



Welcome to the City of Providence.

Public service in Providence is not simply employment, it is a commitment to stewarding one of the most historic, vibrant, and diverse cities in the country. Every employee, across every department, plays a direct role in delivering essential services, strengthening neighborhoods, and building public trust.

This Policy Manual reflects our shared commitment to operating Providence as the *best-run city in America*. It establishes clear standards, modern governance practices, and equitable workforce systems that support accountability, transparency, and operational excellence.

Our goals are clear:

- To provide consistent and fair employment practices grounded in merit, equity and compliance;
- To ensure fiscal stewardship and responsible management of public resources;
- To promote ethical conduct and a culture of integrity;
- To protect the safety, dignity, and wellbeing of every employee;
- To strengthen trust between municipal government and the community we serve.

This manual is more than a set of rules. It is a framework for how we work together — across departments, across branches of government, and in partnership with the residents of Providence. It outlines expectations while also reinforcing our collective responsibility to lead with professionalism, inclusion, and respect.

Providence's workforce is its greatest asset. From frontline service workers to executive leadership, from public safety to public works, from City Hall to our neighborhoods — each of you contributes to the daily functioning and long-term strength of this City.

We are committed to building a municipal workplace that is:

- Transparent in its processes;
- Equitable in its practices;
- Accountable in its decisions;
- Responsive to the public; and
- Supportive of employee growth and development.

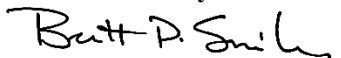
We encourage every employee to read this manual carefully, understand the standards that guide our work, and seek clarification whenever needed. Leadership at every level — Mayor's Office, City Council, and the Department of People and Culture — stands united in ensuring these policies are applied consistently and fairly.

Together, we will continue strengthening Providence through sound governance, ethical leadership, and a people-centered approach to public service.

Thank you for your dedication to our City and to the residents who rely on us every day.

With respect and shared purpose,

Brett P. Smiley


Mayor, City of Providence

Paul Winspeare, MBA, SHRM-SCP, SPHR


Chief People Officer

Rachel Miller


President, Providence City Council

