree of severity: A

Employees shall report for duty at the time and place required by assignment or orders and shall be physically and mentally fit to perform their duties. They shall be properly equipped and aware of information required for the proper performance of duty so that they may immediately assume their duties. If a member requires unexpected leave from their tour of duty, the member shall notify their supervisor as soon as possible.

1.08 Police Service Off Duty – Degree of severity: B

Officers, while off duty and within the corporate limits of the City of Knoxville, shall perform necessary police service whenever or wherever they are aware of a serious criminal offense or a present threat to life. When there is no urgent or immediate need for police action or service, they shall call for the services of officers on duty.

1.09 Special Assignments Not Exclusive Duty – Degree of severity: B

Notwithstanding the fact that an officer may be detailed to specific duties, they are not considered relieved from taking proper police action when the occasion requires it. (Example: Investigators are not excused from rendering assistance at the scene of traffic accidents)

1.10 Carrying Badge and Weapon Off-Duty – Degree of severity: C

All officers, when off duty and in the City of Knoxville, unless impractical, shall carry or have in their immediate possession their departmental identification or badge, and an authorized weapon the officer has qualified with. Officers shall not carry firearms when the carrying of a firearm would be a violation of applicable state or federal law, including, but not limited to, Tennessee Code Annotated 39-17-1305, 39-17-1306, 39-17-1309, 39-17-1311, 39-17-1315, and 39-17-1321.

1.11 Reporting Change of Address and/or Telephone Number – Degree of severity: C
Employees shall keep the department informed of their correct address and telephone number. All employees shall report any change in their residence and/or phone number to the Personnel Unit within twenty-four (24) hours after such change. Such reports of notification must be in writing or email.

1.12 Possession and Use of Drugs – Degree of severity: A
Employees shall not possess or use any controlled substances, narcotics, or hallucinogens, except when prescribed in the treatment of employees by a physician or a dentist.

1.13 Use of Alcohol and Drugs – Degree of severity: A

A. Employees shall not consume alcoholic beverages while in uniform, on duty, or while assigned to an on-call status, except in the performance of duties that require such actions and the member is acting under the supervision and approval of a superior officer.
B. Employees shall not appear for duty, be on duty, or act under the color of law while under the influence of intoxicants or illegal drugs to any degree whatsoever or with an odor of intoxicants on their breath. Employees taking prescribed medications, which may have an impairing effect on the performance of safety sensitive duties, shall disclose their use in accordance with the City of Knoxville Drug Policy.
C. Employees shall not store, transport, or bring into any city facility or vehicle, alcoholic beverages or illegal substances which are not held as evidence or as property to be confiscated in accordance with departmental procedures.
D. Employees shall not consume any alcoholic beverage eight hours prior to reporting for duty or eight hours prior to assigned on-call status.

1.14 Gifts, Gratuities, Bribes, or Rewards – Degree of severity: A

A. An employee shall not use their position, badge, or uniform to solicit or accept gifts or gratuities that could, in the public mind, be interpreted as capable of influencing their judgment in the discharge of their duties or that would reflect favoritism by the employee or department towards any particular person, group, or business.
B. An employee may not accept, directly or indirectly, any money, gift, gratuity, or other consideration or favor of any kind from anyone other than the city:
    1. For the performance of an act, or refraining from performance of an act, that the employee would be expected to perform, or refrain from performing, in the regular course of their duties.
    2. That might reasonably be interpreted as an attempt to influence the employee's action, or reward the employee for past action, in executing city business.

C. This policy does not prohibit:
    1. Unsolicited discounts or services offered to all employees so long as the employee does not profit by reselling the item or offering the service to another.
    2. Acceptance of awards, including money, given to an employee by a publicly recognized organization in recognition of outstanding service or achievement.
    3. Acceptance by an employee of money or gifts on behalf of the department with approval by any command-level supervisor. Such items accepted shall be of benefit to the department as a whole or for some worthy cause that is sponsored in whole or in part by the department.
    4. Acceptance of de minims items such as coffee or soft drinks offered by merchants to any law enforcement officer.

