

WORK ETHIC GUIDELINES

TRUSTWORTHINESS

- Work scheduled hours.
- Provide honest feedback on progress and problems.
- Work with little supervision.
- Give proper notice of anticipated absences.
- Keep confidences; never reveal proprietary information, and honor a person's right to privacy.
- Be honest, reliable and ethical in all business dealings.
- Refuse to steal, misuse or abuse company time, property or equipment.
- Refuse to lie, cheat, deceive, manipulate, exploit or take advantage of others.
- Build confidence between employer, employees, vendors and customers.

RESPECT

- Treat supervisors, co-workers, vendors and customers with courtesy, honor and respect.
- Build mutual respect and long-term relationships by listening to and communicating openly with others within the workplace and with customers.
- Be friendly and cooperative.
- Value and honor all people; follow the Golden Rule.
- Have an open mind and act justly by listening to and acknowledging the opinions and differences of others.
- Work as a team member.
- Be open to and accept instruction or correction.
- Accept instruction and modify behavior when necessary.
- Respect the dignity, privacy and freedom of all.
- Submit to the authority of a supervisor and to workplace rules.
- Use good manners; be courteous and polite.

RESPONSIBILITY

- Take pride in work--show initiative, recognize what needs to be done, pay attention to detail, pursue excellence and be prepared.
- Be loyal in attendance and always punctual.
- Follow instructions.
- Strive to improve abilities, learn new skills and take on broader responsibilities.
- Assert personal views in a reasonable manner.
- Be accountable for the services and products provided; fulfill commitments.
- Persevere and get the job done.
- Manage time and resources wisely.
- Don't promise more than you can provide to internal or external customers.
- Set realistic goals and strive diligently to achieve them. (Over)



FAIRNESS

- Understand and respect the customer-supplier relationship that exists between the employer, employees, vendors and customers.
- Make decisions based on facts and strive for win-win situations - consider all stakeholders and the possible short-term and long-term consequences of a decision.
- Promote and model a positive attitude.
- Be free of bias—open-minded, just, without favoritism or prejudice; listen to and respect the opinions and differences in others.
- Be willing to negotiate and exercise give and take to achieve group success.
- Use tact and courtesy.
- Use only your share of available resources and equipment.
- Share knowledge, ideas and skills with others.
- Be flexible regarding diverse expectations, situations and leadership styles.
- Establish policies in a manner that will not encourage employee dishonesty in reporting expenses, time and absences.

CARING

- Understand and strive for harmonious, mutually beneficial, ethical business relationships between employer, employees, vendors and customers.
- Demonstrate a positive attitude.
- Show kindness and sensitivity to the feelings of others.
- Express gratitude.
- Take time to help others.
- Do quality work and attend to details.
- Be a team player.
- Take time to talk to people face-to-face about issues.
- Evaluate work performance accurately.
- Demonstrate confidence without arrogance.
- Show a personal concern for fellow employees, customers and vendors.

CITIZENSHIP

- Show initiative by being a helpful, resourceful, cooperative and supportive team player.
- Demonstrate a positive and enthusiastic work attitude.
- Understand and contribute to the organization.
- Follow company policies, regulations and procedures.
- Ensure compliance with regulations.
- Accurately report hours worked and expenses incurred.
- Take care of equipment and resources.
- Demonstrate interest in ethical, political, economical and environmental issues that affect the company, your career, your community and our nation.
- Maintain an active role in school and community activities.
- Pursue life-long learning.
- Volunteer without expectation of recognition or reward when help is needed.
- Be a role model and a mentor to new employees.
- Consider the effect of workplace activities on the environment.