LOUISIANA HOUSING CORPORATION		
Policy Number 52	**Policy Name** Code of Business Conduct	**Original Effective Date** September 14, 2022
Issuing Department Human Resources	**Revision Dates**	
Contact Human Resources	**Signature**	
Appointing Authority Joshua G. Hollins, Executive Director	**Signature**	

I. Statement of Core Values

Louisiana Housing Corporation (LHC) exists to ensure that Louisiana residents have access to safe, affordable, energy-efficient housing and related services. As such, we operate under the following CORE VALUES:

- **Accountability**
- **Collaboration**
- **Commitment**
- **Customer Service**
- **Integrity**
- **Professionalism**

II. Applicability

This policy applies to and is enforceable against all employees and individuals affiliated with the Louisiana Housing Corporation (LHC), hereinafter referred to as "LHC", by contract or otherwise (including, but not limited to, vendors, independent contractors, and Board Members), and visitors. This policy may include conduct that has taken place on or off LHC property.

III. Policy

It is the goal of the LHC that all of our employees conduct their work in a manner consistent with our mission and core values. To this end, this policy establishes guidelines for conduct to help LHC employees work together for the good of our customers and each other. LHC expects our employees to follow our rules, display model behavior, and work efficiently. Through this policy, we intend to highlight forms of unacceptable behavior, but it is not possible to list all forms of unacceptable behavior in the workplace. LHC remains committed to addressing all forms of employee misbehavior to ensure the most comfortable workplace environment. The following are examples of infractions of rules of conduct that

may result in disciplinary action, including suspension, demotion, or termination of employment with LHC.

A. Rude and Abusive Behavior

LHC endeavors to maintain a work environment characterized by mutual respect for all individuals. LHC employees are expected to treat one another, partners, stakeholders, and the general public cordially and respectfully. LHC will not tolerate rude or abusive behaviors, both verbal and physical, in or out of the workplace. Unacceptable behavior includes, but is not limited to:

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 towards 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 or Discrimination

LHC employs a ZERO Tolerance for harassment or discrimination of any sort, including but not limited to:

1. Based on any non-merit factor:
    i. Race
    ii. Sex
    iii. Disability
    iv. National origin
    v. Religion
    vi. Sexual orientation
    vii. Gender identity or expression
    viii. Hair
2. Through any medium of communication to include:
    i. Verbal
    ii. Phone calls
    iii. Text messaging
    iv. Email (work and private)

v. Social media
vi. Display or dissemination of derogatory or offensive imagery (Photographs/Videos)

3. Through Physical contact
4. Through deliberate intimidation, stalking and/or following

C. Failure to Comply with Attendance Policies and Procedures

LHC operates with the expectation that upon acceptance of employment, each employee understands and accepts the requirements of attendance. LHC will not tolerate:

1. Falsification of leave slips, payroll time sheets, doctor's slips, and other attendance records
2. Misuse of leave; using sick leave when not applicable
3. Leaving the assigned work area during duty time for an extended amount of time without prior supervisor approval
4. Failure to provide or properly complete payroll documents (i.e., leave slips, time and attendance forms, overtime requests) with appropriate, valid approvals or other information required
5. Repeated tardiness (an established pattern) or failure to comply with established work hours
6. Failure to submit a doctor's certificate when so instructed
7. Loafing/lounging while on duty
8. Failure to follow proper departmental call-in notice procedures. Failure to notify a supervisor prior to the start of shift when absent from work according to the specific instructions of a supervisor or department
9. Working overtime without prior approval from a supervisor or other person in authority
10. Violations of the Leave, Overtime, and Time and Attendance policies

D. Misuse or Abuse of Property

Employees are required to exercise reasonable care in the use of LHC property and to report any damage or misuse of LHC property or resources to their supervisors or department heads. Activities that are expressly prohibited by this Section include, but are not limited to, the following:

1. Use of (or allowing the use of) LHC vehicles, equipment, or property for personal use without prior approval from the Appointing Authority

