

PPM # 49

Policy Name: *Employee Conduct*

Effective Date: *January 2, 2019*

Authorization:



Nancy Watkins, Undersecretary

I. PURPOSE

The Office of the Lieutenant Governor (OLG) and the Department of Culture, Recreation and Tourism (DCRT) are committed to providing excellent customer service as well as a safe and non-hostile working environment for all employees. To these ends, this policy establishes guidelines for conduct to help OLG/DCRT employees work together for the good of our customers and each other. These rules, while not all inclusive, are intended to provide guidance on the types of behaviors that are not tolerated by OLG/DCRT. Violations of these rules or other OLG/DCRT policies may result in disciplinary action up to and including dismissal.

II. APPLICABILITY

This policy shall be applicable to all employees of OLG/DCRT.

III. EFFECTIVE DATE

The effective date of this policy is January 2, 2019.

IV. RESPONSIBILITIES

- A. Appointing Authorities are (1) responsible for assuring that employees are made aware of this policy and documenting that each employee has received a copy or has been directed to an electronic posting of this policy within 90 days of the effective date of this policy or upon orientation for new employees; and (2) accountable for the enforcement of this policy in the areas under their jurisdiction.
- B. Managers are accountable for the enforcement of this policy. Failure to enforce this policy may result in disciplinary action.
- C. Supervisors are responsible for (1) monitoring employee behavior and job performance; (2) counseling employees to improve their behavior when necessary; and (3) initiating disciplinary action when this or other policies are violated. Failure to enforce this policy may result in disciplinary action.
- D. Employees are responsible for making themselves familiar with this policy and all OLG/DCRT policies. Violation of this policy may result in disciplinary action.

V. POLICY PROVISIONS

This list is intended to be a guide for employees in dealing with customers, consumers of OLG/DCRT services, fellow employees, and other individuals with whom they may come in contact in the course of their job duties. It is not all inclusive of behaviors that are not tolerated by OLG/DCRT. Behaviors not tolerated by OLG/DCRT include:

- A. Rudeness and abusive behavior
 - 1. Verbal threats toward persons or property, the use of vulgar or profane language in the presence of customers, co-workers, visitors and others, making derogatory comments toward others, verbal intimidation, exaggerated criticism, practical jokes, name-calling and yelling at others.
 - 2. Any physical assault, such as hitting, pushing, punching, pinching, kicking, holding, and impeding or blocking the free movement of another person.
 - 3. Display or dissemination of derogatory or offensive posters, cartoons, publications, emails or drawings.
- B. Harassment of any sort and discrimination based on any non-merit factor (race, sex, disability, national origin, religion, gender).
- C. Disorderly conduct such as fighting.
- D. Misuse or abuse of property
 - 1. Use of (or allowing the use of) OLG/DCRT vehicles, equipment or property for personal use.
 - 2. Destruction, neglect or abuse of OLG/DCRT property or equipment or the property of others.
 - 3. Stealing.
- E. Unsafe work practices
 - 1. Failure to observe and adhere to precautions for personal safety and written or verbal safety instructions.
 - 2. Endangering the safety of others or causing injury to others through carelessness, neglect or unsafe work habits.
- F. Sleeping on the job
- G. Insubordination or failure to promptly and cooperatively follow directives or instructions given by a supervisor or superior in the chain of command.

1. Employees shall not obey a directive which they know would require them to commit an illegal, immoral or unethical act. If an employee has concerns as to the legality or propriety of a directive, he shall express his concern to the supervisor or refer the matter to higher level staff through the chain of command.
 2. An employee who is given a directive that conflicts with a previous directive shall respectfully inform his supervisor of the conflict. If the last directive is not altered or retracted, the last directive shall stand. If the last directive is obeyed the employee shall not be held responsible for disobeying the previous directive.
- H. Conduct unbecoming to a public employee including but not limited to:
1. Unauthorized release of confidential information.
 2. Constant use of personal cell phone (including texting) during working hours.
 3. Conduct that violates the Code of Governmental Ethics or participation in prohibited political activities.
 4. Failure to cooperate or refusal to give information during authorized investigations.
 5. Failure to submit to a drug test as directed by the appointing authority.
 6. Falsification of any OLG/DCRT, state, federal or other official documents including but not limited to travel records, time and attendance records, medical certifications, leave requests, employment applications, employment records, subpoenas, summonses, etc.

VII. DISCIPLINARY ACTIONS

Violations of this policy may result in disciplinary action up to and including dismissal.