D. Any unauthorized gift, gratuity, reward, or other material benefit, which comes into the possession of any employee, shall be forwarded to the Chief of Police.
    1. The Chief of Police shall consult with the departmental legal advisor and a determination made as to the disposition of the gift and the need, if any, for an investigation as to the circumstances of the gift.
    2. The employee involved shall be notified in writing of the disposition.

1.15 Abuse of Process – Degree of severity: A

Employees shall not knowingly make false accusations of a criminal offense or traffic charge.

1.16 Work Actions – Degree of severity: A

Employees shall not engage in any strike. "Strike" includes the concerted failure to report for duty, willful absence from one's position, unauthorized holidays, and the stoppage of work or the abstinence in whole or in part from the full, faithful, and proper performance of the duties of employment for the purposes of inducing, influencing, or coercing a change in conditions, compensation, rights, privileges, or obligations of employment.

1.17 Use of Truth Verification, Medical Examination, Photographs, and Line-ups – Degree of severity: A

A. Truth Verification Examinations – Upon the order of the Chief of Police or the Chief's designee, employees shall submit to truth Verification examinations when the examination are specifically directed and narrowly related to a particular internal investigation being conducted by the department. When the matter being investigated is criminal in nature, an employee may be required to submit to a truth Verification examination without the need for any complainant first submitting to a truth Verification examination. No employee shall be required to waive immunity from criminal prosecution which could in any way arise from the internal

investigation and the submission to the truth Verification examination. Any information that is obtained through the truth Verification examination cannot and will not be used against the employee should a later criminal proceeding arise.

B. Medical Examinations, Photographs, and Line-ups – Upon the order of the Chief of Police or the Chief's designee, employees shall submit to any medical, ballistics, chemical or other tests, photographs, or line-ups. All procedures carried out under this sub-section shall be specifically directed and narrowly related to a particular internal investigation being conducted by the department.

1.18 Unexcused Absence for Three Days in a Row – Degree of severity: A
Employees shall not be absent from duty (unexcused) three days in a row.

1.19 Unbecoming Conduct – Degree of severity: A
Employees shall conduct themselves at all times, both on and off duty, in such a manner as to reflect most favorably on the department. Conduct unbecoming of an employee shall include that which brings the department into disrepute or reflects discredit upon the employee as a member of the department, or that which impairs the operation or efficiency of the department or employee.

1.20 Abuse of Leave Privileges – Degree of severity: A

A. Employees shall not falsely report themselves ill or injured or otherwise deceive or attempt to deceive any official of the department as to the condition of their health.
B. Employees shall not falsely deceive or attempt to deceive any official of the department in any situation pertaining to military leave or bereavement leave.
C. Employees shall request leave from their supervisor prior to taking any leave. If an employee requires unexpected leave, the employee shall notify their supervisor as soon as possible.

1.21 Unsatisfactory Performance – Degree of severity: B
Employees shall maintain a sufficient competency to perform properly their duties and assume the responsibilities of their positions. Employees shall perform their duties in a matter which will maintain the highest standards of efficiency and effectiveness in carrying out the functions and objectives of the department. Unsatisfactory performance may be demonstrated by a lack of knowledge of the application of laws required to be enforced; failing to supervise and/or carry out the duties and/or the responsibilities of a supervisor; unwillingness or inability to perform assigned tasks; the failure to conform to work standards established for the officer's rank, grade, or position; the failure to take appropriate action on the occasion of a crime, disorder, or other conditions deserving police attention; or absence without leave. In addition to other indications of unsatisfactory performance, repeated infractions of rules, regulations, directives, or orders of the department shall indicate unsatisfactory performance.

1.22 Abuse of Position – Degree of severity: A
Employees shall not lend to another person their identification cards or badges or permit them to be photographed or reproduced without the approval of the Chief of Police. Employees shall not authorize the use of their names, photographs, or official title which identify them as Police Department employees in connection with testimonials or advertisements of any commodity or commercial enterprise without the approval of the Chief of Police.

