

**Employee Identification Badge****Section 1.6.1****PURPOSE**

In a continuing effort to improve customer service and security, the City has an employee identification (ID) badge program. The goal of this program is to provide an extra level of customer service and security by requiring City employees to display their City issued employee ID badges. These badges will allow customers to quickly identify individuals as City employees.

**POLICY**

The City issued employee ID badge contains the employee's picture, name, and employee ID number.

All on-duty City employees will be required to wear their City issued employee ID badge. The City issued employee ID badge will be worn face forward in full view, on or over the outermost garment, at or above the waist, at all times. City employees who are off duty, but who are entering into an area within a City building or facility in which the public does not normally have access must wear their City issued employee ID badge in accordance with this policy. Each department will be responsible for ensuring that City issued employee ID badges are worn as required. Upon approval by the Department Director or their designee, individual departments may exempt their employees from wearing their City issued employee ID badge while out in the field if those employees are required to wear a uniform that clearly identifies them as a City employee. These employees, however, are required to carry their City issued employee ID badge while in the field in order to provide further identification. Violations of this policy may result in disciplinary action up to and including termination.

A City issued employee ID badge will be issued to new City employees within a reasonable amount of time after the start of their employment. Lost or stolen City issued employee ID badges shall be reported immediately to the City Hall Security Office. The City Hall Security Office will assist employees in obtaining permanent replacement City issued employee ID badge (see procedure below). There will be no charge for an initial permanent replacement City issued employee ID badge; however, there will be a \$5.00 replacement fee for subsequent permanent replacement City issued employee ID badges.

If an employee forgets their City issued employee ID badge, the employee shall notify the receptionist assigned to the front desk, located in the lobby of their floor. The receptionist shall provide the employee access to their work area unless instructed not to by the Department Director and/or the Office of Employee Relations.

Departments, such as the Airport, Fire, and Police, which by law or necessity are required to have employee ID badge requirements that are more stringent than what is contained in this policy, shall not have their policies superseded by any provision(s) contained within this policy.

Optional department or City issued lanyards (around-the-neck badge holders) will be available for employees through the City Hall Security Office. City issued employee ID badges may also be attached using the provided clip.

Photos taken to be used for City issued employee ID badges are considered part of the employee's personnel file. Identification photos will not be used for any purposes other than employee City issued employee ID badges or other security purposes.

**Employee Identification Badge****Section 1.6.1**

All employees, upon separation from the City, are required to return their City issued employee ID badge to their supervisor or HR Liaison, who will then return the City issued employee ID badge to the City Hall Security Office.

**PROCEDURE TO OBTAIN AN EMPLOYEE ID BADGE**

New Employee

A department shall complete a Employee ID [Badge Request Form](#) for each new employee.

New employees will be photographed and provided a City issued employee ID badge at the City Hall Security Office as part of the New Employee Welcome orientation (New Employee Welcome orientation usually coincides with the employee's first day at work). Employees must provide a picture ID, such as a driver's license or student ID card.

New employees unable to obtain their City issued employee ID badge as part of the New Employee Welcome will need to [schedule an appointment](#) to be photographed and receive their badge.

Volunteers, Contractors, etc. (Non-employees)

A department may request that contractors, volunteers, etc. working at their department site obtain a City issued employee ID Badge. The department HR Liaison should contact the City Hall Security Office via email to [nchsec@sanjoseca.gov](mailto:nchsec@sanjoseca.gov) or by phone at (408) 535-1286 to schedule an appointment for the non-employee to be photographed and provided a City issued employee ID badge. The non-employee must have a picture ID (such as a driver's license or student ID card) with them to obtain City issued ID badge.

**PROCEDURE TO REQUEST A REPLACEMENT EMPLOYEE ID BADGE**

Employee

1. Complete a Employee ID [Badge Request Form](#).

Note that the first replacement City issued employee ID badge is free, subsequent Replacement badges will have a \$5.00 charge.

City Hall Security

2. Reviews and approves/denies request for replacement employee ID badge. An automated message is sent to the employee with next steps if approved.

Employee

3. Make an [appointment](#) to pick up City issued employee ID badge from City Hall Security Office (P103). Under special circumstances, a replacement City issued employee ID badge may be routed to the department's HR Liaison.

**Employee Identification Badge****Section 1.6.1****PROCEDURE UPON SEPARATION OF CITY EMPLOYEE**

Employee                      Return City issued employee ID badge to your supervisor or department's HR Liaison.

Supervisor/HR Liaison      Retrieve City issued employee ID badge from separated employee and provide City issued employee ID badge to the City Hall Security Office.

Approved:

\_\_\_\_\_  
/s/ Jennifer Schembri  
Director of Employee Relations

\_\_\_\_\_  
June 12, 2024  
Date

Approved for posting:

\_\_\_\_\_  
/s/ Jennifer A. Maguire  
City Manager

\_\_\_\_\_  
June 12, 2024  
Date