Pollution Liability Insurance Agency
Code of Conduct

The Pollution Liability Insurance Agency (PLIA) expects all agency employees and program participants to act respectfully, ethically, and civilly.

This Code of Conduct sets the expectations for anyone doing business with PLIA. This includes all customers and contractors.

Expectations.

- **Comply with laws, regulations, and agency policies.**

  Customers and contractors must follow all laws, regulations, and policies that apply to PLIA. This includes refraining from physical violence, verbal abuse, harassment, and discrimination towards others including those in a protected class. Protected classes include age, disability, ethnicity, size, sexual orientation, gender, marital status, national origin, ancestry, citizenship, medical condition, race, religion, or political affiliation.

- **Professional and respectful interactions.**

  Customers and contractors must act professionally and respectfully when they interact with PLIA. The agency prohibits conduct that is intimidating, hostile, or offensive regardless of the person's intention.

- **Adhere to contract and program requirements.**

  To do business, customers and contractors must follow all required program reporting and submissions according to signed agreements or as PLIA requests.

Violations.

- Customers and contractors must follow this Code of Conduct at all times. PLIA will investigate violations and may cancel current or future contracts.

  1. Anyone at PLIA or interacting with PLIA may report a violation to PLIA's Legislative and Policy Manager for review and investigation.
  2. The Legislative and Policy Manager will address reports and concerns directly and will work with PLIA staff to take corrective action.
  3. PLIA will immediately end any agency agreements or program enrollment after repeated violations. The agency's decision is final.

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