1.23 Dissemination of Information – Degree of severity: B
Employees shall treat the official business of the department as confidential. Information regarding official business shall be disseminated only to those for whom it is intended, in accordance with established departmental procedures. Employees may remove or copy official records or reports from a police installation only in accordance with established departmental procedures. Employees shall not divulge the identity of persons given confidential information except as authorized by proper authority. Confidential information includes information received in a verbal, paper or automated manner.

1.24 Use of Force – Degree of severity: A
Officers shall not use more force in any situation than is reasonably necessary under the circumstances. Officers shall use force in accordance with law and departmental procedures.

1.25 Use of Weapons – Degree of severity: B
Officers shall not use or handle weapons in a careless or imprudent manner. Officers are authorized to use firearms or weapons in a manner that is consistent with departmental policy and directives.

1.26 Abuse or Loss of Equipment – Degree of severity: B
Employees shall not intentionally abuse, deface, alter, or damage any department equipment or property. Lost equipment shall be reported to the appropriate supervisor as soon as possible.

1.27 Unexcused Absence (Daily) – Degree of severity: C
Employees shall have the responsibility to produce factual evidence for an acceptable excuse for each day's absence.

1.28 Leaving Duty Post – Degree of severity: C
Employees shall not leave their assigned duty posts during a tour of duty except when authorized by proper authority.

1.29 Employment Outside of the Department – Degree of severity: C
Employees shall follow established departmental procedures when engaging in off-duty employment.

1.30 Personal Appearance – Degree of severity: C

A. Employees on-duty shall wear official uniforms or other clothing in accordance with established procedures.
B. Except when acting under proper and specific orders from the supervisor, the employees on-duty shall maintain a neat, well-groomed appearance and shall style their hair in accordance with established departmental procedures.
C. All employees shall adhere to the tattoo policy as found in General Order 1.11.

1.31 Political Activity – Degree of severity: C

The City encourages every employee to exercise their right to vote in all elections. However, City employees shall not: engage in political activities while on duty; be required as a duty of office or employment, or as a condition for employment, promotion, or tenure of office, to contribute funds for political or partisan purposes; coerce or compel contributions for political action of any person; use any supplies or equipment of the City for political or partisan elected office. Employees on authorized leave of absence may enter political campaigns.

1.32 Submitting Departmental Reports – Degree of severity: C

Employees shall submit all necessary electronic and written reports on time and in accordance with established departmental procedures.

1.33 Submitting False Reports – Degree of severity: A

Reports submitted by employees shall be truthful and complete. No employee shall knowingly enter or cause to be entered inaccurate, false, or improper information.

1.34 Processing Property and Evidence – Negligent Actions – Degree of severity: B

Property or evidence which has been discovered, gathered, or received in connection with departmental responsibilities will be processed in accordance with established departmental procedures.

1.35 Processing Property and Evidence – Degree of severity: A

Employees shall not convert to their own use, manufacture, conceal, falsify, destroy, remove, tamper with, or withhold any property or evidence in connection with an investigation or other police action, except in accordance with established departmental procedures.

1.36 Use of Departmental Equipment – Degree of severity: C

Employees shall utilize department equipment and property only for its intended purpose in accordance with established departmental procedures.

1.37 Operating Vehicles – Degree of severity: C

Employees shall operate official vehicles in a careful and prudent manner and shall obey all lawful and all departmental orders pertaining to such operation. Loss or suspension of any driving license shall be reported to the department immediately in writing.

1.38 Carrying Firearms – Degree of severity: C
Officers shall carry any authorized firearm or weapon in accordance with all applicable federal law, state law, local ordinance, and POST standards.

1.39 Arrest, Search, and Seizure – Degree of severity: B
Officers shall not conduct any traffic stops, arrests, search, or seizure which they know or should know is not in accordance with law and departmental procedures.

1.40 Prescribed Drugs – Degree of severity: B
When controlled substances, narcotics, or hallucinogens are prescribed, employees shall report this prior to the beginning of the work shift or tour of duty.

1.41 Court Responsibility – Degree of severity: C
Employees shall follow established departmental procedures regarding court responsibility.

