



TW HR 202 Associate Behavior and Conduct Policy

Choctaw Nation of Oklahoma – Tribal Wide

1 PURPOSE

- 1.1 The purpose of this policy is to establish requirements for professional conduct and behavior by associates.

2 SCOPE

- 2.1 This policy applies to all Choctaw Nation of Oklahoma (CNO) Associates.

3 EXCLUSIONS

- 3.1 None.

4 RESPONSIBILITIES

- 4.1 The Choctaw Nation of Oklahoma has established clear lines of responsibility in relation to the use of this policy. These responsibilities are as follows:

- 4.1.1 All associates shall comply with this policy and any other applicable policies, procedures, laws, and/or regulations of the Choctaw Nation of Oklahoma. All associates shall report observed instances of material noncompliance to the proper channels in accordance with applicable policies, procedures, laws, and/or regulations. Violation of these responsibilities shall result in disciplinary action up to and including termination of employment and/or legal/criminal actions as deemed necessary.

4.2 Records Management

- 4.2.1 Records relevant to this policy shall be stored either electronically or manually with availability upon request to authorized individuals.

5 COMPLIANCE REQUIREMENTS

- 5.1 The nine (9) core values of the Choctaw Nation of Oklahoma (CNO) are the deeply ingrained principles which shall guide organizational decisions, all actions/interactions, and associate behavior.

- 5.1.1 The nine (9) core values of CNO are Faith, Family, Culture, Honor, Accountability, Responsibility, Teamwork, Servant Leadership, and Integrity.

- 5.1.2 Associates who are members of management shall:



- 5.1.2.1 Provide direct/clear communication of behavioral and performance expectations;
- 5.1.2.2 Promptly address questions/concerns raised by associates in accordance with applicable policies, procedures, laws, and/or regulations; and
 - 5.1.2.2.1 Managers shall not consider associates' concerns as threats or challenges to authority but rather as an encouraged form of business communication.
- 5.1.2.3 Consistently address associate behavior, performance issues, and concerns.
- 5.1.3 All associates shall:
 - 5.1.3.1 Protect/preserve CNO assets, intellectual property, and confidential information;
 - 5.1.3.2 Conduct themselves in an appropriate manner as judged by a reasonable person;
 - 5.1.3.2.1 Associates shall interact courteously, professionally, and tactfully with others, which includes but is not limited to management, co-workers, tribal members, guests, the general public, and/or vendors.
 - 5.1.3.2.2 Associates shall not communicate with others (whether orally, electronically, or by any other manner) in a dishonest, fraudulent, insubordinate, threatening, insulting, intimidating, coercive, abusive, and/or vulgar manner.
 - 5.1.3.2.2.1 Such communications could occur in person, on the phone, via social media, or by using other digital or non-digital methods.
 - 5.1.3.2.3 Associates shall not make, post, or share known false, insulting, and/or malicious comments/statements about management, co-workers, tribal members, guests, the general public, and/or vendors.
 - 5.1.3.2.3.1 Such comments/statements could occur in person, on the phone, via social media, or by using other digital or non-digital methods.
 - 5.1.3.2.4 Before determining a violation has occurred via social media or other digital method, the allegation shall be reviewed, and any disciplinary actions approved by a Human Resources (HR) Director or Senior Director.
 - 5.1.3.3 Perform reasonable duties as assigned by management; and



5.1.3.3.1 Refusal to comply with instructions or perform reasonable duties which are assigned shall be considered insubordination.

5.1.3.3.1.1 Associates who believe any assignment from management is unsafe, unethical, or unlawful shall contact HR or file a complaint through CNO's third-party reporting system.

5.1.3.4 Meet and maintain performance standards as required by job duties and as communicated by management.

5.2 Associates shall not engage in the following actions:

5.2.1 Intentionally misrepresent information and/or provide false statements;

5.2.2 Falsify or inappropriately destroy CNO records or documents (paper documents as well as electronic documents) which include, but is not limited to:

5.2.2.1 Employment applications;

5.2.2.2 Timecards;

5.2.2.3 Purchasing documents;

5.2.2.4 Grant related documents/records;

5.2.2.5 Educational records; and/or

5.2.2.6 Medical documentation.

5.2.3 Gamble while on duty including during rest and meal periods;

5.2.4 Have unauthorized or excessive absences or tardies; or

5.2.5 Use tribal material, time, equipment, or property for unauthorized purposes.

5.3 Associates shall not have any expectation of privacy regarding CNO property possessed or utilized by associates.

5.3.1 CNO has the right, and will exercise the right, to search CNO-owned property at any time with, or without, notice to associates.

