Regional Management Services Inc.

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CODE OF ETHIC & THE WORK ETHIC

PERSONAL ETHICS

☐ Morals and Principles = Values

PERSONAL CHARACTERISTICS

- Loyalty
- Honesty
- Dependable
- Reliable
- Self Discipline
- Responsible
- Trustworthy
- Respect
- Decency

PROFESSIONAL ETHICS

- Championing company values.

- Cooperating with and collaborating with others.

- Welcoming new ideas.

- Being respectful of colleagues.

- Promoting healthy work/life balance

☐ Adherence to Corporate Rules

KEEP CALM & FOLLOW THE RULES

Poor Work Ethics

- Lack of productivity
- Laziness
- Tardiness
- Rudeness
- Rumor mongering or any other **attitude** or activity that lowers overall morale
- Negative **attitude** could be due to personal problems.

Unethical Workplace Behaviour

- Actions that are of risk to the business or the health and safety of employees
- Bullying
- Harassment
- Intimidation

Professional Work Ethic Skills

- Reliability
- Dedication
- Discipline
- Productivity
- Cooperation
- Integrity
- Responsibility
- Professionalism

BUSINESS ETHICS

- ❑ Know the Organizational Culture
- ❑ Be a professional – care about your work
- ❑ Have a positive attitude – self confidence
- ❑ Complete your work on time
- ❑ Show a willingness to work and get the job done
- ❑ Avail yourself to training
- ❑ Be a team player
- ❑ Show leadership

ETHICS TO BE PRACTICED IN CUSTOMER SERVICE DELIVERY

Good service makes the difference!

- ✓   Provide a courteous and reliable service

- ✓   Perform a high standard of workmanship

- ✓   Follow safety and health procedures

- ✓   Comply with professional codes

ETHICS TO BE PRACTICED IN THE DELIVERY OF SERVICE

✓ **Complete your end of the contract**

✓ **Keep delivery and deadline dates**

✓ **Provide valuable service : dignity & respect**

✓ **Don't overcharge**

✓ **Correct unsatisfactory service given.**

✓ **Give receipts and other paper work as is necessary**

GOOD ETHICAL WORKPLACE PRACTICES

❖ Arrive at work early

❖ Behave professionally at all times

❖ Put a positive spin on a negative comment

❖ Show initiative: attempt to solve problems

❖ Do it right the first time

❖ Respect others and their contributions

❖ Go the extra mile

❖ Never assume – ask questions

How to Develop a Good Work Ethic

- ❑ Create the right work environment
- ❑ Set a good example
- ❑ Be professional
- ❑ Act responsibly
- ❑ Be disciplined (behaviour and deportment)
- ❑ Understand your customer needs
- ❑ Develop a culture of listening
- ❑ Be receptive to feedback

Why Practice Work Good Ethics

- All people are accountable to the people they serve, to their profession and the society, and the organization for whom they work.'

DISCUSSION

- How can I improve on my work ethic?

- How can my work ethic impact on the organization to which I am assigned to work and on my employer?