1.42 Members Identification (For Undercover Purposes) – Degree of severity: C
Members of the department in uniform shall not speak to or otherwise recognize members of the department in civilian clothes unless they are spoken to first by the members in civilian clothes. The purpose of this section is to prevent the identification to the public of members of the department who may be assigned to undercover investigations through open recognition by members of the department in uniform. This does not apply to civilian members/non-sworn members.

1.43 Requests Regarding Members Participating on Boards of Review – Degree of severity: C
A member receiving a request to participate on any type of personnel or oral interview board shall instruct the requesting party to forward a written request to the office of the Chief of Police.

1.44 Absence from Duty Due to Illness – Degree of severity: C
When any employee of the Knoxville Police Department finds it necessary to be absent from their tour of duty due to an illness, they will notify their supervisor no later than twenty (20) minutes before the start of their tour of duty. Notification to the dispatcher, complaint clerk, or other persons will not be permissible.

1.45 Sexual Misconduct – Degree of severity: A
A. All employees of the Knoxville Police Department shall refrain from any behavior or communication that would likely be construed as lewd, lascivious or otherwise sexually inappropriate.
B. Employees shall not misuse their position with the Knoxville Police Department to coerce, persuade, force or initiate sexual contact with anyone.
C. While on duty, employees shall not engage in any form of sexual activity or participate in sexually motivated behaviors for the purpose of self-gratification.

D. Employees shall not use any city facility, vehicle, property, or information system to initiate or participate in a sexual act with another or engage in voyeuristic behavior that is sexually motivated
E. Unless the employee can demonstrate a legitimate departmental interest in such conduct, such as a recognized police investigation into criminal activity or employee misconduct, employees shall refrain from any communications of sexually inappropriate material, electronic or otherwise, while on duty.
F. Officers shall not conduct any stop or investigation that is personally or sexually motivated and falsely veiled as a legal and warranted action within policy. Furthermore, all employees shall avoid inappropriate or unnecessary searches, frisks or pat-downs.

1.46 Duty to Intervene – Degree of severity: The degree of severity is equal to the degree of severity of the violation which the member fails to prevent, intervene, or end.

Employees are required to intervene and notify the appropriate supervisor if they observe another agency employee or public safety associate engage in any unreasonable use of force or if they become aware of any violation of departmental policy, state/provincial or federal law, or local ordinance. If the employee observes such action occurring or reasonably believes that such action is about to occur, the employee should attempt to prevent the action or stop it from continuing.

The intention of this policy is not to require agency employees to know other agencies policies but to intervene and report any act that is excessive, unreasonable, or a violation of another person's civil rights.

1.47 Retaliation – Degree of severity: A

A. The Knoxville Police Department expressly prohibits all forms of retaliation, including discouragement, intimidation, coercion, or adverse action (to include threats, unsupported negative evaluations, giving punitive work assignments, giving demeaning or unnecessary job assignments, blocking advancement), against any person who reports misconduct, makes a misconduct complaint, or cooperates with an investigation of misconduct. Those who intervene or report misconduct are not to be punished, targeted or otherwise ostracized for their intervention. Retaliation will not be tolerated and will be promptly investigated, ensuring all members are held accountable.
B. No employee of the department, who is the subject of a misconduct complaint, shall intentionally contact, or take any action against, a complainant or a witness involved in the misconduct complaint in retaliation for the complainant or witness having filed or provided information in support of a misconduct complaint. If the accused employee makes such contact or takes such action, the complainant or witness should immediately notify a supervisor. If the accused employee contacts, or acts

against, a complainant or witness who is a member of the public, the accused employee shall immediately advise a supervisor.

C. Any member who believes, in good faith, that they have has been subjected to retaliation should promptly notify the City of Knoxville's Director of Human Resources. If the Director of Human Resources is unavailable, or the member is uncomfortable with filing with this unit, the member may notify the City of Knoxville's Law Department.

1.48 Facial Recognition Technology – Degree of severity: A
Employees shall not access, disseminate, or use facial recognition technology except as authorized by Department policy and applicable laws.

