



## Workforce Solutions Code of Conduct

The Gulf Coast Workforce Board, along with its staff and Workforce Solutions service provider, uphold the highest standards of integrity in conducting business. We are committed to innovation, productivity, accountability, and achieving results in all our activities.

As part of the public workforce system, we recognize our responsibility to ensure the integrity of public funds and to avoid favoritism and improper conduct. We conduct all aspects of our business impartially, free from personal, financial, or political gain. We avoid situations that could give the appearance of decisions influenced by prejudice, bias, special interest, or personal gain.

We also strive to deliver the highest quality service to our customers, helping area employers solve their workforce challenges and assisting area residents build careers, enabling both to compete in the global economy.

### **I understand that as Workforce Solutions staff, I must:**

- Inform my manager of my intent to apply for Workforce Solutions Financial Aid. Additionally, neither I, nor any relative, personal or family friend, or individual with whom I have a business or personal relationship, may apply for financial aid at the location where I am employed.
- Not authorize, disburse, or deliver financial aid, subcontracts, or any other service of substantive value to a relative of any degree, personal or family friends or individuals with whom I have a business relationship.
- Disclose to my manager any outside employment and/or business relationships with any customer, supplier, or vendor.
- Not make decisions about or authorize the hiring of family members or directly or indirectly supervise them. This requirement also extends to any individual with whom I have a business relationship.

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(Employee Name)

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(Employee Signature)

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(Office Location)

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(Date)

## Fraud, Waste, Theft and Abuse

### Definitions

**Fraud** is a willful act or course of deception an intentional concealment, omission, or perversion of truth with the intent to obtain a material benefit or service for that person or another person, for which the person may not be eligible.

**Occupational Fraud** is the use of one's occupation for personal enrichment through the deliberate misuse or misapplication of the employing organization's resources or assets. Occupational fraud schemes can be as simple as pilferage of company supplies or manipulation of time sheets, or as complex as sophisticated financial statement frauds.

*Examples of fraud include but are not limited to:*

- Providing any dishonest information to, or on behalf of, Workforce Solutions.
- Altering a check, bank draft, gift card or any other document without appropriate authorization.
- Forging any documents, or other documents used to conduct business with Workforce Solutions.
- Stealing funds, supplies, or other assets.
- Knowingly misrepresenting financial transactions or other information (such as time sheet or travel expense data).
- Knowingly misrepresenting data used in measuring performance (personal or system performance).
- Obtaining personal benefit (including the personal benefit for family/friends) as a result of insider knowledge of operations or access to data or assets.
- Disclosing confidential information to unauthorized persons or misusing confidential information for an unauthorized purpose.
- Assisting individuals/entities in obtaining payments/benefits/services to which they are not entitled.
- Receiving gifts, favors, or other "perks" from system participants, contractors, or vendors.
- Knowingly authorizing an improper claim or ineligible participation.
- Knowingly violating applicable rules, regulations, policies, procedures, and laws.
- Misusing property (computers, equipment, telephones, etc.)
- Obtaining service by misrepresentation.
- Obtaining child care service by misrepresentation.
- Knowingly falsifying documents or applications to obtain service.
- Posting a referral or job development after a customer tells you they have already interviewed with the employer or has obtained the job on their own.

**Waste** includes incurring unnecessary costs because of inefficient or ineffective practices, systems, or controls. The term also includes improper practices not involving prosecutable fraud.

**Theft** is the unlawful appropriation of property with the intent to deprive the owner of that property.

**Abuse** is the intentional, wrongful or improper use or destruction of state resources, or seriously improper practice that does not involve prosecutable fraud.