5.3.1.1 CNO-owned property includes, but is not limited to, tribal vehicles, desks, lockers, storage areas, computers, phones, electronic devices, laptops, and servers.

5.3.2 CNO has the right to contact law enforcement for their assistance at any time.



- 5.4 Associates shall contact HR or their manager in the event of a circumstance not covered in this policy, in case of any doubts, or with questions about the provisions of this policy.

6 RESERVATION OF RIGHTS

- 6.1 The Choctaw Nation of Oklahoma provides this policy as a source of information and reserves the right to modify the policy in any way and at any time as needed without prior notice. Nothing contained herein shall be construed to waive the sovereign immunity of the Choctaw Nation of Oklahoma, its elected or appointed officials, directors, officers, employees, or agents.

6.2 DEFINITIONS

6.3 CNO Core Values:

- 6.3.1 **Accountability** – Accepting responsibility for one’s actions.
- 6.3.2 **Culture** – Practicing and living out the values of the Chahta people.
- 6.3.3 **Faith** – Belief in God.
- 6.3.4 **Family** – Immediate, work and community family.
- 6.3.5 **Honor** – Honest and trustworthy; takes action to take care of others.
- 6.3.6 **Integrity** – Doing what is right when no one is looking.
- 6.3.7 **Responsibility** – Accountable for decisions you make whether the outcome is good or bad.
- 6.3.8 **Servant Leadership** – Willing to help in a non-judgmental way and putting the needs of others first.
- 6.3.9 **Teamwork** – Pulling individuals together to complement one another’s talents to achieve a common goal.
- 6.4 **Abusive** – Extremely offensive and insulting; engaging in or characterized by habitual violence or cruelty.
- 6.5 **CNO records or documents** – Any document (paper or electronic) created or received by CNO offices or associates during the course of business.
- 6.6 **Coercive** – Using intimidation, force, manipulation, or threats to make someone do something.
- 6.7 **Insubordinate** – Defiant of authority; disobedient to orders.
- 6.8 **Intimidating** – Intentional behavior that would cause a person to fear injury or harm.
- 6.9 **Malicious** – Intended to harm someone or their reputation; or cause them embarrassment.



- 6.10 **Reasonable duties** – Duties to which an associate is assigned which are not illegal, unethical, or against CNO policy.
- 6.11 **Threatening** – Having a hostile or deliberately frightening quality or manner; showing an intention to cause bodily harm.
- 6.12 **Vulgar** – Not polite or socially acceptable; rude, indecent, or profane; making explicit and/or offensive reference to sex or bodily functions.

7 RELATED DOCUMENTS, FORMS, AND TOOLS

- 7.1 [TW HR 203 Confidentiality Policy](#)
- 7.2 [TW HR 204 Complaint Resolution Policy](#)
- 7.3 [TW HR 217 Drug and Alcohol Policy](#)
- 7.4 [TW HR 218 Employment of Relatives & Personal Relationships Policy](#)
- 7.5 [TW HR 223 Personnel Records Access and Privacy Policy](#)
- 7.6 [TW HR 224 Workplace Harassment and Discrimination Policy](#)
- 7.7 [TW HR 225 Workplace Violence Prevention Policy](#)
- 7.8 [TW HR 227 Meal and Rest Periods Policy](#)
- 7.9 [TW HR 228 Conflict of Interest Policy](#)
- 7.10 [TW HR 235 Attendance Policy](#)
- 7.11 [TW HR 235A Attendance Policy](#)
- 7.12 [TW HR 268 Retaliation](#)
- 7.13 [TW IT 304 Acceptable Use of Information Systems Policy](#)

8 APPENDICES AND ATTACHMENTS

- 8.1 None.

9 APPROVAL AND REVIEW DETAILS

APPROVAL AND REVIEW	DETAILS
Approval Authority	Policy Oversight Committee
Administrator	Department of Internal Policy
Next Review Date	01/03/2024