

## **Expectations and Standards for the Workplace**

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### **Code of Ethics**

All affairs of CareerSource Tampa Bay should be conducted within the spirit and intent of high business ethics, honesty, trustworthiness, and integrity and with a dedication to high levels of professionalism. To those ends, there are requirements, restrictions, and prohibitions placed on employees.

- Employees shall not solicit or accept anything of value, which is based on the understanding that any subsequent work-related action or judgment would be influenced by such a gift. Generally, employees should not accept any gifts or gratuities from clients, job seekers, employers, training vendors, or those with whom they do business.
- Neither an employee nor members of his/her immediate household shall accept any compensation, payment, or other thing of value when he/she knows, or reasonably should know, that it is given to influence the employee's official action.
- Employees are prohibited from using, or attempting to use, their positions with the Agency to obtain special privileges for themselves or others.
- Employees shall not use information, which is not available to the general public and obtained by reason of their employment, for personal benefit of themselves or others.
- Employees, acting in a private capacity, shall not rent, lease, or sell any goods, property, or services to CareerSource Tampa Bay.
- Employees shall not hold an employment or contractual relationship with any business or client that is doing business with or is regulated by CareerSource Tampa Bay (In certain circumstances, the President & CEO may grant exceptions.)
- Employees shall not hold an employment or contractual relationship that will pose a recurring conflict between their work duties and private interests, or which will impede the full and faithful discharge of their work duties.
- An employee may not be a member of the Board of Directors of CareerSource Tampa Bay.
- Employees shall not seek any employment, appointment, or promotion for a relative with CareerSource Tampa Bay. This does not preclude a relative from working for the Agency.
- Employees shall not appropriate Agency property or funds for their personal use, except for authorized wages or reimbursements.
- Employees shall be committed to the highest standards of personal integrity, honesty, and competence.
- Employees shall provide responsive service to all citizens equally.
- Employees shall deliver excellent customer service to external customers as well as internal co-workers.
- Employees shall disclose or report any actual or perceived conflicts of interest.
- Employees shall comply with all laws and regulations applicable to the Agency and impartially apply them to everyone.

- Employees shall use Agency funds and resources efficiently, including materials, equipment, and time.
- Employees shall respect and protect the privileged information to which they have access in the course of our duties, never using it to stir controversy, to harm others, or for private gain.

## **Code of Conduct**

The Board of Directors of CareerSource Tampa Bay has adopted a “Code of Conduct” to provide the manager a set of corrective discipline guidelines to ensure the employee is afforded objective, consistent and equitable treatment. Each employee of CareerSource Tampa Bay is expected to:

- Give willingly a full day's effort as demonstrated by punctual and regular attendance; apply individual skills, training, abilities and conscientious care in avoiding the waste of time, effort, facilities or materials in both scheduling and performing work.
- Deal fairly, reasonably, considerately and honestly with all engaged in CareerSource Tampa Bay activities or associated with it in any way -- fellow employees, including managers and subordinates as well as customers, suppliers, and the general public.
- Comply fully with the principles, policies, and instructions that are established for conducting the activities of CareerSource Tampa Bay and the approved methods and procedures provided to assure that standards of quality and accuracy are met.
- Act with the recognition that CareerSource Tampa Bay was organized for the purpose of serving the customers of the organization, and that the success of the individual employee and that of the organization are determined and measured by the extent to which the customer is served.
- Abide by the established ethical, moral, and legal codes, which govern the behavior of both individuals and associations of people in business or private life.

With the “Code of Conduct” as a framework, rules and regulations (see section related to discipline) are set forth as an attempt to assure fair practices for all employees.