



**Missouri Department of  
Natural Resources  
Administrative Policies and Procedures**

**Chapter 1 Human Resources**

**Conduct and Ethics Policy**

**Number: 1.01**

**Effective date**

**August 4, 2003**

**Revised**

**June 18, 2018**

All Missouri Department of Natural Resources employees will strive to work with ethics above question and conduct themselves reflecting the trust given staff by the people of Missouri to protect and preserve Missouri’s natural, cultural, and recreational resources. The Department maintains policy and standards regarding employee behavior and conduct that are necessary for the efficient operation of the agency and for the benefit and safety of its employees and the public.

We take our responsibility of stewardship to protect and preserve the environment in which we work and live seriously. In providing public service we value:

- Integrity and excellence in all we do.
- Openness to every point of view.
- Diversity in people and approach.

The following specific areas are covered in this policy:

- General provisions.
- Arrest, conviction or pleas of guilty.
- Confidential information.
- Gifts.
- Witness Fees.
- Staff using their official position with the Department.
- Non-retaliation.
- Solicitation at the workplace.
- State facilities, materials, equipment, and supplies.
- Staff responsibilities.
- Supervisor responsibilities.
- Conflict of interest.
- Religious Accommodations.
- Employment or volunteering outside the Department.

**GENERAL PROVISIONS**

The work of the Department will be conducted with respect, concern and courtesy toward clients, coworkers and the public. Staff shall approach their duties in a positive manner with dedication and compassion, and will constructively support open communication. Staff shall conduct their duties recognizing the diverse background, characteristics and beliefs of all those with whom they conduct state business.

This policy is not intended to cover every aspect of employee conduct. All Department employees are expected to use sound judgment with regard to their own conduct on the job and the performance of their assigned duties. Employees must refrain from off-duty conduct that tends to bring state service into public disrepute, exhibits moral turpitude or negatively affects the employee’s job performance.



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**Employees of the Department:**

- Will avoid any interest or activity that improperly influences the conduct of their work or their ability to act with objectivity in their work.
- Shall act impartially and neither give nor accept special favors or privileges that might be construed to improperly influence the performance of their work or the work of others.
- Shall not allow political participation or affiliation to improperly influence the performance of their duties to the public.
- Shall comply with laws, rules, policies and procedures at all times.
- Shall avoid any action that might result in losing independence or impartiality in decision making or adversely affect public confidence in the integrity of the Department.

The following actions are considered unprofessional and inappropriate for Department employees:

- The use of profanity, abusive or threatening language or slurs that may or may not be perceived as discriminatory.
- False or malicious gossip concerning visitors, Department employees, management, citizens and industries.
- Fighting, assaulting, threatening or intimidating other employees, offenders, customers or other members of the public.
- Reporting for work or attending a meeting or conference away from the office in a physical or mental condition which is unsafe to the employee, others, or physical property; renders one incapable of performing job responsibilities; or creates an unfavorable public image, including but not limited to intoxication and being under the influence of a controlled substance.
- Loitering, loafing, horseplay, sleeping and engaging in offensive and/or harmful practical jokes in the workplace.
- Engaging in any form of sexual or other harassment, including but not limited to vulgar and inappropriate behavior, sexual advances, requests for sexual favors and other verbal or physical conduct of a sexual nature; or engaging in discrimination or harassment based on an individual's sex, age, race, color, national origin, ancestry, religion, disability, genetic information, sexual orientation, pregnancy, military status or any other basis protected by federal, state or local law. Disciplinary action will be taken against any employee who violates this provision. For more information refer to Policy 1.02-03 Non-Discrimination/Anti-Harassment Policy and Complaint Procedures.
- Engaging in retaliation against any individual for reporting such discrimination or harassment as noted above, or against any individual for participating in an investigation concerning allegations of unlawful discrimination or harassment.
- Attempting to practice fraud or deception in securing benefits or grants for oneself or another applicant.



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The Department recognizes that the personal appearance of its employees makes an impact on the general impression conveyed to coworkers and the public. Accordingly, all employees are expected to dress in a mode appropriate to the specific job duties they perform. All employees must wear clothing that is clean and well maintained and should observe good grooming and personal hygiene practices. Management shall set standards for appropriate dress within their respective areas of authority according to the type of work performed.