1.49 Automated License Plate Reader Technology – Degree of severity: A
Employees shall not access, disseminate, or use license plate reader technology except as authorized by Department policy and applicable laws.

Part II: Personal Conduct

2.00 Visiting Prohibited Establishments – Degree of severity: A
Employees shall not knowingly visit, enter, or frequent a house of prostitution, gambling house, or establishment wherein the laws of the United States, the state, or the local jurisdiction are regularly violated, except in the performance of duty or while acting under proper and specific orders from a superior officer.

2.01 Associations – Degree of severity: B
Employees shall avoid regular or continuous associations or dealings with persons whom they know are persons under criminal investigation or criminal indictment, or who have a reputation in the community or the department for present involvement in felonious or criminal behavior, except as necessary to the performance of official duties or where unavoidable because of other personal relationships of the employee.

2.02 Ridicule or Criticism of the Department – Degree of severity: B
Employees shall not publicly criticize or ridicule the department, its policies, or other employees, by speech, writing, or other expression, where such speech, writing, or other expression is defamatory, unlawful, undermines the effectiveness of the department, interferes with the maintenance of discipline, or is made with reckless disregard for truth or falsity. NOTE: This section is not to be construed as restricting in any way the guaranteed constitutional rights of any employee.

2.03 Public Statements and Appearances – Degree of severity: B
Unless done pursuant to proper authority, employees shall not address public gatherings, appear on radio or television, prepare any articles for publication, act as correspondent to a newspaper or a periodical, and release or divulge investigative

information or any other matters of the department while holding themselves out as representing the department in such matters.

2.04 Conduct – General – Degree of severity: A
Employees shall not conduct themselves in an immoral, indecent, lewd, or disorderly manner or in a manner that might be construed by an observer as immoral, indecent, lewd, or disorderly. Members shall not commit acts of misconduct, neglect of duty, or conduct unbecoming a member and a citizen, even though such conduct is not specifically set forth in this order.

2.05 Attorney and Bail Bondsman Services – Degree of severity: C
Members shall not suggest, recommend, advise, or otherwise counsel concerning the retention of an attorney or bail bondsman (by name, firm, etc.) to any person coming to their attention as a result of police business.

2.06 Violations of Rules and Orders – Degree of severity: The degree of severity is equal to the degree of severity of the violation which the member fails to report.
Employees of the department shall report to their immediate supervisor any violations of the rules or orders of the Knoxville Police Department by any other employee of the department.

2.07 Truthfulness – Degree of severity: A

A. Employees shall truthfully answer all questions directed to them on the order of the Chief of Police, a superior officer, or any judicial, departmental, or other official investigative body, to include other law enforcement agencies. A refusal to respond to such questioning is in itself a violation of the rules of the department and makes the employee subject to disciplinary action. In any case, when an employee declines or refuses to answer proper questions relating to their official duties, it shall be the duty of the supervisory officer or investigator to make a complete written report of the circumstances together with a recommendation for appropriate disciplinary actions based on the refusal of the subordinate to make a statement as directed. This shall be in addition to any other charges against the offender, which the circumstances may warrant.
B. No employee shall willfully depart from the truth, either in giving testimony or in making any sworn statement.
C. No employee shall knowingly be untruthful in the general conduct of police department business, to include, but not limited to, relations with peers, subordinates, supervisors, or the public, except as necessary in the course of conducting an investigation.

2.08 Following the Chain of Command – Degree of severity: C
Any employee of the department who desires a conference with members above the employee's commander shall make request to their commander stating briefly the

reason for the request, and the commander shall transmit the request to the member indicated for their approval or disapproval. This shall not be construed as restricting any employee of the department from requesting a conference with any departmental member.

2.09 Respect Between Ranks – Degree of severity: C

Officers shall treat those in the department of a supervisory or lesser rank with the courtesy due them as fellow officers. In referring to or addressing a supervisory officer, whether members are on or off duty, the appropriate rank (title) of the member addressed or referred to shall be used. Supervisory members in addressing members of the department below the rank of Sergeant on official business shall use the title "Officer".

