

SAMPLE

Code of Conduct

AGENCY and its employees must, at all times, comply with all applicable laws and regulations. AGENCY will not condone the activities of employees who achieve results through violation of the law or unethical business dealings. This includes any payments for illegal acts, indirect contributions, rebates and bribery. AGENCY does not permit any activity that fails to stand the closest possible public scrutiny.

All business conduct should be well above the minimum standards required by law. Accordingly, employees must ensure that their actions cannot be interpreted as being in contravention of the laws and regulations governing the organization's operations.

Employees uncertain about the application or interpretation of any legal requirements should refer the matter to their supervisor, who, if necessary, should seek appropriate legal advice.

General Employee Conduct: AGENCY expects its employees to conduct themselves in a businesslike manner. Drinking, gambling, fighting, swearing and similar unprofessional activities are strictly prohibited while on the job.

Employees must not engage in sexual harassment, or conduct themselves in a way that could be construed as such, for example, by using inappropriate language, keeping or posting inappropriate materials in their work area, or accessing inappropriate materials on their computer.

This list is not exhaustive. There are other behaviors that the agency also deems inappropriate. The agency may determine the resulting consequences for any conduct the agency deems inappropriate. Moreover, the employment relationship at the agency remains at-will, which means that employment may be terminated with or without notice or reason at anytime by either the employee or the agency.

An employee who chooses to act in an irresponsible manner in one or more of the ways listed below can generally anticipate progressive discipline, immediate suspension, probation or discharge:

1. Failure to come to work in a timely manner.
2. Abuse or excessive use of salary continuance privileges.
3. Failure to advise supervisor of intended absence or tardiness.
4. Failure to use agency property in a careful and considerate manner.
5. Failure to observe the agency policy regarding solicitation and distribution.
6. Failure to observe safety rules and regulations.
7. Deliberately accessing confidential information or data without permission.
8. Removing agency property or the property of others from the premises without proper authorization.
9. Stealing employee, client or agency property.
10. Defacing, destroying or damaging agency property or the property of others.
11. Possessing weapons or explosives on agency premises.
12. Possessing or using illicit drugs on agency premises.

13. Insubordination, which is defined as refusal or failure to follow the directive of a supervisor or member of management, or refusal to comply with an established procedure.
14. Making false, vicious, profane, abusive, or malicious statements concerning any employee or the agency.
15. Violating the confidentiality of client information or agency or both.

Conflicts of Interest: The organization expects that employees will perform their duties conscientiously, honestly, and in accordance with the best interest of the organization. Employees must not use their position or the knowledge gained as a result of their positions for private or personal advantage. Regardless of the circumstances, if employees sense that a course of action they have pursued, or are presently pursuing, or are contemplating pursuing may involved them in a conflict of interest with their employer, they should immediately communicate all the facts to their supervisor.

Outside Activities, Employment, and Directorships: All employees share a serious responsibility for the organization's good public relations, especially at the community level. Their readiness to help with religious, charitable, educational, and civic activities brings credit to the organization and is encouraged. Employees must, however, avoid acquiring any business interest or participating in any other activity outside the organization that would, or would appear to:

- Create an excessive demand upon their time and attention, thus depriving the organization of their best efforts on the job.
- Create a conflict of interest- an obligation, interest, or distraction- that may interfere with the independent exercise of judgment in the organization's best interest.

Relationships with Clients and Suppliers: Employees should avoid investing in our acquiring a financial interest for their own accounts in any business organization that has a contractual relationship with the organization, or that provides goods or services, or both to the organization if such investment or interest could influence or create the impression of influencing their decisions in the performance of their duties on behalf of the organization.

Gifts, Entertainment, and Favors: Employees must not accept entertainment, gifts, or personal favors that could, in any way, influence, or appear to influence, business decisions in favor of any person or organization with whom or with which the organization has, or is likely to have, business dealings. Similarly, employees must not accept any other preferential treatment under these circumstances because their positions with the organization might be inclined to or be perceived to place them under obligation to return the preferential treatment.

Kickbacks and Secret Commissions: Regarding the organization's business activities, employees may not receive payment or compensation of any kind, except as authorized under the organization's business and payroll policies. In particular, the organization strictly prohibits the acceptance of kickbacks and secret commissions from suppliers or others. Any breach of this rule will result in immediate termination and prosecution to the fullest extent of the law.

Organization Funds and Other Assets: Employees who have access to organization funds in any form must follow the prescribed procedures for recording, handling, and protecting money as detailed in the organizations policies and procedures or other explanatory materials or both.

The organization imposes strict standards to prevent fraud and dishonesty. If employees become aware of any evidence of fraud and dishonesty, they should immediately advise their supervisor or seek appropriate legal guidance so that the organization can promptly investigate further.

When an employee's position requires spending organization funds or incurring any reimbursable personnel expenses, that individual must use good judgment on the organization's behalf to ensure that good value is received for every expenditure. Organization funds and all other assets of the organization are for use for the organization only and not for personal benefit. This includes the personal use of organizational assets, such as computers.

Organization Records and Communications: Accurate and reliable records of many kinds are necessary to meet the organization's legal and financial obligations and to manage the affairs of the organization. The organization's books and records must reflect in an accurate and timely manner all business transactions. The employees responsible for accounting and recordkeeping must fully disclose and record all assets, liabilities, or both, and must exercise diligence in enforcing these requirements.

Employees must not make or engage in any false record or communication of any kind, whether internal or external, including but not limited to:

- False expense, attendance, production, financial, or similar reports and statements
- False advertising, deceptive marketing practices, or other misleading representations

Dealing With Outside People and Organizations:

Employees must take care to separate their personal roles from the organization positions when communicating on matters not involving the agency business. Employees must not use the organization's identification, stationary, supplies, and equipment for personal or political matters.

When communicating publicly on matters that involve the organization's business, employees must not presume to speak for the agency on any topic, unless they are certain the views they express are those of the organization, and it is the agency's desire that such views be publicly disseminated.

When dealing with anyone outside the organization, including public officials, employees must take care not to compromise the integrity or damage the reputation of either the organization, or any outside individual, business, or government body.

Prompt Communications:

In all matters relevant to customers, suppliers, government authorities, the public and others in the organization, all employees must make every effort to achieve, complete, accurate and timely communications – responding promptly and courteously to all proper requests for information and to all complaints.

Privacy and Confidentiality:

When handling financial and personal information about customers or others with whom the organization has dealings, observe the following principles:

- Collect, use and retain only the personal information necessary for the organization's business. Whenever possible, obtain any relevant information directly from the person concerned. Use only reputable and reliable sources to supplement this information.
- Retain information only for as long as necessary or as required by law. Protect the physical security of this information.
- Limit internal access to personal information to those with a legitimate business reason for seeking that information. Use only personal information for the purpose for which it was originally obtained. Obtain the consent of the person concerned before externally disclosing any personal information, unless legal process or contractual obligation provides otherwise.