**Arrest, conviction or pleas of guilty**

Staff must notify the Division of Administrative Support (DAS) Human Resources program director of any arrests, convictions or pleas of guilty, suspended execution of sentence or suspended imposition of sentence related to misdemeanor or felony offenses within five (5) days of the event. The DAS Human Resources program director will notify the division director or designee, and they will determine the appropriate action for the reported violation. These or other circumstances may result in the need for a reference or criminal record review of the employee to determine if further action is warranted.

An employee unable to work because they are in jail may be denied the use of annual leave. The employee may be dismissed due to unauthorized absence if they are unable to report for work due to jail time. The approval or denial of annual leave will be at the Department’s discretion for the purpose of serving time in jail following the final resolution of the employee’s case. Such requests must be made in advance.

**Confidential information**

Department staff shall not use or disclose, directly or indirectly, confidential information obtained in the course of or by reason of their employment or official capacity in any manner. Staff members who breach confidentiality will be subject to discipline.

**Gifts**

Department staff and their spouses, minor children and household members shall not knowingly accept, solicit, or agree to accept any gift for themselves, members of their families, or others, either directly or indirectly from or on behalf of a regulated entity, or any other person or entity that:

- Operates under a contract with the Department or seeks to engage in business relations of any sort with the Department.
- Conducts operations or activities that are either regulated by the Department or significantly affected by Department decisions.
- Has interests that may be substantially affected by the performance or nonperformance of the official duties of Department personnel.
- Is a lobbyist as defined by Section 105.470(6). RSMo.

Department staff who are offered gifts of any dollar amount shall promptly report such circumstances to their immediate supervisor, unless otherwise noted below.



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- "Gift" means anything of value, including but not limited to food, lodging, transportation, personal services, gratuities, subscriptions, memberships, trips, loans, extensions of credit, forgiveness of debts, or advances or deposits of money. "Gift" does not include: Unsolicited tokens or awards of appreciation, honorary degrees, or bona fide awards in recognition of public service in the form of plaques, trophies, desk items, wall mementos, and similar items, provided that any such item shall not be in a form which can be readily converted to cash.
- Sample merchandise, promotional items, and appreciation tokens, if they are routinely given to customers, suppliers, or potential customers or suppliers in the ordinary course of business.
- Gifts, devices, or inheritances from family members.
- Gifts from other state employees.
- Gifts from personal friends where it is clear that the gift is motivated by personal friendship and not by the employee's position.
- Meals, lodging, transportation, or other benefits resulting from the business or employment activities of an employee's spouse when it is clear that such benefits have not been offered or enhanced because of the employee's position.

**Witness fees while serving in official Department of Natural Resources capacity**

Employees who appear as witnesses in their official Department capacities may not retain witness fees. The time spent serving as a witness shall be considered work time. If witness fees are paid, employees must endorse the check with "pay to the order of the Department of Natural Resources" and forward the check and a copy of the subpoena or other official court document to the Accounting Program. Jury duty fees are allowed to be kept by the employee.

**Staff using their official position with the Department**

Department staff shall not use their official positions to improperly induce, coerce, or in any manner improperly influence any person or regulated entity to provide any benefit, financial or otherwise, to themselves or others. Department staff shall not be abusive toward others in the performance of their official duties.

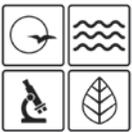
**Non-retaliation**

Staff will not retaliate against any outside party who questions or complains about an action by the Department.

Allegations of retaliation will be investigated by the Department as appropriate. Staff members found to have retaliated are subject to discipline up to and including dismissal.

**Solicitation at the workplace**

Staff will not commercially sell items or services to fellow staff during working hours at the job location. Non-commercial sales of items for a charitable or educational purpose are allowed. Any charitable or educational fund-raising events should be conducted with minimal effort or exposure.