2.10 Recording of Communication – Degree of severity: A

To prevent dissemination of confidential information and the unauthorized recording of communications between employees, no employee of the Knoxville Police Department shall tape or otherwise record any communication between the employee and any other employee of the Knoxville Police Department unless specifically authorized by the General Orders of the department or with the prior approval of the employee being recorded or the Chief of Police.

2.11 Violation of Ordinances and Laws Notification – Degree of severity: A

A. A member of the Knoxville Police Department shall immediately notify their supervisor when they are involved in any of the following situations:
    1. Arrested or summoned to court as a defendant in a criminal matter.
    2. Received notification of being a subject of a criminal investigation.
    3. Received a citation for violation of the laws relating to alcohol, drugs, or civil disturbance.
    4. Directly involved or on scene of a situation where an accompanying party was arrested or received a summons to criminal court.

B. After notifying a supervisor, the member shall complete the "Violation of Ordinance and Laws Notification" form and route it up the complete Chain of Command. The Chief of Police, or designee, will determine if the offense shall merit an investigation from the Office of Professional Standards. Members are not required to complete the "Violation of Ordinance and Laws Notification" form for involvement of any incident while working in the capacity of a peace officer.

2.12 KPD Images and Logos – Degree of Severity: B

Violations of General Order 1.54, Use of KPD Images and Logo will be investigated under this rule of the Code of Conduct.

Part III: Conduct Toward the Public

3.00 Courtesy – Degree of severity: C

A. All employees of the department shall be courteous and orderly in their dealings with the public and other employees of the department. Employees shall be attentive to and take suitable action on reports and complaints by a private person except when circumstances make it necessary for them to report the matter or refer the complainant to a more suitable police office or another agency. Employees shall fulfill proper requests for information or assistance, or they shall aide the person in otherwise obtaining the requested information or assistance.

B. Employees shall be quiet, orderly, and attentive and shall exercise patience and discretion in the performance of their duties. They shall avoid an abrupt manner in answering questions. They shall maintain an even temper, in spite of provocation, remaining cool and collected at all times. Employees shall refrain from harsh, violent, coarse, profane, sarcastic, or insolent language. When requested to do so, they shall give their name and badge number, or identification number, in a respectful, courteous manner.

3.01 Responding to Calls – Degree of severity: B

Members shall respond without delay to all calls for police assistance from citizens. Emergency calls take precedence; however, all calls shall be answered as soon as possible consistent with normal safety precautions, vehicle laws, and the call handlers' guide. Failure to answer promptly a call for police assistance, without justification, constitutes misconduct on the part of the member(s) involved.

3.02 Telephone Procedures – Degree of severity: C

When an employee of the department is called on the telephone, the employee shall respond promptly by giving the command to which the employee is attached, the employee's rank or title, and the employee's surname.

3.03 Discussion of Controversial Subjects – Degree of severity: C

Employees shall avoid public discussions on racial, religious, political, or other controversial subjects while on duty. They shall refrain from the public discussion of the demerits of any law or ordinance.

3.04 Citizen Request for Supervision – Degree of severity: C

Members shall provide the name of their supervisor when requested by a member of the public. If the citizen requests to speak to a supervisor, the member shall notify their supervisor of the request.

Part IV: Conduct in Arresting and Processing Law Violators

4.00 Identification Before Taking Police Action – Degree of severity: C
Except when impractical or unfeasible members in uniform shall verbally identify themselves before taking police action. If members are in non-uniform dress attire or plain clothes, the members shall identify themselves verbally and by displaying their badge, or another form of police identification, before taking police action, except when impractical or unfeasible.

4.01 Field Interviews – Degree of severity: C
Persons encountered under suspicious circumstances should be stopped and questioned, but not detained against their will, unless the member feels there is probable cause for arrest.

4.02 Probable Cause – Arrest – Degree of severity: A
When the member has probable cause to believe that a felony has been committed and probable cause to believe that an individual is guilty of that felony, the individual or individuals shall be questioned, if appropriate, and if circumstances warrant, they shall be taken into custody.

