



Office of the Director, Fiscal and Human Resources  
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**Asa Hutchinson**  
Governor

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Director

## Code of Ethics and Values

The ADVA Code of Ethics Code is the written document that supports the culture of ethical and efficient service to the citizens of the State provided by this department. The Code describes the behavior expected of employees that perform these services.

### ADVA – Values

**HIGH-QUALITY SERVICE:** Provide outstanding service to those who served us.

**ACCOUNTABILITY:** Unquestionable integrity in all we do.

**COMPASSION:** Consistently demonstrate care and empathetic concern for Veterans and one another.

**COMMUNICATION:** Provide accurate and timely “two-way” communication with our employees, customers, the public and key stakeholders; while fostering a culture of cooperation and collaboration with counties, other agencies, Veteran service organizations and businesses to connect Veterans to resources, and promote the value of Veterans to Arkansas.

### ADVA – Code of Ethics

ADVA employees must comply with all applicable laws and regulations. ADVA will not condone employee conduct that either violates, or has the appearance of violating the law, including the ethical provisions. This includes receiving payments for illegal acts, indirect contributions, rebates, or bribery.

If an employee is uncertain about the application or interpretation of any legal or procedural requirement, the employee should ask for guidance from his or her immediate supervisor.

## **Conflicts of Interest**

ADVA employees must perform their duties in an ethical manner. Employees must not use their position or knowledge gained from their position for private or personal advantage. Arkansas Code Annotated (ACA) §21-8-304 lists certain activities that are ethically prohibited activities for state employees and officials. If an employee becomes involved in a situation that could be considered a prohibited activity, the employee should immediately communicate all the facts to his or her immediate supervisor.

## **Outside Activities, Employment, and Directorships**

ADVA employees should avoid acquiring any business interest, engaging in outside employment or participating in any activity outside ADVA that would conflict with his or her official duties.

## **Relationships with Clients and Suppliers**

Employees must adhere to ACA §19-11-705 in their relationships with clients and suppliers to avoid any conflict of interest. In addition, any employee who has or obtains any benefit from a state contract with a business in which the employee has a financial interest shall make a disclosure to the Director of DFA in accordance with ACA §19-11-706 and Rules and Regulation for Implementing Governor's Executive Order 98-04.

## **Gifts, Entertainment, and Favors**

Employees must not accept entertainment, gifts, personal favors or preferential treatment that could influence, or appear to influence, their decisions in performing their job functions. Specific procurement law addressing gratuities is codified in ACA §19-11-707 and included in Part 4 of the Procurement Law and Regulations promulgated by the Office of State Procurement.

Refer to Rules and Gifts issued by the Arkansas Ethics Commission for detailed rules on gifts at. See attachment D.

## **Kickbacks and Prohibited Commissions**

ADVA employees must not receive kickbacks, prohibited commissions or other prohibited payments from third parties. Violations of this rule will result in imposition of the penalties provided by law. Specific procurement law addressing kickbacks and commission is codified in ACA §19-11-707 and §19-11-708 and included in Part 4 of the Procurement Law and Regulations promulgated by the Office of State Procurement.

## **Organization Funds and Other Assets**

Employees who have access to ADVA funds in any form must follow the prescribed procedures for recording, handling, and protecting money as detailed in DFA's Financial Management Guide or other explanatory materials, or both. If an employee has knowledge of fraud or waste of public assets, the employee should immediately advise his or her immediate supervisor.

Personal use of ADVA funds or assets is strictly forbidden.

## **Organization Records and Communications**

ADVA's books and records must reflect accurate and timely recording of all business transactions. Full disclosure of assets, liabilities, receipts and disbursements must be made.

Employees must not make or engage in any false record or communication whether internal or external, including but not limited to:

- False expense, attendance, production, financial, or similar reports and statements
- False advertising, deceptive marketing practices, or other misleading representations

## **Dealing With Outside People and Organizations**

**Employees must not use their position or affiliation with ADVA when communicating regarding matters not involving ADVA business.** Employees must not use organization identification, stationery, supplies, and equipment for personal or political matters.

When communicating publicly on matters that involve ADVA business, employees must not speak for ADVA on any topic, unless they are certain that the views they express are those of ADVA management, and that it is ADVA management's desire that such views be expressed publicly.

When dealing with anyone outside ADVA, including public officials, employees must take care not to compromise the integrity or damage the reputation of ADVA or any other entity.

## **Prompt Communications**

Employees of ADVA shall respond promptly and accurately to all requests for information and complaints regardless of the source.

## **Privacy and Confidentiality**

When handling financial and personal information about customers or others with whom ADVA has dealings, observe the following principles:

1. Collect, use, and retain only the personal information necessary for ADVA business. Whenever possible, obtain any relevant information directly from the -person concerned. Use only reputable and reliable sources to supplement this information.
2. Retain information only for as long as necessary or as required by law. Protect the physical security of this information.
3. Limit internal access to personal information to those with a legitimate business reason to have the information. Use personal information only for the legitimate business purpose for which it was obtained. Release of any information to persons not involved with the stated business purpose should be made by management in response to a Freedom of Information Act request. Any tax information that is confidential pursuant to ACA §26-18-303 should not be disclosed, except as allowed by law.

### **Reporting Suspected Fraud**

ADVA employees have a responsibility to report occurrences of ethical violations, fraud, waste or abuse of ADVA resources that can be verified through investigation. ADVA employees shall be protected against any form of retaliation, including discharge, for reporting, in good faith, occurrences of ethical violations, fraud, waste or abuse of ADVA resources as stated in the Arkansas Whistleblower Act (ACA §§21-1-601-609). Investigations to substantiate reported allegations will be conducted in a confidential manner.

Allegations of ethical violations or fraud may be reported to the Arkansas State Employees' Fraud, Waste, and Abuse Report Center (1-800-952-8248) or to the Office of Accounting – Internal Audit Section by telephone (682-0370). A complainant may also choose to report fraud, waste or abuse by completing a Complaint Form, see attached. Complaint forms can be mailed directly to the Office Of Accounting – Internal Audit Section at the following address:

Department of Finance and Administration  
Office of Accounting – Internal Audit Section  
1515 West 7<sup>th</sup> Street, Room 215  
Little Rock, AR 72201