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**State facilities, materials, equipment and supplies**

Employees shall use and maintain all state facilities, equipment, materials and supplies in an efficient manner that will conserve future usefulness. Staff shall use state facilities, equipment, materials and supplies solely for purposes related to the performance of state business. This includes email and internet use. Please refer to the Communications Policies 2.01 and 2.03 for further information regarding email and internet use.

Staff shall not directly or indirectly use, take, dispose of, or allow the use, taking, or disposal of state facilities' material, equipment, or supplies of any kind, other than for official business purposes.

Staff shall not willfully or neglectfully damage state facilities, material, equipment, or supplies.

The Department discourages any use of personal equipment for work-related purposes. The Department is not responsible for any operational, maintenance, or replacement costs of personal equipment used at work. Any employee who utilizes their personal wireless device to access their state email account must sign a Memorandum of Understanding, which may be obtained through the Office of Administration (OA), Information Technology Services Division (ITSD). The [Memorandum of Understanding Use of Personal Wireless Device to Access State Email Account](#) can be found at on the Department's intranet.

The use of agency phones for personal telephone calls and the personal use of cell phones during work hours should be reasonable and appropriate. The Department may demand compensation for excessive personal calls, both for the cost of the call and any lost productivity.

An employee's work area may be searched for work-related reasons, in response to an alleged policy violation or a report of a criminal or civil infraction, or when deemed necessary by Department management. Department staff shall cooperate in any such search.

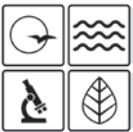
Employees are responsible for promptly reporting the loss of Department property such as laptops, external drives, keys, credit cards, state identification badges, and any other state owned or leased items. Upon termination of employment, the prompt return of all Department property is required.

All work products created and produced by Department staff within the scope and course of their employment is the property of the Department. Department staff shall not copyright or otherwise claim personal ownership or control over such work products.

**Staff responsibilities**

Responsibilities of the Department staff include, but are not limited to the following:

- Each Department employee is responsible for their actions, including reading the administrative policies and procedures and working to carry out those provisions.



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- Each employee shall cooperate with internal investigations and investigations with the appropriate authority. This specifically includes investigations by the Employee Relations Office and the DAS Human Resources Program. Employees are to participate in such investigations in good faith and respond to all inquiries in a prompt and truthful manner. Employees shall not threaten or intimidate investigators.
- Employees must be attentive to their work responsibilities at all times during working hours, including but not limited to conferences, meetings and training sessions.
- Employees are to arrive to work on time and leave work on time according to their approved work schedule. Employees are to schedule and use leave appropriately with their supervisor’s permission.
- Maintain sufficient annual and sick leave balances. An employee’s chain of command may establish leave balance standards.
- Employees may be allowed to periodically adjust their work schedules due to either work-related or personal events, with prior supervisory approval. If the employee does not receive prior supervisory approval for the temporary schedule adjustment, disciplinary action may be taken. For long-term schedule changes employees must make a request in writing, stating the reason for the change and submit through their chain of command to their Division Director or designee for determination.
- Employees must perform assigned tasks efficiently, in a timely manner, and within established minimum quality standards.
- All employees must follow legitimate written and oral directives from supervisors and managers, unless the instructions are illegal or clearly violate safety procedures. Such concerns should immediately be reported to the DAS Human Resources Program.
- Falsification or alteration of work records or reports, including, but not limited to, employment applications, time records, expense accounts, doctor’s notes, etc. is prohibited.
- Employees must obtain and maintain any current license or certificate required by law, the Department, or Office of Administration standards as a condition of employment. If revoked or otherwise lost or expired, employees must report to Human Resources within five (5) days of their knowledge of such action. The Department may receive periodic reports from entities identifying the status of licenses and certificates. Employees must refrain from any conduct that would subject their license to discipline or revocation.
- Employees are to comply with all safety and health requirements, whether established by the Department or by federal, state or local law. For more information, refer to Policy 3.09 Employee Health and Safety.
- Employees must comply with State Merit System Law and the rules and regulations of the Personnel Advisory Board.
- Employees are required to file all state income tax returns and pay all state income taxes owed, as required by Section 105.262. RSMo.
- Employees may not utilize cell phones, camera phones, or any electronic means to record internal interviews, meetings, etc., unless otherwise allowed by policy or with management approval. MSP Ranger Program employees are permitted such use dictated by law enforcement policies and procedures.