2. Destruction, neglect, or abuse of LHC property or equipment or the property of others
3. Abuse of LHC's electronic resources, including sending excessive personal emails during working time or in a manner that interferes with employees' work performance
4. Theft of any device, vehicle, or proprietary data
5. Tampering with or wantonly destroying LHC's data, records, or other information, gaining unauthorized access to such information, disclosing confidential information, or otherwise misusing LHC data or information

E. Unsafe Work Practices.

LHC is committed to providing a safe and comfortable workspace for all employees. Therefore, the following will activities will not be tolerated:

1. Endangering the safety of or causing injury to others through carelessness, neglect, or unsafe work habits`
2. Deliberate or negligent disregard of safety regulations or common safety practices
3. Creating unsafe or unsanitary conditions or contributing to such conditions by acts of either commission or omission
4. Failure to report accidents or other incidents of concern to a supervisor promptly
5. Falsely reporting an incident or accident
6. Failure to comply with traffic and automobile parking regulations at LHC locations
7. Violations of the Safety Program

F. Insubordination

LHC employees are expected to follow all Civil Service Rules, state and federal laws and to exhibit personal and professional integrity and objectivity at all times. Employees are expected to follow any reasonable and lawful directive from a supervisor or superior in the chain of command. An employee's intentional refusal to obey a supervisor's directive or lack of respect will be considered insubordination.

There may be circumstances in which an employee's failure or delay to follow a directive will not be considered insubordination, as listed below:

1. Employees shall not obey a directive they know would require them to commit an illegal, immoral, or unethical act. An employee with concerns about the legality or propriety of a directive shall express their 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

G. Conduct Unbecoming of a Public Employee, including but not limited to:

1. Unauthorized release of confidential information.
2. Inappropriate or unprofessional behavior or appearance, especially when dealing with the public.
3. Constant use of personal cell phone usage during working hours.
4. Conduct that violates the Louisiana Code of Governmental Ethics or participation in prohibited political activities.
5. Failure to cooperate with (or give false information to) authorized investigations.
6. Indecent or immoral behavior while on duty.
7. Abuse of travel status. Falsification of travel authorizations, expense reports, etc.
8. Falsification of employment records, including applications or position descriptions.
9. Falsification of any and all official LHC, federal, or state documents.
10. Carrying firearms, weapons, or dangerous substances at any time, on-premises owned or occupied by LHC, unless Louisiana law provides otherwise.
11. Possessing, distributing, selling, transferring, using, or being under the influence of alcohol or illegal drugs in the workplace. LHC property includes state or privately owned vehicles while performing assigned duties.
12. Participating in unauthorized games of chance or gambling on LHC premises.
13. Soliciting or accepting gratuities or payment of any kind from a client, customer, or employee.

14. Sleeping, loitering, visiting, wasting time, or inattention to work while on duty.

IV. Reporting

Employees can submit questions or concerns about conduct they believe may violate our Code, our policies or core values, or the laws and regulations under which we do business to:

- Their supervisor or manager
- Any LHC leader
- Human Resources
- Internal Audit
- The Chief Operating and Legal Officer
- LHC's anonymous and confidential Ethics Hotline at:
  - **Website:** https://www.lighthouse-services.com/lhc
  - **Toll-Free Telephone:**
    - English-speaking USA and Canada: 855-222-0916
    - Spanish-speaking USA and Canada: 800-216-1288
  - **Email:** reports@lighthouse-services.com (must include company name with report)
  - **Fax:** 215-689-3885 (must include company name with report)

When an employee raises a concern, LHC will maintain confidentiality to the fullest extent possible, consistent with applicable legal requirements and the need to conduct an adequate investigation or review. Employees can submit concerns anonymously and confidentially through Lighthouse Services, LHC's Ethics Hotline.

When raising concerns, we ask that employees provide as much detailed information as possible, including the background and history of the concern, names, dates and places where possible, and the reasons why the situation is cause for concern. This is especially important for concerns raised anonymously so that LHC may conduct an appropriate review and, if necessary, begin an investigation.