4.03 Traffic Stops – Notification to Dispatcher – Degree of severity: C
All members shall notify the dispatcher prior to stopping a traffic offender and will use every precaution. Whenever an officer stops a vehicle for a traffic violation or a vehicle check, the officer will notify the dispatcher, using the radio code number 10-25. The officer will notify the dispatcher of the location, the make, year, and color of the automobile stopped, and the license number, including state. The dispatcher will answer, giving the time and an acknowledgment of the call. If the officer making the stop does not call in 10-98 within 3-5 minutes, the dispatcher will contact the officer by radio to ascertain the status of the situation. If radio contact is not established, the dispatcher will immediately send a back-up officer and a supervisor.

4.04 Treatment of Prisoners – Degree of severity: B
Prisoners and suspects shall be treated in a fair and humane manner. They shall not be humiliated, ridiculed, taunted, or embarrassed. Officers shall report any force used on a prisoner in accordance with the requirements of General Order 1.6 - Use of Force.

4.05 Advising Persons of the Reason for Arrest – Degree of severity: B
At the time of an arrest, the person arrested has a right to know the reason for such arrest and the member's authority therefore. The member shall honor these rights.

4.06 Arrest, Transportation, and Detention of Prisoners – Degree of severity: B
In the arrest, transportation, and detention of prisoners, the member shall take precautions to prevent an escape, injury to themselves or others, injury to the prisoner,

and damage to property. When making an arrest, the member shall search the prisoner carefully and shall immediately take possession of all weapons and related evidence.

4.07 Conduct During Interrogations – Degree of severity: B
Members shall not conduct their interrogations of suspects in a manner that would tend to unlawfully compel a confession. They shall not use the threat of physical force or violence, nor shall they make any promise of immunity, probation, or lesser degree of prosecution or hold any other inducement to an individual for the purpose of obtaining a confession.

4.08 Personal Property of Arrested Individuals – Degree of severity: C
The arresting officer shall be responsible for the security of the personal property in the possession of the arrested person under their control at the time of arrest until such time as said property can be released to proper authority such as the wagon driver, another transporting member, wrecker companies, supervisors, or jail personnel (et al). As required, property receipts shall be used.

4.09 Examination of Prisoners – Medical – Degree of severity: C
Each prisoner in police custody shall be immediately examined and if the prisoner has any bruises, cuts, or other injuries requiring medical attention, the prisoner shall be delivered to the appropriate hospital emergency room.

4.10 Unconscious Persons – Procedure – Degree of severity: B
When an individual is unconscious from any cause, the member in charge shall immediately endeavor to restore consciousness to the subject. Medical assistance will be requested to transport to the appropriate hospital.

4.11 Searches of Persons in Custody – Degree of severity: B
Persons who are in the custody or under the care of the department shall not be searched by members of the opposite sex unless the situation requires the immediate need for a search for the safety of the officer and/or the public.

Part V: Other Violations

5.00 Other Violations
Violation of any general order, policy, or any other order not covered in the Code of Conduct shall be classified by degree of severity as a "C" violation, except a violation of General Order 1.54, which shall be treated as a Class B violation. However, aggravating circumstances involved in the act or omission to act may necessitate a more severe disciplinary action.

Part VI: Classes of Offenses

The following are guidelines. The Chief of Police, during a review, may deem other actions are more appropriate, and may adjust discipline accordingly.

Class A – Most severe offenses

All Class A offenses are punishable up to, and including, termination. All actions for Class A offenses shall be approved by the Chief of Police.

Class B – Less severe offenses

1. All first offense Class B violations are punishable up to fifteen (15) days suspension without pay, and/or demotion in rank or pay. All actions for Class B offenses shall be approved by the Chief of Police.
2. A third Class B offense, within three (3) years, will be treated as a Class A offense. This offense would be subject to discipline up to, and including, termination.
3. Records of Class B offenses shall remain in the Office of Professional Standards file for a minimum of three (3) years.