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Additionally, the DAS Human Resources Program and the Office of Employee Relations also are allowed to utilize recording devices when conducting workplace investigations.

**Supervisor responsibilities:**

- All supervisors shall ensure that staff have access to all the administrative policies and procedures of the Department and shall work to carry out those provisions.
- Supervisors are responsible for providing all staff with a workplace that is conducive to productivity and free from harassment and other factors that could negatively impact employees, including, but not limited to verbal or physical abuse, threatening, humiliating or intimidating behavior, or otherwise preventing employees from completing their work.
- Supervisors are required to immediately report any allegations of sexual or other harassment to their chain of command and the Office of Employee Relations, as outlined in Policy 1.02-03 Non-Discrimination/Anti-Harassment Policy and Complaint Procedures. An allegation does not have to be in writing, but it may be helpful if staff or supervisors use the Department’s [Discrimination/Harassment Complaint Form](#) to make a report.
- Supervisors will treat staff in a professional and respectful manner. Supervisors have the authority to control work and performance, provide constructive feedback, and set performance standards, priorities, and goals for their staff.
- Supervisors are responsible for ensuring all staff are given reasonable opportunities to be successful in their positions, including but not limited to receiving adequate formal and informal training, resources, equipment, and regular meetings with their supervisor, etc.
- Supervisors are responsible for monitoring and addressing attendance, conduct and performance issues of their staff in a timely and effective manner.

**Religious Accommodations**

The Department will, within reason, accommodate employees in their religious practices. Requests for such accommodations should be made through the employee’s chain of command to the Office of Employee Relations. Employees are not permitted to engage in any religious activity or practice in any office/facility that would be disruptive to other employees or members of the public.

**Conflict of interest**

Department staff shall not engage in any personal, business, or professional activity, nor receive or retain any direct or indirect financial interest that places them in a position of conflict between their private interests and the public interests of the Department related to the duties and responsibilities of their jobs. The DAS Human Resources Director must approve any exceptions, if needed, in consultation with the Department’s legal counsel. The private interests of a spouse, minor child, or household member are considered as private interests of Department staff. Staff shall not participate in the selection, award, or administration of any contract supported by state or federal funds if a conflict of interest exists. This includes a staff member’s immediate family or spouse.



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**Employment or Volunteering Outside the Department**

All employees, full, part-time, or temporary, shall not work or volunteer outside the Department during work hours compensated for by the state. This does not include annual leave and compensatory time taken with supervisory approval. No Department resources will be used for the benefit of outside employment or volunteer work. Uniforms and clothing bearing Department identification or insignia shall not be worn while performing duties for outside employment or volunteer work. Department procedures and policies shall not be bypassed in order to perform the duties of secondary employment or volunteer work.

Staff shall not work or volunteer outside the Department when such employment is incompatible or interferes with properly carrying out their official duties, or would tend to impair their independence, judgment, or action at work. Outside employment shall not conflict with the mission and objectives of the Department. Outside employment that impacts an employee’s attendance or performance constitutes a conflict of interest.

Examples of work that would constitute a conflict of interest and will not be approved include, but are not limited to: conducting environmental consultation work, working for another state agency, or work that closely mirrors duties performed for the Department. Examples of work that likely would not constitute a conflict of interest include retail and work on a family farm.

An example of volunteer work that may constitute a conflict of interest and requires approval by the DAS Human Resources Program, in addition to the employee’s supervisor, include serving on a board or commission. Examples of volunteer work that likely would not constitute a conflict of interest include serving as an adult leader in a youth organization such as scouts, serving on a Rotary or social board club, or serving in some capacity for a school’s parent teacher organization.

Being a candidate for nomination or election to a non-partisan public office could represent a conflict of interest and is discussed in detail in the Department of Natural Resources’ Political Activity by Department Employees Policy 1.09.

