

SAMPLE AGENCY CODE OF ETHICAL CONDUCT

(Agency Letterhead)

The _____ (*Agency Name*) is committed to protecting the safety, health and well being of all employees in our workplace. This commitment includes protecting those employees who make disclosures they reasonably believe evidence serious health or safety violations, policy violations, abuse of authority, fraud, waste, or gross mismanagement of the agency's resources or mission.

Employees should disclose questionable actions to the _____ (*Agency Internal Control Function*) or the Human Resources Director and will not be subject to workplace reprisal or retaliatory action.

Personnel matters for which other remedies exist are excluded from this policy. This includes grievances, appointments, promotions, reprimands, suspensions, dismissals, harassment, and discrimination.

Mission

The _____ (*Agency Name*) provides services, solutions, regulations, and guidance to its customers to _____ (*Agency's purpose*).

Vision

The _____ (*Agency Name*) sets a high standard for excellence in pursuit of our mission. We will facilitate change for better government.

Public Service

The employees of the _____ (*Agency Name*) are responsible for providing essential services for state government. No job is too large or too small for this agency in pursuit of its mission, and every job is important because we want to make sure government works for our citizens.

When you accepted employment with the _____ (*Agency Name*), you accepted a job in public service. We are a public service agency. We expect our employees to be good stewards of Mississippi's financial and physical resources. We expect our employees to be respectful of their co-workers and customers. We also expect our employees to embody the public sector competencies that have been adopted by the Mississippi State Personnel Board. These competencies are quoted directly from Mississippi State Personnel Board job descriptions, and were agreed upon by subject matter experts. Below are characteristics or traits that should be exhibited by all state employees.

Integrity and Honesty: Demonstrates a sense of responsibility and commitment to the public trust through statements and actions. Models and demonstrates high standards of integrity, trust, openness and respect for others. Demonstrates integrity by honoring commitments and promises. Demonstrates integrity by maintaining necessary confidentiality.

Work Ethic: Is productive, diligent, conscientious, timely, and loyal. Conscientiously abides by the rules, regulations, and procedures governing work.

Service Orientation: Demonstrates a commitment to quality public service through statements and actions. Seeks to understand and meets and/or exceeds the needs and expectations of customers. Treats customers with respect, responding to requests in a professional manner, even in difficult circumstances. Provides accurate and timely service. Develops positive relationships with customers.

Accountability: Accepts responsibility for actions and results. Is productive and carries fair share of workload. Focuses on quality and expends the necessary time and effort to achieve goals. Demonstrates loyalty to the job and the agency and is a good steward of state assets. Steadfastly persists in overcoming obstacles and pushes self for results. Maintains necessary attention to detail to achieve high level performance. Deals effectively with pressure and recovers quickly from setbacks. Takes ownership of tasks,

performance standards, and mistakes. Has knowledge of how to perform one's job. Knows the organization's mission and functions and how it fits into state government.

Self-Management Skills: Effectively manages emotions and impulses and maintains a positive attitude. Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works effectively and cooperatively with others to achieve goals. Treats all people with respect, courtesy, and consideration. Communicates effectively. Remains open to new ideas and approaches. Avoids conflicts of interest. Promotes cooperation and teamwork.

Interpersonal Skills: Shows understanding, courtesy, tact, empathy, and concern to develop and maintain relationships.

Demonstrates cross cultural sensitivity and understanding. Identifies and seeks to solve problems and prevent or resolve conflict situations. Encourages others through positive reinforcement.

Communication Skills: Receives, attends to, interprets, and responds to verbal messages and expresses information to individuals or groups effectively.

Receives other cues such as body language in ways that are appropriate to listeners and situations. Takes into account the audience and nature of the information; listens to others, attends to nonverbal cues, and responds appropriately. May make oral presentations. Communicates ideas, suggestions and concerns, as well as outcomes and progress throughout the process of an activity. Provides thorough and accurate information.

Self-Development: Adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles.

Seeks efficient learning techniques to acquire and apply new knowledge and skills; uses training feedback, or other opportunities for self-learning and development. Develops and enhances skills to adapt to changing organizational needs. Remains open to change and new information and ideas.

Acknowledgement of Receipt:

Signature

Print Name

Title

Date