V. Responsibilities

A. Human Resources is responsible for distributing an updated copy of the Code of Conduct to all employees at hiring.
B. Upon changes to the policy, Human Resources is responsible for ensuring receipt to every currently employed individual via signature, certifying that the changes are received and understood. Upon confirmation of changes and receipt, an electronic posting of this policy is to be made not more than 90 days after the effective date of this policy.
C. Managers and supervisors, with guidance from Human Resources, are responsible for the enforcement of this policy. Failure to enforce this policy will result in disciplinary action.
D. All Employees are responsible for familiarizing themselves with this policy as with all LHC policies.

VI. Retaliation

Retaliation is prohibited against any person by another employee or by the LHC for using this complaint procedure, reporting proscribed harassment, objecting to such conduct or filing, testifying, assisting, or participating in any manner in any investigation proceeding or hearing conducted by a governmental enforcement agency. Prohibited retaliation includes, but is not limited to, termination, demotion, Suspension, failure to hire or consider for hire, failure to give equal consideration in making employment decisions, failure to make employment recommendations impartially, adversely affecting working conditions, or otherwise denying any employment benefit.

Individuals who believe they have been subjected to retaliation, or believe that another individual has been subjected to retaliation, should report this concern to Human Resources. Any report of retaliatory conduct will be investigated thoroughly and objectively. If a report of retaliation prohibited by this policy is substantiated, appropriate disciplinary action, up to and including termination of employment, will be taken

VII. Progressive Discipline Procedures

Employees who violate this policy are subject to appropriate discipline. LHC utilizes a policy of progressive discipline. Outlined below are the steps of LHC's

progressive disciplinary process. LHC reserves the right to combine or skip any step in the process based on the severity of the incident.

Step 1: Counseling or verbal warning

The supervisor will discuss with the employee the nature of the problem or the violation of company policies and procedures. The supervisor is expected to clearly describe the employee's expectations and steps to improve his or her performance or resolve the problem.

Within five business days, the supervisor will prepare written documentation of the verbal counseling. The employee will be provided a copy of the document via email.

Step 2: Improvement Letters

This notification may be issued as a Letter of Counseling, Letter of Reprimand, Letter of Warning, or Supervisory Plans. The reprimand will describe the unacceptable conduct and specify needed changes or improvements. An employee may respond in writing to an improvement letter. However, an improvement letter can only be appealed to Civil Service under Rule 13.10(b) or (c). A copy of the written reprimand and any response will be maintained in the employee's confidential personnel file.

Step 3: Disciplinary Action

The Appointing Authority will notify the employee via writing and allow an opportunity to respond. The decision on the type of discipline and length will be based on the severity of the offense, the employee's performance, and disciplinary record. This action is appealable to Civil Service. A copy of the written reprimand and any response will be maintained in the employee's personnel file.

Outlined below are the types of discipline that may be implemented at this step.

1. Suspension without pay- Temporarily excludes an employee from the work place, without pay, for disciplinary reasons not to exceed 176 work hours.

2. Reduction in Pay - Reduces an employee's pay to a lower amount in the pay range for his or her classification. The employee's classification does not change. (Civil Service Rule 1.33.02)
3. Involuntary Demotion - Moves the employee into a different position that has a classification with a lower maximum. (Civil Service Rule 1.11) and requires at least a 7% reduction in pay.

Step 4: Termination

Termination is the final step in LHC's progressive disciplinary procedure. It is a disciplinary action that stems from severe violations of LHC policy or failure to correct behavioral deficiencies. Single incidents of certain offenses are severe enough to warrant separation from the LHC. This action is appealable to Civil Service.

Examples of the types of offenses that may result in immediate consideration for termination include, but are not limited to, the following:

- Physical altercations, whether or not injury occurs;
- Sexual assault or engaging in consensual sexual activity in the workplace;
- Possession, use, or being under the influence of illegal substances on LHC property or while engaged in business;
- Theft of LHC property or resources;
- Viewing, possessing, or distributing child pornography; and
- Falsification of LHC or public records including the misrepresentation of credentials to gain employment or promotion.

Persons who violate this policy may also be subject to civil damages or criminal penalties.

VIII. Questions

Questions regarding this policy should be directed to Human Resources via email at hr@lhc.la.gov.