Employees must request permission to work or volunteer outside the Department as explained more fully below. The Department has the authority to approve or disapprove the request. The Department may revoke approval at any time should a conflict of interest develop. If the Department revokes approval, reasonable time will be given to allow the employee to end the outside employment. Employees may not begin work until official approval is received from the DAS Human Resources Program. Division leadership also will be notified of approval or denial of requests.

If the DAS Human Resources Program denies the request for secondary employment or volunteer work, either the employee or appointing authority may contact the Personnel Advisory Board for a determination regarding the decision. The Personnel Advisory Board can be contacted at Room 430 Truman Building, PO Box 388, Jefferson City, MO 65102, 573-751-4162, or online. If the Department denied the request but the Board determined the outside work is appropriate, the employee may resubmit the request, including the Board’s opinion, to the DAS Human Resources Program.



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**Permission – Outside Employment or Volunteer Work**

To request permission to work outside of the Department:

1. Complete and submit to your immediate supervisor the [Request for Permission to Work or Volunteer Outside the Department](#). Additional employment or volunteer requests may be entered using the same form. Staff must include detailed information on this form regarding the nature of the outside entity and the specific job tasks that will be performed. The Department may, but is not required to, request additional information from the employee, if necessary. Incomplete information may result in disapproval.
2. Supervisors will submit the application to the DAS Human Resources Program for review and approval.
3. DAS Human Resources Program reviews the request and notifies the employee, supervisor, and division leadership regarding approval or denial of requests.

If an employee requests permission to volunteer in a role that clearly does not constitute a conflict of interest (see preceding examples), the employee’s supervisor need not submit the application to the DAS Human Resources Program. The employee’s supervisor shall confer with program and division management regarding all requests to volunteer and retain the approved Request for Permission to Work or Volunteer Outside the Department form in their files.

Department approval to work or volunteer outside the Department is for a maximum duration of twelve (12) months from the date of approval. All approvals for work outside the Department expire annually on June 30, regardless of when approval was received by the employee, and must be renewed for the upcoming fiscal year by submitting a new request. The request must be submitted to the DAS Human Resources Program by May 15 for consideration for the upcoming fiscal year, by email or delivery to the attention of the Human Resources Program Director.

The Human Resources Program will provide a list to the Department Director detailing which employees have requested approval to work or volunteer outside the Department.

Staff shall submit another Request for Permission to Work or Volunteer Outside the Department form to indicate major changes in outside employment or volunteer work. These requests, once received by the DAS Human Resources Program, normally will be reviewed and notification provided of the final determination within fourteen (14) business days. Examples include:

- The duties of outside employment significantly change.
- The outside employer’s type of business, clients, or services significantly change.
- Unforeseen conflict arises after receiving approval.

Questions concerning this policy should go first to an individual’s supervisor, then through the chain of command. The DAS Human Resources Program Director or the Employee Relations Director should be consulted when appropriate.



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The Department’s legal counsel will provide advice and assistance to the Department Director, deputy directors, division directors and the appointing authority concerning this policy. The appointing authority will answer questions and resolve issues concerning this policy in consultation with legal counsel.

**REFERENCES**

- Public Officers and Employees – Miscellaneous Provisions Chapter 105, RSMo.
- Tax Compliance Section 105.262. RSMo.
- Rules of Office of Administration, Separation, Suspension, and Demotion – 1 CSR 20-3.070
- Rules of the Office of Administration, Conflicting Employment, 1 CSR 20-1.040-(3)
- Executive Orders 92-04 and 17-02.

Related statewide policies – <http://www.oe.mo.gov/co/policies.htm>  
SP-10 State of Missouri Background Checks Policy

**DEFINITIONS**

*Appointing authority:* A person with the authority to approve hiring staff and to approve or deny other personnel-related transactions. In the Department, the appointing authority is the DAS Human Resources Program Director.

*Facilities, equipment, materials and supplies:* Department leased or owned facilities, equipment, materials, and supplies, including but not limited to: buildings, land, cell phones, telephones, computer hardware and software, state vehicles, office supplies, and copiers.

*Supervisor:* An individual who has been given authority by the Department to directly oversee and manage the work of another employee.