

Virginia Department of Employment Dispute Resolution Employee Code of Ethics

Mission

The mission of the Department of Employment Dispute Resolution is to provide state agencies and their employees with a broad range of workplace dispute resolution tools that assure solutions to workplace conflict consistent with the Commonwealth's human resource policies and related law.

Purpose

To promote ethical behavior by Virginia Department of Employment Dispute Resolution (EDR) employees in the performance of their public responsibilities, in keeping with the agency's core values.

Agency Core Values

- **Equity:** To provide workplace dispute resolution services that are fair and impartial.
- **Neutrality:** To remain objective, independent and free of improper influence in determining grievance issues and in providing mediation services.
- **Confidentiality:** To appreciate and respect the sensitivity of information often disclosed by those using EDR services and to demonstrate a strong commitment to trustworthiness and maintaining confidences in grievance, mediation, and other personnel-related matters.
- **Integrity:** To communicate openly and honestly with those we serve, to act in good faith and with authenticity in our interactions with others, and to model productive workplace behavior and best practices within our own agency.
- **Communication:** To consider all viewpoints and ideas and to communicate openly in an accurate, effective, and timely manner.
- **Excellence:** To work at the highest level of performance, and strive to deliver services and products of high quality in a competent and timely manner, with a commitment to continuous improvement.
- **Respect:** To recognize the dignity of the people we serve and with whom we work.
- **Diversity:** To appreciate and support diverse backgrounds, perspectives, and ideas.
- **Accountability:** To demonstrate responsible actions guided by the agency's Code of Ethics at all times.
- **Stewardship:** To manage public resources—state dollars, state time, state property, and state human resources—responsibly and efficiently.

Agency Commitments

- **Promote a positive work environment**

Employees act with integrity in all relationships and actions in the work environment. Employees are committed to treating all persons in an even-handed, respectful, and courteous manner. Harassment or discrimination of any kind is unacceptable and will not be tolerated. This includes, but is not limited to, discrimination based on race, color, religion, gender, age, national origin, disability, sexual orientation, citizenship or veteran status.

- **Promote equity and neutrality**

Grievance determinations are based on the relevant facts, policy, and law, in keeping with established procedural rules, without conflicts of interest or partiality toward either employee or agency management parties. Likewise, mediation services are provided without supporting or aligning with a particular party's position.

- **Maintain confidentiality of sensitive information and employee personal data**

Employees will carefully avoid any violation of privacy or inappropriate release of information, including but not limited to issues related to workplace disputes or personal information.

- **Carefully negotiate contracts and make responsible purchases**

EDR's fiscal and purchasing staff will appropriately conduct these procedures pursuant to the Virginia Procurement Act and related state and agency procedures.

- **Avoid conflicts of interest**

Employees will avoid conflicts of interest and/or the appearance of conflicts of interest by disclosing all pertinent facts about potential conflicts and ensuring that their official position is never used for personal gain.

- **Neither give nor receive any illegal gifts, favors, or kickbacks**

Employees will follow Commonwealth and agency guidelines regarding giving or receiving gifts or discounts from users of EDR's services or people who supply us with goods and services.

- **Report suspected wrongful conduct promptly**

Employees shall not knowingly conduct or condone any illegal or improper activity occurring at the agency or perpetrated by an EDR employee. Employees will promptly report suspected fraud and alleged violations of the Code of Virginia to the appropriate authority. However, absent a reasonable belief that a threat of material harm to person or property exists, employees of this agency will not disclose assertions made by users of EDR services that are protected by confidentiality and that are made during the course of receiving EDR services.