Class C – Minor offenses

1. All first offense Class C violations are documented by oral reprimand, or by other appropriate non-punitive action.
2. A second Class C offense within twelve (12) months will be documented with a written reprimand with corrective action recommended to the employee.
3. A third Class C offense within twelve (12) months will be treated as a Class B offense.
4. Records of Class C offenses shall remain in the Office of Professional Standards file a minimum of for three (3) years.

INDEX

Severity	Title	Section
A	Abuse of Leave Privileges	1.20
A	Abuse of Position	1.22
A	Abuse of Process	1.15
A	Assistance to Other Officers	1.05
A	Conduct – General	2.04
A	Conformance to Laws	1.04
A	Duty to Intervene	1.46
A	Emergency Duty	1.06
A	Facial Recognition Technology	1.48
A	Gifts, Gratuities, Bribes or Rewards	1.14
A	Insubordination	1.00
A	License Plate Readers	1.49
A	Neglect of Duty	1.02
A	Other Violations	5.00
A	Possession and Use of Drugs	1.12
A	Probable Cause – Arrest	4.02
A	Processing Property and Evidence	1.35
A	Recording Communications	2.10
A	Reporting Violations of Rules or Orders	2.06
A	Retaliation	1.47
A	Sexual Misconduct	1.45
A	Submitting False Reports	1.33
A	Truthfulness	2.07
A	Unbecoming Conduct	1.19
A	Unexcused Absence for Three Days in a Row	1.18
A	Use of Alcohol on Duty or in Uniform	1.13
A	Use of Force	1.24
A	Use of Truth Verification, Medical Examinations, Photographs, and Line-Ups	1.17
A	Visiting Prohibited Establishments	2.00
A	Work Actions	1.16
B	Abuse or Loss of Equipment	1.26
B	Arrest, Search & Seizure	1.39
B	Arrest, Transportation and Detention of Prisoners	4.06
B	Associations	2.01
B	Conduct of Interrogations	4.07
B	Conflicting or Illegal Orders	1.01
B	Dissemination of Information	1.23

B	KPD Images and Logos	2.12
B	Other Violations	5.00
B	Police Service Off Duty	1.08
B	Prescribed Drugs	1.40
B	Processing Property & Evidence – Negligent Actions	1.34
B	Public Statements & Appearances	2.03
B	Reporting for Duty	1.07
B	Responding to Calls	3.01
B	Ridicule or Criticism of the Department	2.02
B	Searches of Persons in Custody	4.11
B	Special Assignments	1.09
B	Treatment of Prisoners	4.04
B	Unconscious Persons – Procedure	4.10
B	Unsatisfactory Performance	1.21
B	Use of Weapons	1.25
B	Violations of Rules or Orders – Reporting	2.06
C	Absence From Duty Due to Illness	1.44
C	Advising Persons of Reasons for Arrest	4.05
C	Attorney & Bail Bondsman Services	2.05
C	Carrying Badge & Weapon Off Duty	1.10
C	Carrying Firearms	1.38
C	Change of Telephone Number or Address	1.11
C	Citizen Request for Supervision	3.04
C	Court Responsibility	1.41
C	Courtesy	3.00
C	Discussion of Controversial Subjects	3.03
C	Employment Outside Department	1.29
C	Examination of Prisoners – Medical	4.09
C	Field Interviews	4.01
C	Following Chain of Command	2.08
C	Identification Before Taking Police Action	4.00
C	Knowledge of Laws & Regulations	1.03
C	Leaving Duty Post	1.28
C	Members Identification (for undercover purposes)	1.42
C	Operating Vehicles	1.37
C	Other Violations	5.00
C	Personal Appearance	1.30
C	Personal Property of Arrested Persons	4.08
C	Political Activity	1.31
C	Requests Regarding Members Participation on Boards of Review	1.43
C	Respect Between Ranks	2.09
C	Submitting Departmental Reports	1.32

C	Telephone Procedures	3.02
C	Traffic Stops – Notification to Dispatcher	4.03
C	Unexcused Absences (one day at a time)	1.27
C	Use of Departmental Equipment	1.36
C	Violations of Rules or Orders – Reporting	2.06A